

## **ANNUAL GENERAL REPORT APRIL 2019 – MARCH 2020**

### **THE KINGS HEDGES FAMILY SUPPORT PROJECT**

**Registered Charity No: 1107581**

**The Kings Hedges Family Support Project is a  
registered Charity that is governed by its  
Constitution dated 16th November 2004**

**The Kings Hedges Family Support Project  
c/o Browns Field Youth and Community Centre  
31a Green End Rd  
Cambridge, CB4 1RU**

**Telephone 01223 778600**

**Email [manager@khfsp.org.uk](mailto:manager@khfsp.org.uk)**

**Website [www.khfsp.org.uk](http://www.khfsp.org.uk)**



**CHAPMAN  
CHARITABLE  
TRUST**

**JOHN LEWIS  
PARTNERSHIP**



## THE KINGS HEDGES FAMILY SUPPORT PROJECT MINUTES OF THE ANNUAL GENERAL MEETING – 10<sup>TH</sup> OCTOBER 2019

**Attendance:** Susan Lister, Pat Mackenzie, Gary Dew (Cambs Fire), Naomi Kewell, Beth Green (Centre 33), Cynthia Rowbury (Cambridgeshire Community Foundation), Helen Wootton (Talking Together), Justine Fieth (Cambridgeshire Breastfeeding Alliance), Maddie McMahon (Cambridgeshire Breastfeeding Alliance), Sally McGivern (Cambridge City Child and Family Centres), Sarah Calder (Anglia Law Clinic), Charlotte Wilby (Kings Hedges Educational Foundation), Natasha Reay (Shirley Community Primary School), Juliet Snell (Taproot), David Livesey (Cambridge City Foodbank), Laura Bramley (Grove Primary School), Sarah Coates (Penningtons Manches Cooper), Julie Wilson, Tom Kewell, Kelly Farrington, Kayleigh Landsborough, Alan Goodliffe, Lynda Gaitland

**Staff in attendance:** Justina Gaikwad (minute taker), Jo Hunt, Julie Wentworth, Hannah Chong

**Apologies:** Paula Bishop (CHYPPS), Sally Roden(CCC), Philipa Hughes (CCC), Michele Wright (MCFW), Alex Davies (Cambs CC), Mark Freeman(CCVS), Friar Simon (St Laurence Catholic Church), Sarah Crick (Red Hen), Agnes Toth (Cambs Time Credits), Yannick Auckland (Tempo Time Credits), Kate Nation (Turtle Dove), Paul Ray (Cambridge Aid), Susan Mayes (Everyone Health), Fiona Brice (Big Lottery Community Fund), Daniel Zeichner (MP), Rebecca James (Cambs CC), Maria Davis (Red Hen Project)

**Susan Lister chaired the meeting and welcomed all in attendance.**

1. **Minutes of the last AGM, 18<sup>th</sup> October 2018:** These were read and approved as an accurate account. Proposed by Pat MacKenzie and seconded by Gary Dew.
2. **Presentation of the Annual Report:** Susan ensured all attendees had a copy of the report and read the Chair persons report, highlighting that KHFSP have secured funding up to April 2020 and a little further beyond, that we said goodbye to Michele a long standing member of staff for many years, and thanked all staff and management committee for their hard work over the year.
3. **Financial Report/Annual Accounts:** Julie Wentworth explained that the accounts have been approved by the Trustees and independently examined and asked all to look at the summary of income and expenditure in the AGM report. Jo Hunt said that a full set of accounts are readily available to anyone wishing to see them. There were no other questions raised on the accounts, so the accounts were formally adopted; proposed by Gary Dew and seconded by Julie Wilson
4. **Election of Officers and Trustees:** At this point Susan handed over to Jo Hunt for the following election process.
  - **Chair Person: Susan Lister – Proposed by Julie Wilson and seconded by Juliet Snell**  
The meeting was then handed back to Susan Lister for the following election process;
  - **Treasurer: Pat Mackenzie – Proposed by Susan Lister and seconded by Julie Wilson**
  - **Secretary: Esperanza Fernandez Maguire – Proposed by Susan Lister and seconded by Pat Mackenzie**
  - **Trustees:** The following Trustees were voted on collectively – Gemma Goodfellow, Maria Coco, Luthfa Khan, Gary Dew, Tom Kewell, Beth Green, Sarah Calder, Julie Wilson. Proposed by Naomi Kewell and seconded by Juliet Snell.

5. **Next Committee Meeting: Tuesday 29<sup>th</sup> October 2019 7.30-9pm** at Browns Field Youth and Community Centre.
6. **AOB:**
  - Helen Wootton (Talking Together) Thanked KHFSP for applying for funding and the literacy project borrowing boxes we have been using in groups. Jo Hunt further explained the project and introduced Kelly Farrington who volunteers managing one of the borrowing boxes at Thursdays Together. Helen reminded all that the literacy courses run by Talking Together are free for staff and volunteers.
  - David Livesey (Cambridge City Food Bank) Thanked KHFSP for being a “humane support” for people that use the Food Bank and recognised that through KHFSP CCFB were able to connect the help with those that need it.

Susan thanked everyone for attending, invited everyone to stay for refreshments and formally closed the meeting.

## **The Charity's Vision is: Confident parenting – Happier children**

### **Our Values**

We aim to help parents to feel confident to make the choices that are important to them

We work in a welcoming and non-judgmental way

Our staff are kind, approachable and knowledgeable

We help to reduce feelings of isolation and increase a sense of community and offer a high quality, safe place to play, relax and talk

We work actively with partners and connect families to them, ensuring they have access to relevant information and advice



**The Charity operates over three days of the week for 50 weeks a year providing...**

### **Mondays Together**

The Fields Child and Family Centre

### **Wednesdays Together**

North Cambridge Child and Family Centre

### **Thursdays Together**

Browns Field Youth and Community Centre

The Charity's Objectives are:

- 1) To educate families and the public in better standards of childcare and in the importance of sound relationships between parents and children for the maintenance and enrichment of family life.
- 2) The relief of poverty and the provision of recreational facilities or other leisure time occupation in the interest of social welfare, with the objective of improving the conditions of life of persons having need of these facilities by reason of their youth, poverty or social and economic circumstances.

**In planning our programme of activities each year, we have kept in mind the Charity Commission's general guidance on public benefit, and prevention and relief of poverty for the public benefit. The trustees always ensure that the programme of activities we undertake is in line with our charitable objectives and aims.**

## CHAIRPERSON'S REPORT 2019 - 2020

This has been a very challenging year for staff, trustees, and users for lots of reasons, but my thanks to everyone for working so hard together under a lot of different but difficult circumstances.

At the beginning of the year we knew that we had a huge financial hurdle to climb, as our funding was nowhere near enough to continue to offer the service we previously had. After a lot of thought and meetings and soul searching we came up with a viable option that would fit within our financial capabilities, and were all ready to launch the 'new-look' service from April, but in March world affairs took a hand and Covid-19 arrived.

The Project, along with everything else, was suddenly closed down and we were unable to offer our groups to our users. There was some rapid thinking, and we were soon able to offer telephone support, WhatsApp and Facebook groups, and a Zoom service, along with doorstep drops of essentials and craft packs, responding to what parents were telling us they needed. Although it wasn't our usual model of support, then at least some support was there, and families seemed to welcome what we were able to offer under the circumstances and were aware that staff were still available for them.

As I write this lockdown has begun to ease, but the Centres we use are still closed, and we still don't know when or how our sessions will start again. At least we are in a better financial position, as our costs have been less during lockdown, so we do have enough financial reserves to offer our normal service at least to begin with, whenever we are able to open again.

Throughout all this – the challenges last year with funding and after Covid-19 hit - the staff and trustees have worked hard to maintain as much as possible, and staff in particular have accepted and coped with some very difficult changes. My thanks to them all, for caring about the Project and its future, and for all the sterling work they do. As Trustees we know that our staff are our most valuable asset, and we know how lucky we are to be working with such a dedicated team. Without them there would be no Project, and of course that also applies to those who work behind the scenes. Many thanks to our regular volunteers as well, for their time, dedication and expertise.

We would like to invite more people to join the committee, especially parents and carers using the Project. We are a friendly group who (in normal circumstances) meet about 4 times a year (we're doing this on Zoom currently!) and would love to have some new members. If you think you might be interested, then talk to a Committee member or one of the staff.

## STAFF

Staff for the year 2019-2020 were;

Project Manager	Jo Hunt
Family Support Workers	Marie Grimwood Karen Doherty Jacqui Barratt
Play Workers	Bernie Webb Duncan Gaffney
Fundraising & Development Worker	Hannah Chong
Administrator & Data Input	Justina Gaikwad
Book keeper	Julie Wentworth
Volunteers	Julie Wilson Angelina Muller Kelly Farrington



## TRUSTEES

Trustees are elected yearly at the Annual General Meeting. The elected trustees for 2019-2020 were;

<b>Chair Person</b>	Susan Lister
<b>Treasurer</b>	Patricia Mackenzie
<b>Secretary</b>	Esperanza Fernandez-Maguire
<b>Committee Members</b>	
	Gary Dew
	Gemma Goodfellow
	Tom Kewell
	Maria Coco
	Luthfa Khan
	Junko Grant
	Beth Green
	Julie Wilson

Sarah Calder was voted on at the AGM and left in October 2019. Susan Norris joined the committee in October 2019.



Looking back over the last 12 months we have aimed to ensure that we remain what our communities want and need. We are extremely proud of our achievements and are excited to share this with our colleagues, partners, service users and funders.

## **2019 - 2020 - WHO HAVE WE WORKED WITH?**

Overall 1193 individuals have attended our groups, broken down to;

**538** Adults

**553** 0-3 year olds

**102** aged 4 and over

This equated to **432** families in total, **180** of these being new families coming to our groups.

Through our surveys we found out that;

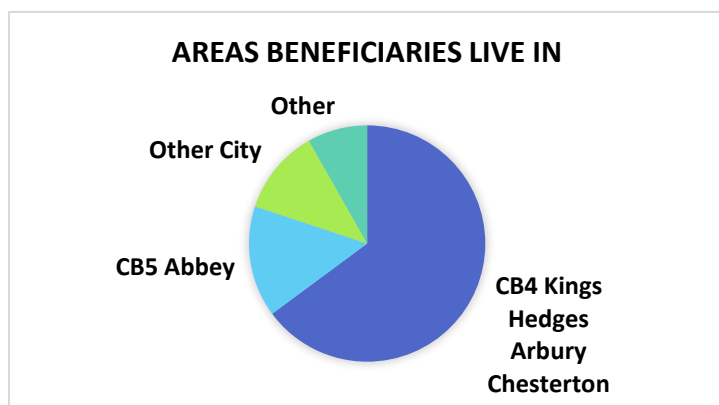
- 2% of responders were attending group for the first time, 65% attend every week, 27% attend once or twice a month, and 6% attend a few times throughout the year.
- 2% were attending for their first time, 27% of people had been attending for 1-6 months, 24% for 6-12 months and 47% for over a year. This shows that we are performing both an introductory service for new families but also providing an important opportunity for ongoing support and activities.

Due to the nature of our groups being open to ANY parent with a child under the age of 4 local to our venues we get a high level of diversity at our groups. Cambridge has both an embedded population (with regards to generations of families being born and spending their lives in the wards that we work in) and a transient one (with regards to families that may be studying or have short-term work contracts in the area) and we are able to create an environment that welcomes all of these parents in one place.

We also make efforts to recognise and engage with those whose first language isn't English. We have many different cultures and nationalities that attend our groups and through our equality monitoring we asked what languages parents used – an amazing total of 22 languages were reported by those that answered which included;

<b>Albanian</b>	<b>Chinese</b>	<b>Hindi</b>	<b>Polish</b>	<b>Sinhalese</b>
<b>Arabic</b>	<b>Czech</b>	<b>Hungarian</b>	<b>Portuguese</b>	<b>Spanish</b>
<b>Bengali</b>	<b>English</b>	<b>Italian</b>	<b>Punjabi</b>	<b>Tamil</b>
<b>Bulgarian</b>	<b>French</b>	<b>Japanese</b>	<b>Romanian</b>	<b>Vietnamese</b>
		<b>Mandarin</b>	<b>Russian</b>	

We try to utilise the help of those bilingual parents that speak a strong level of English to explain and communicate how the groups work to those with more limited English language to ensure they feel welcomed. We have lots of children's books in different languages that are also available.



Our monitoring information shows that most families come to the groups from the areas that the groups are based in. However, we have seen a growth in the numbers of families from other areas of the city attending groups, perhaps due to other services being reduced in other wards of the city.

## 2019-2020 – WHAT HAVE WE DONE?

We have delivered 140 days of our family support drop-ins which can be broken down into the following;

### ***Mondays Together at The Fields Child and Family Centre***

**43** 10am-12.30pm & 1-3pm

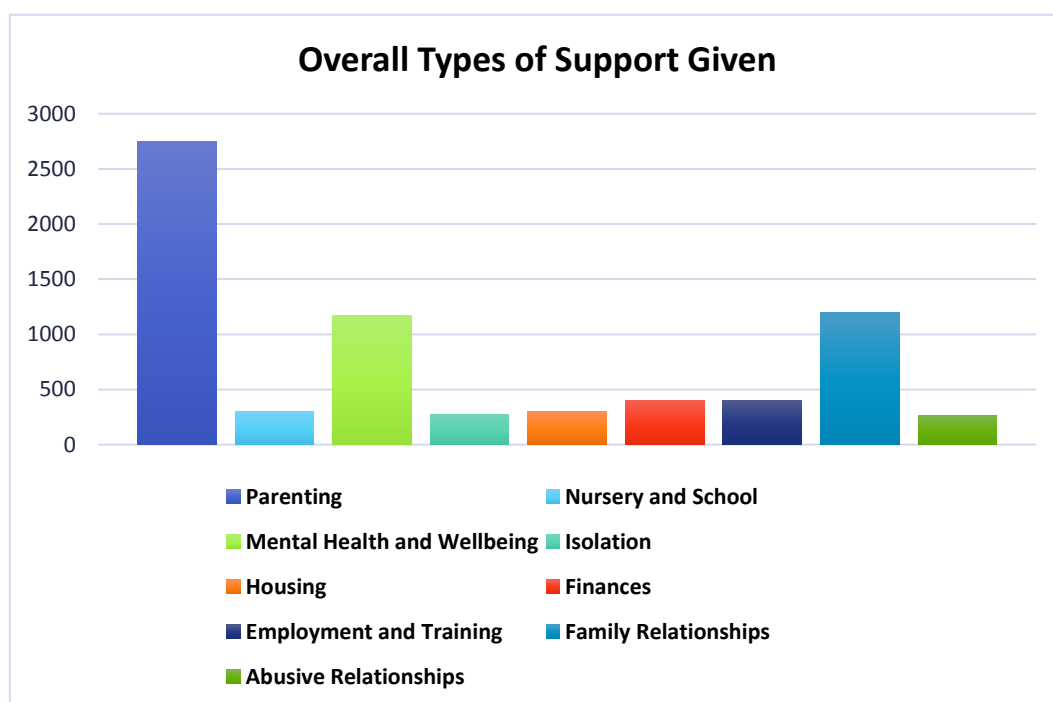
### ***Wednesdays Together at The Fields Child and Family Centre***

**48** 10am-12.30pm & 1-3pm

### ***Thursdays Together at Browns Field Youth and Community Centre***

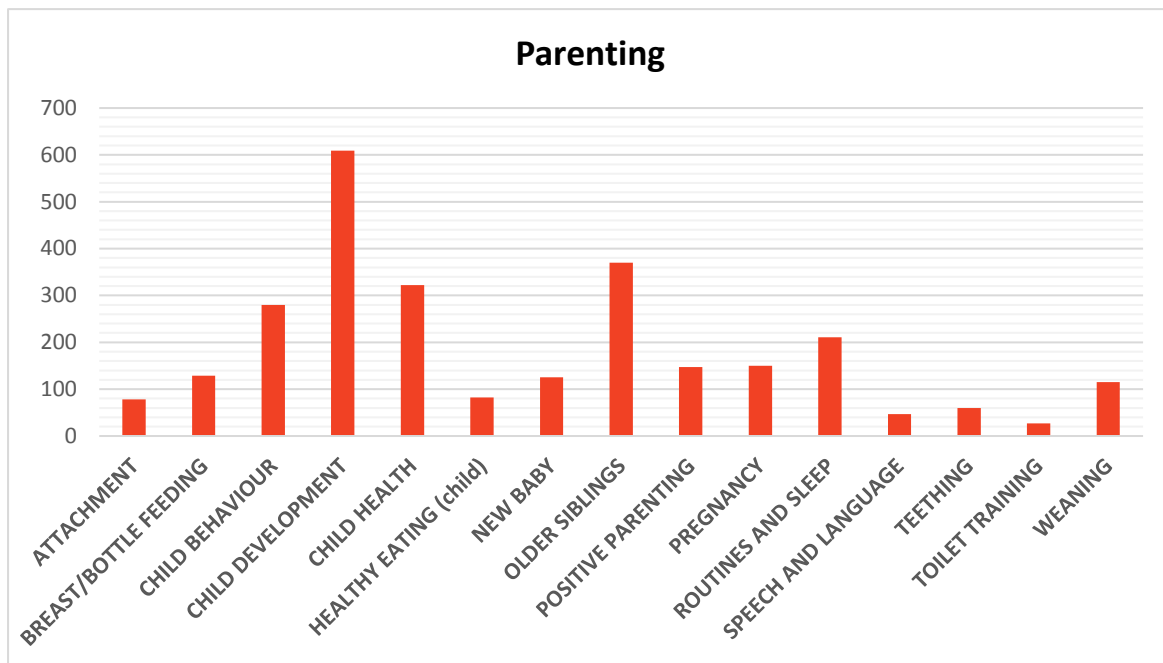
**49** 10am-1pm (term time) and 10am-2pm (school holidays)

Groups have provided opportunities for families to access family support from our staff, whilst also offering opportunities for children to have active play and arts and crafts activities. Family Support Workers worked alongside families, helping them with any needs they presented with (see table below). Our afternoon groups have specifically supported parents with non-walking babies aged 0-1 years who often have different support needs to those with older children.





As may be expected the majority of discussions are centred around parenting, and this can be further broken down as follows;



Healthy lunches were provided at every session, allowing opportunities for discussion around healthy eating along with the experience of sitting together and sharing food, helping to prepare them for attending nursery and school.



Parachute singing time is of course always popular with both children and parents!





Other activities at our groups range from indoor crafts, helping to develop imagination, creativity and fine motor skills, cooking activities, messy play, to outdoor play giving the children an opportunity to interact with others, develop their physical skills and explore!





Our vegetable garden at Thursdays Together is also a very popular aspect of the group – families have an opportunity to plant, grow and harvest fruit and vegetables which they can take home or have as part of our healthy lunches. We are hugely thankful to Penningtons Manches Cooper Charitable Foundation who this year enabled us to rejuvenate the garden area. Summit Landscapes did all the hard work and we're really looking forward to using the new fantastic space!

**From this....**



**To this!!**



And our Christmas Parties are always a highlight of the year for our families! A huge pass the parcel, lots of food and every child was given a present (a book!) from Father Christmas who visited us during his busy schedule.



## 2019 – 2020 – WORKING WITH OTHERS

Where appropriate families have been signposted and referred to other organisations to receive specific support. Referrals have included **Free Cakes for Kids, Foodbank, The Freedom Programme, Read Easy, Mums Matter (Mind), Cambridge Aid, Anglia Law Clinic, Cambridge Re-Use, Citizens Advice, the Besom Project, Little Bundles, Chums, Owl Bikes, The Cogwheel Trust and Mind.**

In addition to the family support and activities on offer we have also invited several other professionals to join us including;

- A Family Worker from the Child and Family Centres to run a 5 to Thrive course alongside our own Family Support Workers
- Tiny Talk baby signing at our baby groups
- Monthly visits from a breastfeeding counsellor
- Zumba class once a month
- Community Fire Safety Champion
- Paediatric First Aid
- Everyone Health
- Cambridgeshire libraries



These have added additional learning and support opportunities for our families – only 20% of people asked said that they would have accessed the advice and information from our visitors elsewhere. 93% of those asked said that they had learnt something new by having these visitors within groups.

Alongside the professional visitors that we have invited into group we have also built on our partnerships over the year. Highlights include;

### Venues

Delivering our groups from 3 different venues means that both our own staff and staff at the venues have a flexible, friendly and professional approach to working together. We continue to have strong and trusted relationships with The Fields Child and Family Centre, North Cambridge Child and Family Centre and Browns Field Youth and Community Centre. Having a small office base at Browns Field means that we are very much part of the community there.







### **Cambridge Breastfeeding Alliance**

Breastfeeding counsellors Maddie and Justine have visited Wednesdays Together baby groups once a month, with follow up support if needed. This has allowed mums on every step of their breastfeeding journey to access breastfeeding advice in their own 'space' rather than having to attend a breastfeeding clinic. This has worked out to be a beneficial partnership for all involved.

### **Women at Work**

Emma Smith, a local artist commissioned to put together an exhibition around women's experiences of pregnancy and early parenthood, contacted us to see how we may be able to help gather stories for the exhibition. Emma was welcomed into our groups and collected stories from many of our parents who shared their own experiences of pregnancy, perinatal loss, breastfeeding, sleep deprivation, work issues and much more. Emma worked hard to collate these stories in a sensitive and thoughtful way and then shared them, alongside others collated elsewhere, in an exhibition in January at the Guildhall in Cambridge. Alongside the exhibition a podcast was recorded where the KHFSP project manager Jo Hunt was a guest speaker. This was a wonderful piece of work for the project to be involved in, helping the unheard voices and experiences of many of our parents be heard and advocated for.

### **Brazelton**

We have worked with Cathy Madley-Dowd, a Parent Coordinator at the Brazelton Centre to provide a space for her to deliver some BumpStart sessions. These sessions were provided for antenatal parents and those in the first 3 months of their baby's birth, helping to enhance parents' knowledge and understanding about how a baby can communicate from birth through their behaviour. Staff from KHFSP also attended the first session to increase their understanding of the Brazelton model.



### **Talking Together in Cambridgeshire – Literacy Project**

Following the successful launch of our 'borrowing boxes' last year we continue to provide them at each of our groups from which parents can select and take home different resources to support early literacy. Resources include not only books but also puppets, masks, story and rhyme cards and wooden figures. This project is in partnership with The Meadows Children and Family Wing and Playlanders Preschool and Nursery who we swap boxes with on a termly basis.



### **Cambridge City Foodbank**

We are able to issue 60 Foodbank vouchers this year to families in crisis and Cambridge City Food Bank also provided 130 food parcels for us to give out at our Christmas parties. Throughout the year they have also donated boxes of sanitary items which we are able to give out to our parents and to some extent help in tackling the period poverty agenda.

We continue working with and alongside many other local organisations that benefit our families including The Meadows Child and Family Wing, The Red Hen Project and Birth as a Medium for Change. This is not an exhaustive list and we take every opportunity we can to explore new and existing organisations that may benefit our families.

## **2019 – 2020 - COMMUNITY INVOLVEMENT: DEVELOPING ACTIVITIES AND VOLUNTEERING**

We have always had a percentage of our trustee committee that are parents who attend group to ensure that they have a clear and recognised voice in decision making for the project. At our AGM in September 2019 we were able to recruit a full board including 5 current or previous parents. The board play an active part in the direction and management of the project and the benefit of having current parents also means that they are an integral part of knowing what happens 'on the ground', mostly on a weekly basis.

We have opportunities available for parents to give feedback and comments on all parts of the project, including comments books, chats with our play worker and family support staff and our feedback exercises.



We have 3 regular volunteers at our groups, two of whom have been previous parents in group and understand the ethos and values of the project well. We have also had one-off volunteers helping with transport and fundraising. All of our volunteers receive Time Credits in return for and recognition of their time and dedication which they can 'spend' on family and community activities.

We also have many parents who help much more informally in groups, helping to tidy away, wash up and the general practical aspect of the groups. This is all part of the community aspect of the project and many parents like to feel like they are taking an active part in how the group runs.

We have had a number of fundraising events including a local band raising some funds for us through a brilliant gig night and we also held a children's disco at the end of summer which was very popular!



#### • **Co-Op Local Community Fund**

As one of Co-Op's charities we raised a good amount of income through their community fund scheme. Through this we have also been able to build up a great relationship with our local Co-Op who have provided us with some grocery items for use at meetings and groups and an opportunity to fundraise within store. KHFSP staff spent a day in store before Christmas promoting their tombola and talking to customers about the charity.



#### • **Mayor's Charity of the Year**

We were proud to be one of the Mayor of Cambridge Cllr Geri Bird's charities of the year. Geri helped to raise the profile of the charity through the various events she's attended throughout the year. She also made an appearance at one of our summer picnics and met lots of families. We were also able to utilise the Cambridge Guildhall for a fundraising event for which we chose to hold a comedy night hosted by Big Deal Comedy. A great night was had by all and we learnt some valuable lessons about how and what we may want to do in the future regarding fundraising events. The event also provided an opportunity to appear on two local radio stations (BBC Radio Cambridgeshire and Cambridge 105) to talk about the event but also to let a wider audience know about the project and its achievements.



## 2019 – 2020 – OUTCOMES: WHAT DIFFERENCE DID WE MAKE?

This year 142 parents filled out an evaluation survey for us and surveying happened over 3 separate weeks over the course of the year, using either paper or digital copies of forms in group or accessing the forms through our Facebook page.

### **Parents commented that the things they enjoyed most about attending our groups included;**

- "Seeing my babies so happy meeting other children"
- "Very friendly atmosphere"
- "Range of different toys/ activities, great space/ indoor/ outdoor, lovely staff!"
- "Meeting other parents- it's nice to have adult conversation!"
- "Socialising for my son and me with other adults, new toys, free lunch!"
- "I enjoy the time seeing my daughter learning new skills/ social time. And to have a cuppa and a chat with staff/ parents"
- "The friendliness of the staff"
- "Helpers at hand for multiple children, large facilities, lots to do, safe environment"
- "The space, the staff, the other visitors"
- "The workers are great, there for a chat and useful advice"
- "Speaking to family workers and allowing my baby to interact and also getting the support and advice. Also helping to support with health"
- "The loving environment"
- "Coming together, share experiences, new environment for my baby"
- "Seeing my little girl explore + grow in confidence"
- "The people who run it are so caring and interested in what's happening in you/your child's life"
- "Friendly welcome, a cup of tea, someone to hold my baby when I need a break and reassurance when I need a cry"

### **And the things they felt their children enjoyed most about coming to the groups included;**

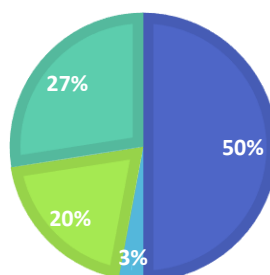
- "Outdoor equipment and soft play, singing"
- "Messy play. Friendly staff. Puppet pack takeaways"
- "Playing in the garden, craft"
- "They love the toys and activities on offer- especially the paint!"
- "Learning new things"
- "Being outside and lunch time"
- "Lots of toys we don't have at home"
- "Mixing with people/ environment"
- "Playing with the other children"
- "The playing and company of other children. He is more confident and happier now"
- "The parachute routine and the houses and bikes and swings outside"
- "Hands- on sensory activities (sand, mud kitchen)"
- "Meeting new friends and learn English language"
- "Chance to play with other babies and watch slightly older children to work out how to do new skills"

In addition;

73 Parents reported that their child is better prepared for school because of coming to group.

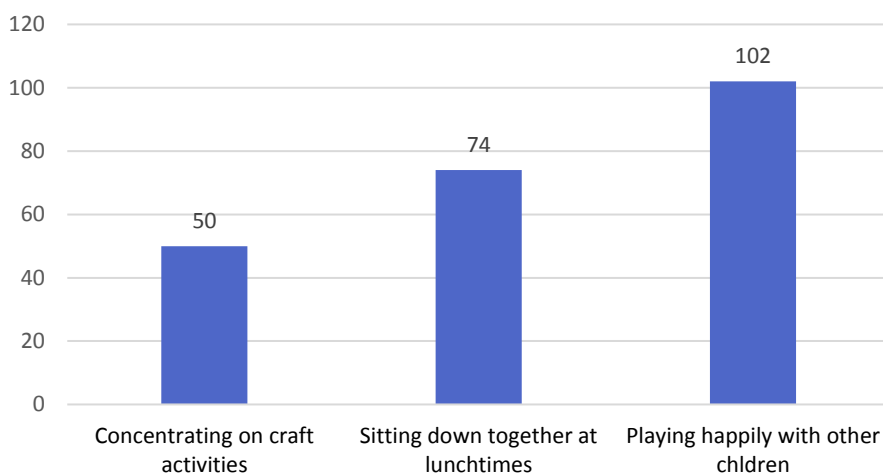
**IF YOUR CHILD IS AGED 2 OR OVER, DO YOU THINK THEY ARE BETTER PREPARED FOR NURSERY OR SCHOOL BECAUSE OF COMING TO THIS GROUP?**

■ Yes ■ No ■ Maybe ■ Not applicable



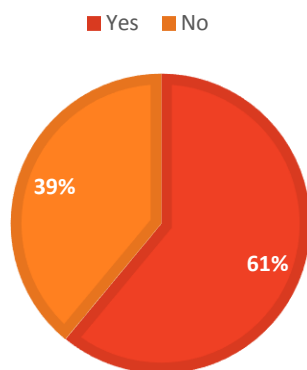
50 parents reported that through coming to groups their children had learnt to concentrate on craft activities, 74 had learnt to sit down together and eat lunch and 102 had learnt to play happily with other children

**Has your child/children learnt anything new from coming to this group?**



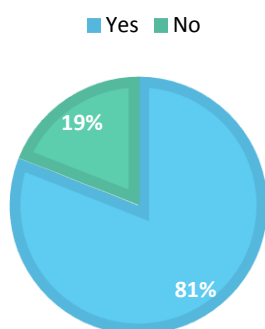
Parents also commented that their children had benefited from interacting with other adults, joining in with parachute play and sharing with others.

### HAVE YOU RECEIVED INFORMATION, ADVICE OR TRAINING AT GROUP ON FAMILY HEALTH TOPICS?



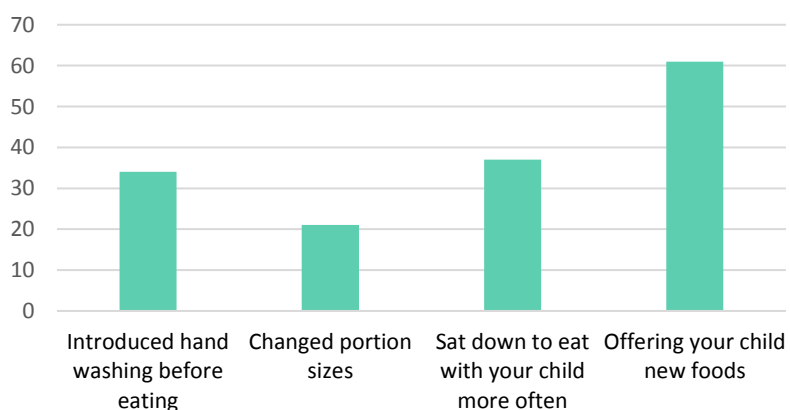
86 parents reported that they had received information, advice or training at group on family health topics. Benefits of this to families included:  
 “Helped with my son’s eating as he’s a fussy eater”  
 “Reassurance about weaning”  
 “Confidence in knowing what to do in an emergency”  
 “The children are much happier”

### DO YOU TAKE PART IN LUNCHES AT GROUP?



115 parents reported that they took part in the lunches at groups

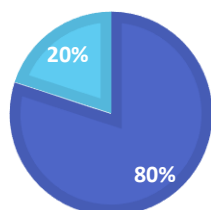
### Have you made any changes at home as a result of joining in our lunchtimes



94 parents reported changes to eating habits at home because of attending the project.

### DO YOU FEEL HAPPIER ABOUT YOURSELF SINCE ATTENDING GROUP?

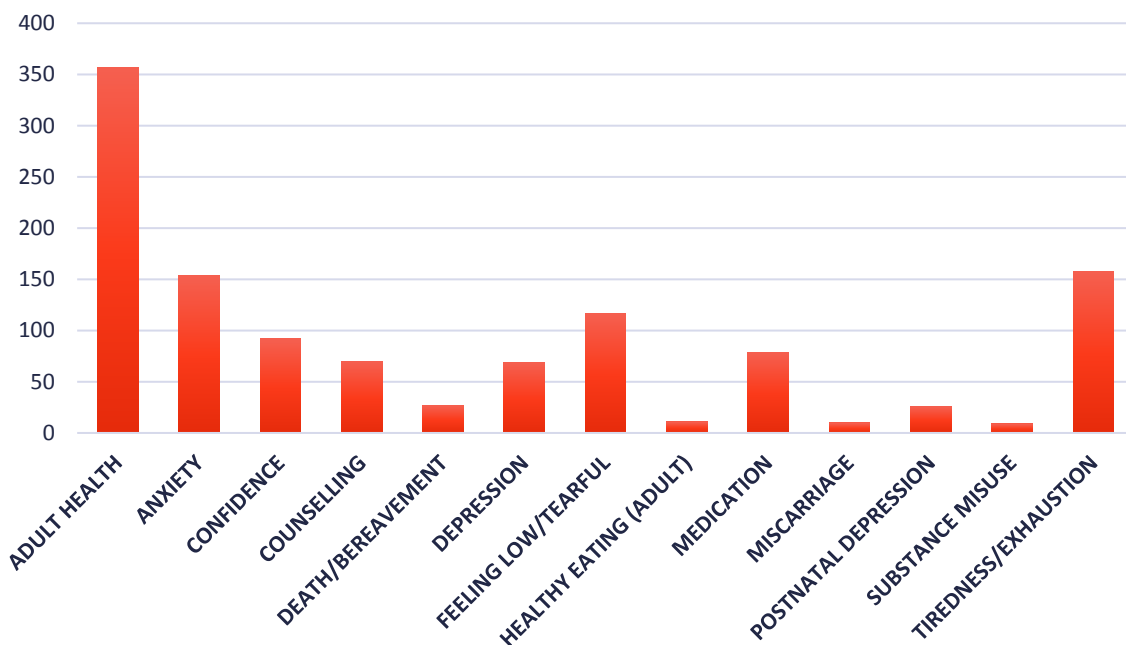
■ Yes ■ No



24 people reported that they had received specific advice from family support workers around mental health and wellbeing whilst 114 said that they felt happier about themselves since attending the groups.

Our family support workers discuss mental health and wellbeing with our parents regularly, and this subject area can be broken down as follows;

### Mental health and wellbeing discussions



35% of people reported that they had received specific support such as phone calls, referrals, personalised support, letter writing, from our Family Support Workers. 36% of these people identified that they had been helped specifically with family relationships. The impact of receiving more tailored specific support from family support workers included:

*"Helped to reorganise our life so that it runs better with work and children but is still financially stable"*

*"We talk more openly"*

*"Without the support life would be so much harder, regarding handling a difficult situation with a separated parent and doing contact between us."*

*"If I didn't have their support and help, I really don't know what situation I would be in right now"*

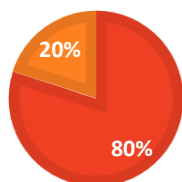
*"Less stress"*

*"I feel more relaxed, so it makes me a better parent/ father"*

*"Having a little more patience"*

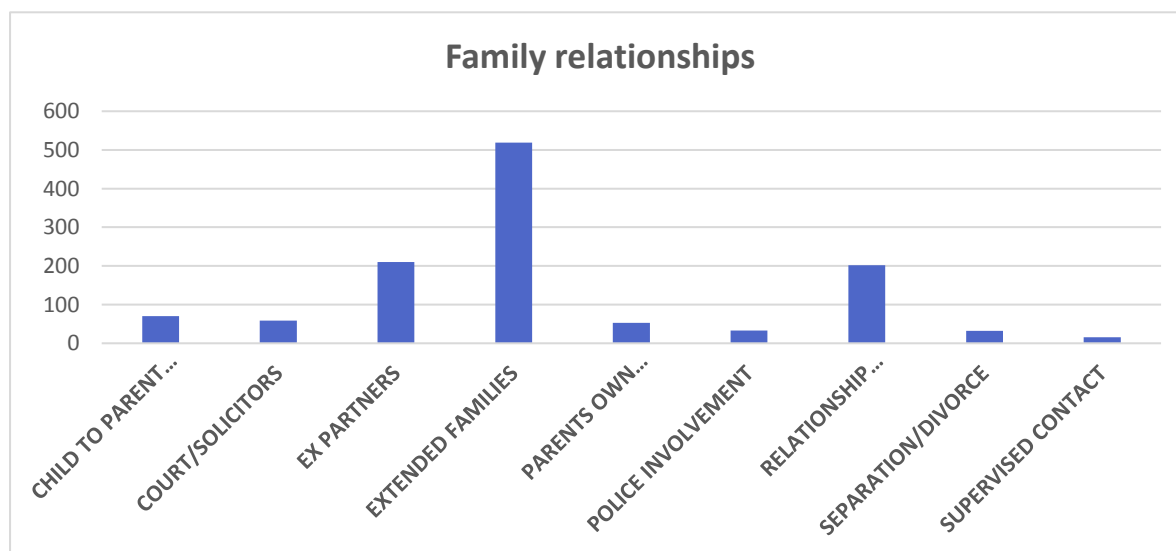
**BY ATTENDING THIS GROUP WOULD YOU SAY THAT YOUR CONFIDENCE IN PARENTING HAS INCREASED?**

■ Yes ■ No



113 parents felt that their confidence has increased as a result of coming to groups and having access to family support workers and 101 parents report that they have learnt new skills for playing with their children.

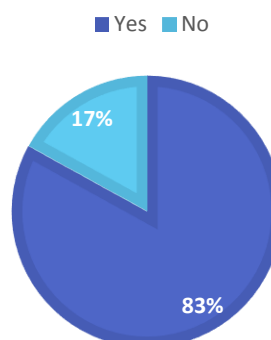
Our discussions with parents also show that we support parents with a variety of aspects that affect family relationships;





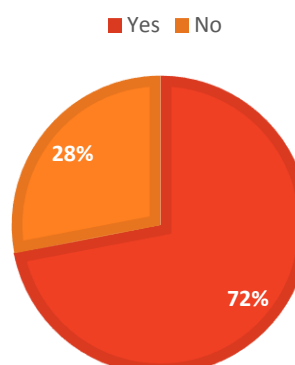
118 parents reported that they had made new friends at our groups, with 65% of these people now also meeting up with these new friends outside of the group setting.

#### HAVE YOU MADE NEW FRIENDS AT GROUP?



102 people felt that they had learnt about other services, groups or organisations in the community from attending our groups. 18 people reported that they help or volunteer at group but many more lend a hand during groups, helping with the smooth running of the project.

#### HAVE YOU LEARNT ABOUT ANY ADDITIONAL SERVICES WITHIN YOUR LOCAL COMMUNITY FROM ATTENDING GROUP?



27% of people had been helped with gaining new skills or getting information about returning to work or education whilst 7% reported that they have received specific support from family support workers around returning to work or training (e.g. help with applications, CV writing etc). Given that many people would not have been ready to return to work yet or may already have a job and be on maternity leave, this shows that we are still managing to support a significant amount of people on this topic.

In addition to the information we have collected through our surveys the following case studies give a clear idea of the impact of our project;

### **Case Study 1**

Parent A has 5 children and currently attends group with her 1- and 2-year olds. She has been attending for about 3 years and before this she came sporadically with her now older children. A came to the group with a friend – she was feeling lonely and overwhelmed at home being a single parent and feeling like she didn't have any support. She found it hard getting out and about and came with her friend for support and company.

A feels that each week when she comes to group she is greeted by friendly, warm people and it feels comfortable which helps her return every week. She uses the group as a positive place which helps carry her through the rest of the week. She feels that the group has helped her to parent in a more positive way, with housing, healthy eating and most importantly for her mental health as it is her 'go to' place where she knows she will get support.

She has been referred to and signposted to a variety of other organisations including the Meadows Child and Family Wing, the Freedom Programme, Browns Field Community Centre, Holiday Lunches and Food Bank.

Currently she feels that she can still struggle at times, but she is now a much more confident parent and person. She has been able to make friends at group which has made her feel less alone. Her hopes for the future are that she can remain strong and gain more strength in herself as a parent.

### **Case Study 2**

Parent H has been attending the group for 2 ½ years with her two children who are now 4 and 2 years old. She first came with a friend to spend time with her children that wasn't expensive and to meet other parents.

H had some difficulties with a family member which had been affecting her emotional health and her childcare arrangements which meant additional financial burdens. During this time she was able to talk to staff about what was happening and always left feeling happier and a bit lighter from her burdens. She feels that it was a consistent place for her to get ongoing support and that her relationships are better as a result of this support. H also received some food vouchers to relieve the short-term financial challenges she faced and also a referral to the Anglia Law Clinic to help her understand her legal position in the circumstances.

She now feels happier in her relationships, stronger and grateful and hopes to stay this way as she watches her children grow and develop.

### **Case Study 3**

Parent E started attending our baby group when her child was around a month old and came along because she thought she would be able to meet other mum's with children the same age.

She says she has received advice about her baby and his development and emotional support when she has been feeling very low and tearful. At times she has felt lost and unsure about everything, from being a mother to relationship difficulties and financial worries, along with the stress of moving to a new house. She feels that through the support she has received at group she is more confident and less anxious and knowing where to find us every week has kept her going and able to get through the week. The financial support – through supermarket vouchers and food bank vouchers – has also helped to ease her worries about being able to provide for her little family.

E has been referred by KHFSP to a course for mums called Shine to help with Self Esteem and confidence and also the Mums Matter course run by Mind which have both really helped her build confidence in herself and her capabilities as a mother.

Currently she feels much more relaxed and less worried and is able to enjoy being a parent much more. She hopes for the future to be the best mother she can be, to continue enjoying being a parent and most importantly to feel emotionally well.

### **Case Study 4**

Parent C has two girls aged 4 and 2 and first started coming to the groups to ensure his daughters were socialising with a range of different children.

C feels that he has been supported in lots of different things by all staff which has enabled him to feel more confident when dealing with challenging situations parenting the children. He also feels that the girls really enjoy coming to the groups and know the routine very well (for example when it's time for parachute singing, lunch etc). They take part in the craft activities and have learnt lots of different skills at the craft table from using scissors to sticking and painting. He also feels that coming to groups has enabled him to meet other parents that he will see in the future at the school gate. C has also been signposted to various other groups and organisations by staff including Holiday Lunches, Cambridge Community Scrapstore and Fairbite Food Club.

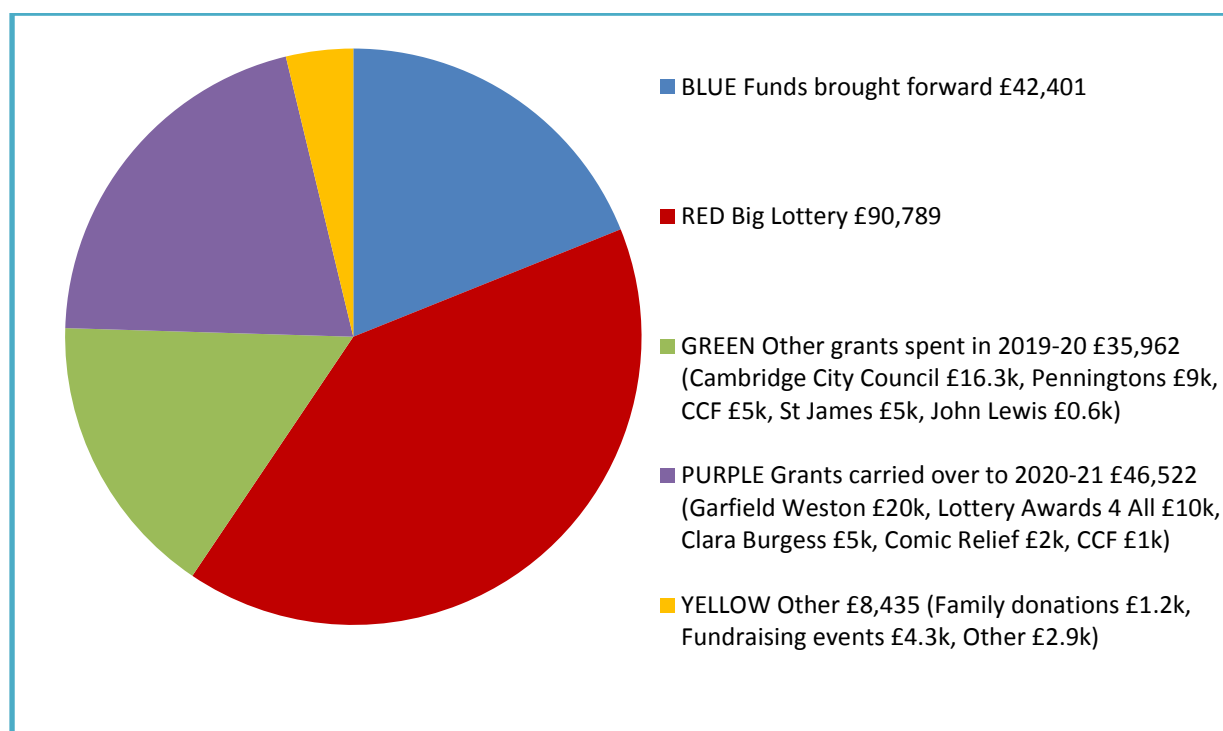
C Currently feels really good as his eldest daughter has just started school and is coping really well. She is a happy, fun and confident little girl which he feels coming to group has nurtured. Although she is sad she is missing the group every week she is still able to return with her younger sister during the school holidays and he is confident she will continue to thrive at school.

His hopes for the future include continuing to be a happy and successful parent raising happy and successful children.

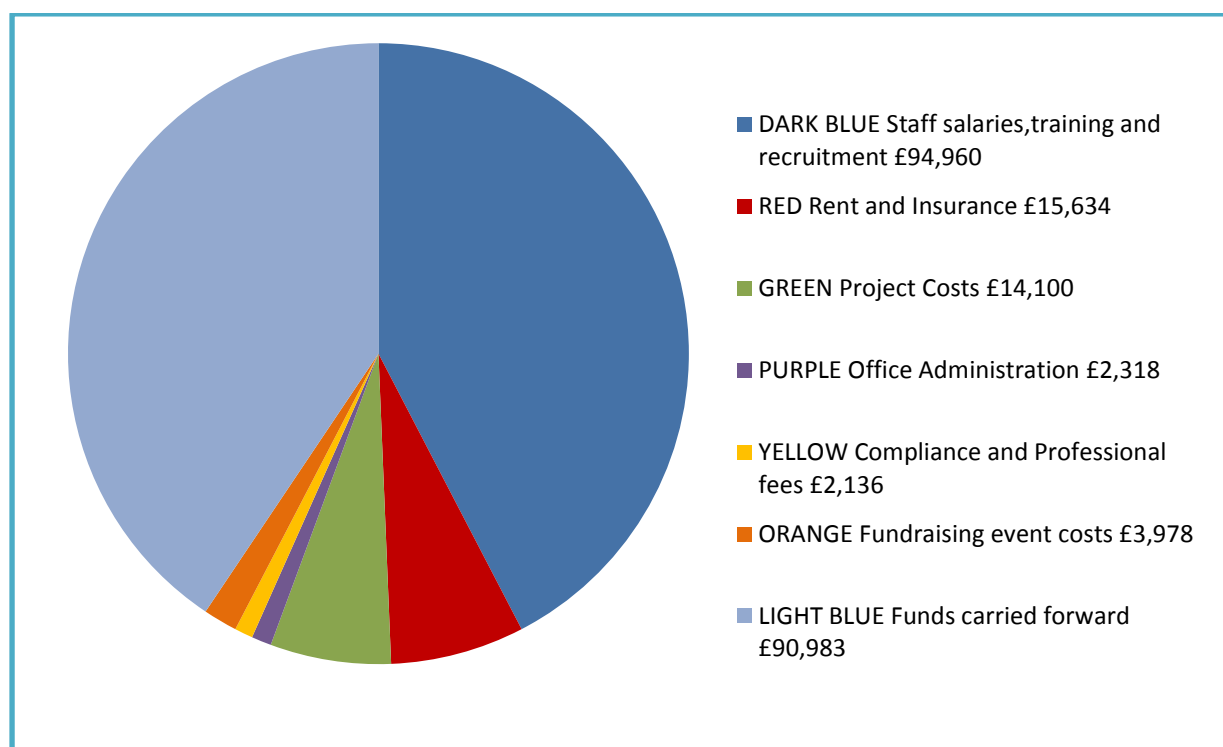
## THE PROJECT'S FINANCES 2019 - 2020

A copy of the full statutory accounts is available on request

### Project Income £181,708



### Project Expenditure £133,126



## FUTURE PLANS

Given that the Lottery Community Fund Grant, which has provided a good level of security for the past 5 years, was concluding in March 2020 we spent some of the past year looking at any necessary changes at a strategical level to ensure our sustainability moving forward. Following on from the continued changes we made following the Building Capabilities funding and Organisational Strengths Review in 2018/2019 we commissioned Cambridge Council for Voluntary Services to carry out an external evaluation of the project at the end of 2019 focusing on;



1. A review of the last 5 years of delivery, drawing on reports on service reach, outcomes and financial performance which were provided by KHFSP;
2. Understanding the views of local families about the future of KHFSP;
3. Looking to the future sustainability and areas of potential opportunities for The Kings Hedges Family Support Project

At this point we were looking at reducing some of our services due to not securing full funding for all our groups from April 2020. As a result, many of the discussions during Phase 1 of the evaluation incorporated the need to reduce provision and the impact that this might have.

However, at the end of March 2020, the Covid-19 pandemic hit the country. Phase 1 of the CCVS evaluation was complete (attached along with this report) and whilst work began on Phase 2, we have been unable to complete this evaluation as we had to quickly adapt to the necessary changes because of the pandemic.

Savings made as a result of these changes, coupled with some late grants coming through successfully, mean that we have in fact secured all necessary funding for 2020-2021. This includes grants from Cambridge City Council, the Evelyn Trust, Groundwork UK – Comic Relief, Garfield Weston, Lottery Awards for All, Cambridge Community Foundation, Clara E Burgess and the Children's Charity Week.

Due to the Covid-19 pandemic we quickly had to make the decision to close our groups in line with government guidance, to protect our families and staff and to reduce the spread of Coronavirus. This has obviously had a huge impact on the level of support we are able to provide our families. Where we would normally be planning to continue the delivery of our Mondays, Wednesdays and Thursdays Together groups, we have quickly had to adapt our ways of working, utilising social media, WhatsApp, video conferencing and phone calls to continue reaching our families. We know people will continue to need our support as they navigate parenting in our new and changed world, perhaps even more so as the situation develops and the full financial, societal and emotional impact of the pandemic becomes clearer.

As we constantly review and adapt to our new ways of working, we will continue to listen to and respond to the presenting needs of families as and when needed. Our work through the Building Capabilities fund two years ago has placed us in a strong position to be able to adapt and respond to this situation and remain resilient in the face of such adversity.

We will work with a flexible budget that we can adapt as we can begin to open groups back up to our families. We will continue to monitor and evaluate the provision ensuring families are an integral part of this process and we will continue to increase our professional network relevant to current and predicted needs of both our families and our organisation.

We will always work within our values;

- We believe that confident parenting makes for happier children
- We aim to help parents to feel confident to make the choices that are important to them
- We work in a welcoming and non-judgemental way
- Our staff are kind, approachable and knowledgeable
- We help to reduce feelings of isolation and increase a sense of community and offer a high quality, safe place to play, relax and talk
- We work actively with partners and connect families to them, ensuring they have access to relevant information and advice

And we will continue developing the charity to ensure that we;

- Continue to provide a service which is both preventative (through guidance, support and advice) and reactive (in the case of families in crisis) for all of our families.
- Continue to be a community that is friendly, welcoming and safe
- Continue to work alongside parents, empowering them to explore possibilities for assistance, but also by helping them to recognise and draw upon the strength and knowledge within themselves and their communities.





## We would like to thank all of our funders and partners

**WORKING TOGETHER TO SUPPORT FAMILIES IN CAMBRIDGE**

**The National Lottery Community Fund**

**St James's Place Charitable Foundation**

**Penningtons Manches Cooper Charitable Foundation**

**John Lewis Partnership – Community Matters**

**Talking Together in Cambridgeshire**

**Chapman Charitable Trust**

**Cambridge City Council East and North Area Committee**

**Cambridge City Council Community Grants**

**Co-Op Local Community Fund**

**Groundwork UK – Tesco**

**Groundwork UK – Comic Relief**

**A&E Education Trust**



**CHAPMAN  
CHARITABLE  
TRUST**



We deliver our project from The Fields Child and Family Centre, The North Cambridge Child and Family Centre and Browns Field Youth and Community Centre, all of whom we would like to thank in their continued support of the project.

We would also like to thank FareShare and Cambridge City Food Bank, our partners in tackling food poverty in Cambridge.

