



WE ARE 150

NATIONAL CHARITY
LOCAL SERVICES
INDIVIDUAL IMPACT

1968 → 2018

A coherent vision based around people, mutual respect, drive and excellence that has endured for 150 years

A proud history of change and innovation to deliver the support needed by families

As Chair and Chief Executive of Family Action we are **delighted to present** our latest Impact Report, published in **our 150th year**.

Our 150th Anniversary is a very special milestone for Family Action. We were supporting families long before anyone reading this report was born and before most of our grandparents or great-grandparents were born too. We were there, working alongside families before the first car started its engine, before the first aeroplane flew, and before the Welfare State was invented.

Throughout our long and proud history we have never stood still as an organisation, or been content to just keep doing the same thing year after year. Instead, we have always sought to listen to what people need and want and then develop new services in response. That is why we were there at the very beginnings of social work, why we started the first Citizens Advice Bureaux and why we created the first Employment Exchanges (or Job Centres as they are known today). You will find more about our fascinating history within the pages of this Impact Report.

Today, Family Action continues to evolve. We are always looking for ways to improve our services and to better meet the needs of our service users.

We have always been good at bringing additional expertise into Family Action. In the five years leading up to our 150th Anniversary, we acquired the services of or merged with seven other charities, all doing brilliant work but all recognising they could achieve more as part of our family.

In fact, that family has seen its most exciting addition take place just days before this report was published, when HRH The Duchess of Cambridge assumed the Royal Patronage of our charity. You will find information regarding all of these changes throughout the pages of this report.

All charities need to reinvent themselves to stay relevant and Family Action is no different. Over the past five years we have been delivering services in a context of continuing austerity. We have witnessed levels of family poverty rise as family income has failed to keep pace with inflation, seen excellent services close because of cuts to spending on public services and had to say goodbye to excellent staff as services have closed down or changed.

But we have not been overwhelmed by those challenges. Instead over the past five years Family Action has grown stronger, sure of what we know and how we can help. We have doubled in size, developed new specialisms and modernised. We have become more business-like and entrepreneurial but we have not lost our heart or our courage. We continue to be an organisation that is driven by its underpinning values – we are can do, we strive for excellence, we focus on people and we always practice with mutual respect. Those values are the glue that holds Family Action together and what makes us so strong as an organisation. They help us all every day to navigate the external pressures that surround us and develop the adaptable, ambitious services you see in this report.

To celebrate our 150th Anniversary we wanted to do more than have a one-off event or just simply raise new funds for our work. Instead, we wanted to spark a national conversation about family life today. To make that happen we worked with some brilliant people at And Rising and 100Vision to create the Family Monsters Project. This is a year-long project which focuses on the realities of family life today, both the joys and the pressures. Our aim was to help people acknowledge and talk about the harder parts of family life as well as the good things, by making it clear that those ups and downs are normal and just part of everyday human experience. You can read about some of the highlights and successes of the Family Monsters Project on page 6.

We hope you enjoy reading this impact report and that you will be surprised and interested by the range and breadth of our work.

One core aim unites everything that Family Action does. We provide practical, emotional and financial support so that people can overcome their challenges and look forward to the future with confidence.

Your support is essential – whether as a member of staff, volunteer, donor, partner, commissioner or friend. You enable us to be a better organisation, an ambitious organisation, an organisation with true impact.

Please read this report and see what we do, then help us do more.

Thank you.



Mary Fulton
Chair



David Holmes CBE
Chief Executive

About Family Action

Family Action is a charity committed to **building stronger families** and **brighter lives**

45,000
FAMILIES
supported

150
YEARS
of stronger
FAMILIES

We help individuals and communities address the challenges they face through practical, emotional and financial support.

→ Our Vision:

Our vision is that everyone who comes to us will receive the support they need to tackle their challenges, whether they are experiencing poverty, disadvantage or social isolation.

→ Our Mission:

Our mission is to provide services and financial support which will strengthen and improve the life chances of those who are poor, disadvantaged or socially isolated. We believe in the strength within families and seek to empower everyone we work with and ensure they are listened to. We help people look forward to the future and not be defined by their past.

→ Our Values and Behaviours:

We embrace our values and behaviours in our work, as well as in our professional relationships with colleagues, partners and those who use our services.

We do this by always:

- **Being people focused**
- **Reflecting a 'can do' approach**
- **Striving for excellence in everything we do**
- **Having mutual respect for everyone we work with and support through our services**

We provide **innovative and effective services** and support to many of the UK's most vulnerable people

Our Strategy

Our 'Building on 150 Years' strategy provides a route map for what we need to do next so that we can keep building stronger families and brighter lives.

Its five key objectives are to:

- 1 **Be agile and responsive** – always able to look ahead, innovate and seize opportunities
- 2 **Manage our growth well** – ensuring we continue to grow in a managed, sustainable way so that we can support more children, adults and families to have better lives
- 3 **Further Improve quality** – ensuring that our services are of the highest possible quality so that we can maximise the difference made to those we support
- 4 **Become better known with a bolder, stronger voice for families** – building our national profile and positioning and ensuring we have increased influence and impact
- 5 **Value our people even more** – investing in our staff and volunteers and their development so that Family Action becomes an even better place to work

Our Services

We support over **45,000 families** and hundreds of thousands of children across the country every year through a wide range of national programmes, local services and training courses focusing on:

- Help for parents-to-be
- Provision of high-quality pre-schools and children's centres in deprived communities
- Provision of holiday activities and food schemes and food clubs to alleviate financial insecurity
- Behaviour outreach support and emotional wellbeing services in schools
- Support for young carers
- Counselling/emotional health and wellbeing services for vulnerable children, young people and adults
- Therapeutic work with children, young people, adults and families
- Adoption support services for adopted children, adoptive families, adopted adults and birth families
- Intensive family support provided directly in the family home for families with complex difficulties
- Relationship support for couples under stress
- Specialist work with domestic violence and abuse
- Befriending and mentoring services for disadvantaged young people, new mothers struggling with perinatal mental ill health and adults with mental ill health
- Financial grants for individuals and families in crisis
- Training and consultancy services
- Delivery of the National School Breakfast Programme

Get in touch

T: 020 7254 6251 E: info@family-action.org.uk W: family-action.org.uk



If you need practical or emotional support from Family Action, contact our FamilyLine service by calling 0808 802 6666, texting 07537 404 282 or emailing familyline@family-action.org.uk

We have been celebrating our **150th Anniversary** this year which gives us the perfect vantage point to see how far we've come since **we began in 1869** – as the Charity Organisation Society (COS), making sure donations from philanthropic Victorians to the poor in London were being spent effectively.

SEE HOW FAR WE'VE COME



1869 1870 1871 1872 1873 1874 1875 1885 1895 1896 1897



Making a difference to the lives of the families we work with

History, Development and Innovation

From the outset we encouraged positive changes in society, achieving many significant milestones along the way:

- Opening the first Employment Enquiry Office in London, which became the model for what would eventually become Jobcentre Plus
- Setting up the first social work training course at what is now the London School of Economics
- Establishing some of the first Citizens Advice Bureaux (CAB) in the country

As our role became more family-focused – including the provision of in-depth therapeutic support for some of the country's most struggling families – we felt a change of name was needed and so became the Family Welfare Association (FWA) in 1946.

Our innovative work continued in the 1970s as we organised the first family therapy conference.

At this time family therapy was relatively unheard of in the UK, so we used the opportunity to promote cutting-edge ideas on its theory and practice, as well as introducing the first GP-attached social workers to offer patients a more integrated service.

Over the following years Family Action continued to grow by offering high-quality, innovative support for vulnerable families. When FWA took on the work of Family Service Units (FSU) in 2006, we became the largest single provider of services to families in Britain.

A further name change in 2008 to Family Action reflected our continued focus on providing family services, but dropped the post-war reference to welfare.

As our work has grown, so too has our reach. This once-small London-based charity now spans the UK, employing well over 800 staff and more than 620 volunteers in over 140 services across England, Wales and the Isle of Man. Most important of all, we now support over 45,000 families and hundreds of thousands of children every year.

Comprehensive modernisation and a renewed focus on innovation over the past five years has brought about a step change in how we do things; with new services, improved evidence of our effectiveness and mergers with other charities. This has helped us double our turnover, and most importantly support more children and families than ever before.

One thing that hasn't changed over the years though, and never will, is our focus on *making a difference to the lives of the individual families we work with.*

A Time of Growth

Carefully selected mergers and success in winning tenders have brought a range of new experience and knowledge into Family Action in recent years, helping us reach yet more families.

- In 2013 we acquired a number of Special Educational Needs and Disability Information Advice and Support (SENDIAS) services and large out-of-hours school-based programmes from education charity ContinYou, helping us expand our schools and education work
- Friendship Works joined Family Action in 2015, bringing wide-ranging experience of mentoring support to improve the emotional wellbeing and life chances of disadvantaged children and young people aged 5–18 and care leavers aged 18–25
- In early 2018 Family Action merged with Bolton-based charity BAND. Over the course of 30 years, BAND has accrued a wealth of knowledge and experience in effectively supporting people with mental health conditions through their recovery journey
- Off Centre also merged with Family Action in 2018. Based in Hackney, Off Centre aims to give young people aged 11–25 greater control over their lives by providing free and confidential counselling, therapy, advice and psycho-social services

Carefully selected mergers and success in winning tenders

- 2018 saw a further merger, between Family Action and PAC-UK. PAC-UK is England's largest adoption support agency offering specialist therapy, advice, support, counselling and training for anyone affected by adoption and permanency. PAC-UK's wealth of knowledge and expertise complements and enhances Family Action's existing training and support work in this area
- 2018 also saw the launch of the ambitious £23.7m National School Breakfast Programme (NSBP), delivered by Family Action in partnership with Magic Breakfast. Funded by the Department for Education (DfE), the NSBP ensures that more than 300,000 children in over 1,800 of England's most deprived schools benefit from a nutritious breakfast every school day instead of starting the day too hungry to learn

WE ARE 150



The Charity Organisation Society (COS) is founded.





Our Family Monsters research tells us...

38m
SAY FAMILY
under pressure

52%
HAVE MONEY
concerns

50%
HAVE HEALTH
concerns

EVERY FAMILY HAS ITS MONSTERS

Despite the progress we have made over the last 150 years, both in terms of advancements in society and Family Action's own growing knowledge and reach, new research we commissioned to mark our 150th Anniversary proves that many of us are still facing many challenges.

Family Action's job is far from done.

Last summer social research specialists ICM Unlimited interviewed two groups of 2,000 individuals aged 18+ across Britain about their 'Family Monsters' – the everyday pressures families face.

The research indicates that three in four British adults – almost 38 million people – say their immediate family is under pressure. The most common pressures come from money (52%), health and wellbeing (50%), lack of time together (49%), work or education (40%) and family relationships (37%).

We understand the need to widen our reach and engage with as diverse a range of families as possible. With this in mind, earlier this year we launched the Family Monsters Project – aimed at sparking a national conversation around the pressures families face every day.

The campaign encourages people to talk openly about their own individual family monsters, and in so doing inspire others to talk about and better cope with the challenges they face.

By connecting with more families in this way, we hope to further improve the relationships we have with those we support, the services we provide and ultimately – through our work – the society we all share.

Go to www.familymonstersproject.com to watch our Family Monsters video.

The Family Monsters Garden

This hugely successful venture saw us display in the artisan garden section at The RHS Chelsea Flower Show from 20–25 May, winning a Gold medal from the organisers, as well as the overall award for Best Artisan Garden!

Creating the garden was a group labour of love, which saw significant involvement from the local community at Family Action's ESCAPE orchard and allotment project in Swaffham, Norfolk. They grew plants and created a willow sculpture to help realise the vision of idverde's amazing staff team led by Alastair Bayford and idverde's generous suppliers. This high-profile project was a huge boon for the self-esteem of people from the ESCAPE project, which uses gardening to improve the independence and wellbeing of local people and families experiencing isolation, including those with disabilities or mental health conditions.



Garden Designer Alistair's Family Monsters

When idverde was approached about exhibiting a garden with Family Action at RHS Chelsea Flower Show, I had no hesitation. I wanted to show my support for the charity and its campaign to get families talking about their monsters. The garden is personal to me and I hope it strikes a connection with those involved and those that visit. I'm certainly not alone; I have my own family monster, which I've previously shut away.

My life, and that of my family, turned upside down two days after we scooped a Gold Medal for the Mind Trap Garden at Chelsea 2017. I had my first of many seizures in the back of a black cab. I was diagnosed with epilepsy, something I suspect was presenting itself some time before; I'd have moments I'd forget, strange sensations and feelings – I'd put it down to the everyday strains from working hard, bringing up a young family etc.

Despite the common assertion that 'everything will be alright, it's a manageable condition', it doesn't help when it's raw – when you're dropping to the floor and violently shaking, losing control of your bladder, losing your independence and explaining to a young child why daddy isn't well; from not bathing alone to not holding your child. The anxiety accompanying it is a huge obstacle to overcome. For me it's the toughest and hardest period of time I've ever experienced. It's been a rollercoaster of a ride; some days good, others not so.

But my monster, while not tamed just yet, is perhaps a little smaller and is getting more manageable. I have a support network that gets me through. I find that talking about my problems and anxieties with the condition also helps.

Find out more about the Family Monsters Garden at www.familymonstersproject.com

Family Monsters Picnics

During the summer we also held a number of Family Monsters Picnics, bringing loved ones together for food, fun and quality time. We held hundreds of picnics across the country, from large-scale events at the Olympic Park in London and wonderful community picnics at a range of National Trust properties in England and Wales to events organised by our individual services. Many of our supporters also held their own private Family Monsters Picnics at home!



Young people enjoy the sunshine at one of this year's Family Monsters Picnics.

1870
COS opens the first **Employment Enquiry Office** in London.

1875
C.S Loch is appointed as the **first Chief Executive** of COS.

Late 1870s
COS establishes the founding principles of **modern day social work**.

1882
COS establishes the **Sanitary Aid Committee** to reduce the spread of infectious diseases.

THE ROYAL SEAL OF APPROVAL

An exciting development throughout our 150th Anniversary Year has been the connection we've forged with HRH The Duchess of Cambridge.

The year began with The Duchess' attendance at the launch of our ambitious FamilyLine service in January, continued throughout the summer where she was a high-profile guest at our award-winning Family Monsters Garden and culminated with the Duchess becoming our Royal Patron in December.

Here we discuss these significant events for our charity and thank our new Royal Patron for her wonderful support for our work.



HRH joins the conversation - FamilyLine

As part of our Family Monsters Project, the Duchess' attendance at our Lewisham offices for the launch of our FamilyLine service helped highlight the increasing value of this new resource for the nation.

FamilyLine is Family Action's free, confidential helpline aimed at supporting people struggling with issues as varied as parenting, family conflict, relationship difficulties or mental health and wellbeing. The helpline also offers virtual befriending and counselling services along with specialist information on specific issues, such as education, housing and benefits.

Calls, emails, online chat or text messages are answered quickly and confidentially by a team of trained FamilyLine volunteers.

During her visit The Duchess spoke with our FamilyLine team and observed a maternal mental health training session for our helpline volunteers.

The Duchess also met with staff from our Lewisham Supported Housing Services, along with families and young carers. They generously shared the challenges they face and highlighted the practical help and emotional support Family Action provides.



Thank you for listening. I feel relieved after talking to you. I have rung a few times and have felt better every time after the call."

– FamilyLine Caller

Jen's FamilyLine Story

Jen* had called FamilyLine on several occasions before accepting our offer of more regular virtual help.

FamilyLine staff helped Jen self-assess where she thought she was in terms of her own emotional and mental wellbeing, discovering that she felt generally nervous, anxious and on edge.

Jen was matched with a virtual counsellor and, in just two weeks, she had already attended her first session where she talked about the everyday challenges of family life and her daughter's additional needs.

Through further self-assessment, Jen's Counsellor was able to support Jen when she felt she was becoming easily irritated, helped her reflect on the way she reacted to her family's needs and gave her relaxation techniques to try.

Thanks to FamilyLine's flexibility Jen could talk about her challenges from the comfort of her own home.

Through her time with her Counsellor, Jen felt she had already developed a more positive outlook when it came to managing her feelings about letting her family down.

Eventually she was able to reflect on the therapeutic journey she'd taken with her Counsellor and decided to finish counselling as she felt she was now in a 'good place'.

**Names have been changed to protect identity*

You can access FamilyLine by calling 0808 802 6666, texting 07537 404 282 or emailing familyline@family-action.org.uk



An Unbroken Royal Lineage

We were delighted when HRH The Duchess of Cambridge chose to assume Royal Patronage of Family Action in December, continuing a proud tradition for our charity.

The Duchess will continue the role Her Majesty The Queen has held for 66 years, having assumed it in turn from Queen Mary in 1953.

The Duchess' keen interest in the Early Years dovetails neatly with Family Action's provision of high quality perinatal mental health services, pre-schools and Children's Centres across the country, and we're honoured that HRH has chosen to support our work.

To celebrate the announcement and its fortuitous timing, the Duchess joined families at a Christmas tree farm in Buckinghamshire where she helped children from our Peterborough Pre-Schools choose trees.

Along with helping children mix reindeer food, make decorations and write letters to Father Christmas, The Duchess also chatted with parents about the pressures they face during the Christmas season.



We've been excited... we've been looking forward to coming. They wanted to see the elves – and I wanted to meet the Duchess!"

– Parent attending the event

1890s

COS and Charles Booth undertake a **census of poverty** across England.

1895

COS founds the concept of **attaching social workers** to schools and hospitals.

1901

COS sets up the **first social work training course** at what is now the London School of Economics.

1908 | FOCUS ON HISTORY

The **first Pension Act** is introduced following our campaigns for a state-managed scheme.

£620,608
TO INDIVIDUALS
and families

849
WELFARE
grants

363
GRENPELL
grants

Money and Poverty

As far back as the 1800s Family Action supported families across London living in poverty by awarding grants, helping them stay together, above the poverty line and out of the workhouse.

Our research shows that people are still struggling with financial hardship today, often fuelled by the high cost of living, rising housing costs and debt. Supporting families in poverty therefore remains a key focus for our charity in 2019.



A HELPING HAND WELFARE GRANTS

The provision of grants to families with financial worries is something Family Action has done from day one.

We know that by giving a small grant when it's needed the most, we can remove immediate financial barriers, helping families work through the bigger issues they're facing – such as fleeing abuse or keeping their children in school.

Our Impact

In 2018-19's financial year alone Family Action distributed 2,383 grants worth £620,608 to individuals and families in need. These included:

- 849 Welfare Grants, helping vulnerable and low-income individuals and families pay for everyday items, such as fridges, clothes and carpets
- 363 Grenfell Grants, supporting families affected by the Grenfell Tower disaster



I recently applied for two welfare grants for families that I am currently working with... This is going to have a huge impact on their lives.

"Both families will be using the money to help towards their children's bedrooms and other furnishing within their homes... Once again a huge thank you for helping these families in need."

– Referring Agency

4.6 million PEOPLE

in the UK live in persistent poverty

(UK Poverty 2018, Joseph Rowntree Foundation, 2018)



1914 | FOCUS ON HISTORY
World War I starts.

1918 | FOCUS ON HISTORY
World War I ends.

1920s
The era after the Great War sees an increase in workload for the COS.

1938
COS sets up some of the first Citizens Advice Bureaux (CAB) in the country.

FOOD FOR THOUGHT THE NATIONAL SCHOOL BREAKFAST PROGRAMME

At least half a million children in the UK arrive at school each day too hungry to learn.

The National School Breakfast Programme (NSBP) is designed to ensure that children in the most disadvantaged areas of England have access to a healthy breakfast at school, without barrier or stigma.

We established the programme because research shows* that a healthy breakfast helps provide children with the energy and nutrients they need to thrive – improving concentration, behaviour, attendance, punctuality, wellbeing and educational attainment.

The government originally funded the NSBP out of the proceeds from the ‘Sugar Tax’ levy to operate in over 1,800 primary and secondary schools, pupil referral units and special schools until March 2020.

Working alongside our delivery partners Magic Breakfast, we have recruited the government’s target number of schools – and are proud to say that because of our intervention, over 300,000 children every school day are now being fed through the programme.

Our Offer

Most participating schools receive:

- Free, healthy breakfast food delivered direct to their door
- Support from a dedicated member of NSBP staff
- A detailed resource pack
- Invitations to regional best practice events
- A £500 start-up grant to buy necessary equipment such as toasters or a freezer

In schools with an existing successful provision, but where the needs of the most disadvantaged pupils are not being met, funding for additional free places is offered to help reach more disadvantaged children at risk of hunger.

Our Impact

- With over 1,800 schools on board, the Programme is now feeding over 300,000 children every school day
- We currently supply 624,000 bagels, 260kg of porridge oats and 7,224 boxes of cereal across England every single week!
- Schools that had an existing breakfast provision before joining the Programme have gone from feeding an average of just 9% of their school roll to a huge 53%
- Although we have already achieved the DfE’s school recruitment target, the popularity and potential scope of the Programme is further demonstrated by the huge number of expressions of interest from schools, with over 3,200 submitted – evidence of an appetite from schools for the Programme to continue and to be extended further

Rockmount Primary

For one school, providing a healthy breakfast allowed them to continue a discussion around nutrition and general wellbeing they were already engaged in.

The Crystal Palace-based school used breakfast provision to work toward the National Children’s Bureau’s ‘Award Place’ (which they’ve now achieved).

The school looked at the five ways to wellbeing developed by the New Economics Foundation – Connect, Be Active, Take Notice, Keep Learning and Give – and found that each tied neatly into the social, recreational, interactive, educational and charitable aspects of the NSBP’s breakfast provision.

Healthy Schools Coordinator Hayley Gorman said: “As part of my role I’ve been looking at food and mood and how the two interlink, so we’ve been speaking to the children about how different foods affect the way that you’re feeling and the importance of having breakfast.”

Once in the classrooms, teachers use their discretion as to how to deliver sessions during this period: from ‘curious question’ sessions; to free flow sessions where children sit and talk about topics they’ve set; and Year 2 classes where children choose the activities they want to do.

The result has been nearly universal take up of the breakfast bagel provision.

Hayley added: “In my class I’ve noticed that they come in and they’ve got their bagel; they’re eating and talking at the same time, and I think it helps to make a positive start to the school day.”

BRIDGING THE GAP HOLIDAY ACTIVITIES

School holiday times can be challenging for families – with increased food costs, a lack of fun and stimulating activities, as well as social isolation.

There is also growing evidence of a holiday experience gap – with children from disadvantaged families less likely to enjoy a family holiday or access out-of-school activities, yet more likely to experience ‘unhealthy holidays’ (in terms of nutrition and health) and social isolation.

Family Action’s holiday activities and food programmes – such as ‘Holiday



I’m so pleased this free scheme is running. When money is tight and the children get bored over the holidays, it’s so difficult. This has really helped.”

– Parent attending a holiday club

Hub’ and ‘Families, Food and Fun’ – support vulnerable and low-income families in England during school holidays by providing free nutritious meals, along with opportunities for family bonding through eating, learning and playing together.

Our Impact

40 settings delivered Families, Food and Fun in summer 2018. This DfE-funded programme supported 1,919 school aged children, 651 pre-school children and 1,201 parents/carers. Together the clubs delivered 613 sessions and provided children and their parents/carers with 14,131 meals and enrichment activities.

With funding from Meals & More and Public Health Stockton, 11 settings delivered well over 100 Holiday Hub sessions over the last year, including family-friendly activities designed to help promote resilience, health and wellbeing. They also addressed summer learning loss through activities such as

cooking, physical activities, arts and crafts, science, music and drama.

Feedback from families highlights the number of different ways they benefit from attending holiday activity and food clubs, such as:

- Having fun and spending quality time together
- Eating healthily
- Being more active
- Trying out new activities and learning new skills
- Worrying less about money
- Meeting new people

Jenny’s Story

Jenny* is currently out of work and three of her children have a special educational need or disability (SEND). She struggles with social isolation in the holidays and with finding low-cost activities that her children can enjoy together.

At the family’s first session, the children were quite shy. However, they slowly began to join in – and by the third session were running into the club. They were also very helpful, assisting the staff in tidying up and getting activities ready.

Jenny was initially concerned about what other people might think of her children’s behaviour. By the end of the sessions, while her children were playing, Jenny was chatting happily and confidently with other parents. Jenny said she felt the Holiday Hub sessions had helped her family to have fun together, as well as meet new people, be more active, try new activities and eat healthy, free food.

**Names have been changed to protect identity*

Find out more about our holiday activities and food programmes at www.family-action.org.uk/food-activities



*Source: Education Endowment Foundation (2016) Magic Breakfast Evaluation Report

1939 | FOCUS ON HISTORY
World War II starts.

1939 – 1945
The Family Service Units are formed to aid families in cities affected by World War II. These will later merge with Family Action in 2006.

1945 | FOCUS ON HISTORY
World War II ends.

1946
COS is re-named and becomes the Family Welfare Association (FWA).

Of the **500,000** rise in children living in poverty in the UK, the vast majority are from working families

FOOD & FINANCIAL FREEDOM

OUR FOOD PROGRAMME

In December 2018 the Joseph Rowntree Foundation published its report into poverty in the UK*. The picture painted by the report was of a society where employment was no guarantee that a family could be free from poverty since, of the 500,000 rise in children living in poverty in the UK over the last five years, the vast majority are from working families.

Our FOOD (Food On Our Doorstep) Programme launched last year, aiming to help address this situation by providing good-quality food for local communities, while simultaneously freeing up more disposable income to improve their wellbeing.

What's more the programme does so in a sustainable way – by harnessing the value of some of the huge amount of food sent to landfill each day that is still fit for human consumption.

**Joseph Rowntree Foundation (1998) UK Poverty 2018 (A comprehensive analysis of poverty trends and figures)*



Under the programme a FOOD Club is set up in partnership with a children's centre or school working with families with children under five.

Once set up, each FOOD Club serves around 50 families weekly who pay £1 to join the scheme and then around £3.50 for food each week. In return they receive high-quality food worth on average £15.

Family Action works in collaboration with the charity FareShare to translate this investment into food delivered from supermarkets, producers and farmers, which is typically collected once a week.

The programme is not a food bank; nor is it intended to provide all of a family's food. Instead it is intended to supplement the food families buy each week with high-quality food and ease the financial burden of doing so.

There are currently four FOOD Clubs operating in children's centres across Manchester and another four in Bristol, with plans to open more clubs in other areas.

50 PEOPLE SERVED per week
200kg DISTRIBUTED per week
£600 SAVED per year

Our Impact

Each FOOD Club:

- Serves 50 people a week, based on being open once per week
- Receives and distributes 200kg of food per week
- Saves a family on average over £600 per year in reduced food costs
- Provides training for local volunteers through a bespoke series of courses
- Promotes access to local support services by using them as a destination for families
- Stops around 10 tonnes of food going to landfill each year

Jackie's Volunteer Experience

Each FOOD Club hosts a number of volunteers who all benefit from induction and food hygiene level 2 training, as well as free membership and weekly access to the scheme. Here volunteer Jackie tells us why the club is so important to her.

From six months old Jackie's daughter attended the playgroup at the Manchester Children's Centre in Miles Platting where the club runs. She had always got on well with the staff and helped with things like getting everything ready for play sessions and tidying away.

Jackie said: "When the club launched they asked me if I was interested in volunteering, and I thought it was a good opportunity to use some of my experience from the work I'd done in retail before my daughter was born."

Jackie enjoyed the role immediately, and especially enjoyed reaching out to people in the community.

She added: "It's about that word of mouth and I enjoy working with people. I've always worked face to face dealing with customers and I enjoy interacting with them. I'm not one for sitting in the house either – I enjoy it because we're helping people."

Jackie believes the service provides a great deal for the community and thinks it's needed for the people she meets, who have often lost jobs or had their hours cut.

She continued: "It's a great service and you can't fault it. For £3.50 it's such good value as you get around £15 in value back each week – and sometimes we get the extra special stuff in that I wouldn't even buy ordinarily. I think it's a great idea as everything's so expensive now. I've only got one girl but she can eat!"



It's a great service and you can't fault it. For £3.50 it's such good value as you get around £15 in value back each week."
 – FOOD Club Volunteer

1948 | FOCUS ON HISTORY
 National Health Service established.

1948 | FOCUS ON HISTORY
 Children's Departments are established for the first time under the new welfare state.

1948
 The Family Discussion Bureau is opened to provide case work and therapy for married couples.

1950s
 FWA plays a major role in helping to make social work a profession.

Health and Wellbeing

Since we established the Sanitary Aid Committee in 1882 to reduce the spread of infectious diseases, Family Action has been helping families to improve their health and wellbeing.

We also introduced the first GP-attached social workers to offer patients a more integrated service.

Such community-based work is still important to us today, as our WellFamily, Health Champions and Social Prescribing services continue to provide much needed health and wellbeing support for people in local settings like GP surgeries, health centres and A&E departments.

Over the years, our health-focused work has evolved and today we provide a wide range of practical and emotional support, helping those challenged by mental health issues retain their independence, choice and involvement with the community.

While our services and our approaches may have changed since the 1880s, what has stayed the same is the need people have for support to overcome their health and wellbeing pressures, along with our determination and creativity to meet their individual needs.



Over the years, our health-focused work has evolved

LEADING THE WAY HEALTH CHAMPIONS

Our Health Champions project is funded by the Department of Health and Social Care and aims to improve the mental health and wellbeing of whole families by supporting those waiting for, or in receipt of, a diagnosis of ASD and/or ADHD for their child. The service is delivered in Peterborough and Swaffham in the East of England and Sandwell in the West Midlands.

We offer families a wide range of informal support, including coffee mornings and activities for children and their parents/carers, as well as more formal training such as Positive Behaviour Support courses.

Local volunteer Health Champions in each area also provide one-to-one practical and emotional befriending support for individual families.

Parents and carers tell us the 'befriending' element of our service gives them the opportunity to feel listened to, often for the first time, and gives them a welcome sense they are not on their own.

Around two-thirds of our volunteer Champions have children with ASD, ADHD or similar conditions, and many of these Champions gain support from our service for their own families.

Our Impact

- 82% of parents/carers said they were better at understanding needs and behaviours linked to ASD/ADHD
- 72% were better able to manage the behaviour of their child
- 82% felt more confident when speaking up for their child
- 85% said they felt more able to help their child do well in the future

(Source: Envoy Partnership, Family Action Health Champions Service: Evaluation Report, Executive Summary, May 2018)

A Volunteer's Story

Laura* says she became a volunteer for Family Action out of a passion for the project's goals and an awareness of the loneliness and insecurity she had felt as a parent of two children with ADHD and ASD.

She explained: "I love to help families going through what I went through for years.

"I can empathise with and advise other families, and I know that just to have someone listen is a breath of fresh air. I only wish this service had been available when I was going through the diagnosis process. Just to know you have helped one family is a great accomplishment and makes me feel very happy."

* Names have been changed to protect identity

50% of PEOPLE

face health and wellbeing pressures

(ICM Unlimited, 2018)



1953

HM Queen Elizabeth II becomes our patron in place of the late Queen Mary.

1975

FWA organises the first UK family therapy conference.

1978

FWA introduces the first GP-attached social workers, offering patients a more integrated service.

1984 | FOCUS ON HISTORY

First Data Protection Act introduced.

What has stayed the same is the need people have for **support to overcome** their health and wellbeing pressures



Patients don't always need traditional medical care. For example, in the case of lonely patients, they might benefit from a community group, which GPs could recommend if appropriate and available. Social prescribing is the practice of referring patients to alternative sources of help and support, beyond a medical focus."

Royal College of Practitioners (2018) Spotlight on the 10 High Impact Actions

THE TAILORED TOUCH **SOCIAL PRESCRIBING IN SECONDARY CARE**

Family Action's Social Prescribing in Secondary Care Pilot in Hackney has helped users improve their wellbeing, health and social welfare by connecting them with others and the community.

The pilot service was commissioned by the Healthy London Partnership, and ran from December 2017 to the end of June 2018 at Homerton University Hospital.

Our link workers provided non-clinical, emotional support on a variety of personal issues, helping individuals to access community activities and services such as support groups or even art classes.

Many people taking part in the service were struggling with some combination of social isolation, low confidence, low-level mental health problems, or issues with benefits and housing.

After engaging with Social Prescribing Services like ours, people are less likely to reach crisis point, relieving some of the pressures on secondary care.



Our Impact

Following the pilot, our joint assessment of the service with Healthy London Partnership and Aptelligen demonstrated a wide variety of positive outcomes. This included being involved in decisions around support, forming positive new friendships and getting help to manage finances and physical health.

The service was also well received by secondary care staff, who felt the service had helped to integrate primary and secondary care and community organisations.

A 'how to' guide was also commissioned by the Healthy London Partnership and produced alongside the service, with the aim of sharing learning from the programme about how to provide Social Prescribing in Secondary Care with NHS commissioners and Senior Managers.

2017-18 pilot service COMMISSIONED

Positive outcomes
'How to' guide commissioned and published

Afua's Story

Afua* is in her late 50s and finds it difficult to do tasks requiring the mobility of her arms, such as washing herself and cooking. She also has diabetes and high blood pressure.

She had initially requested support with her Personal Independence Payment (PIP) application, but after forming a trusting relationship with her Link Worker she opened up about feeling socially isolated.

She also disclosed that she was unable to read and would like to learn how.

Our Link Worker identified and referred her to relevant services that would help her address these different issues – including Health Coaches, Read Easy Hackney and New Age Games for chair-based activities.

We also helped Afua fill out her PIP application and pass the Employment and Support Allowance medical assessment, meaning that she now receives the benefits for which she is eligible.

Afua is now excited about her future, and happy that it's looking different from before.

She is also looking forward to becoming more involved socially and hopes that by learning how to read this will make her more independent in the community.



"I'm very grateful for the work of the service. Without its help and support I would have been lost."
– Service User Joseph*
*Names have been changed to protect identity



1988

FWA opens its first **psychiatric residential service**.

1989 | FOCUS ON HISTORY

Children Act legislation.

1997

Helen Dent becomes **Chief Executive** of the FWA.

1998 | FOCUS ON HISTORY

Human Rights Act.

Parenting and Caring

In the late 1870s Family Action began to use volunteers to provide practical and emotional support for parents and carers.

Today volunteers continue to be vital to many of our parenting services, providing valuable practical and emotional support to struggling parents and carers when they need it most. Family Action's Perinatal Support Services, for instance, are supported by a team of volunteer befrienders who have parenting experience and may have received help from the service themselves.

With the help of our workers and our volunteers we are able to relieve the everyday struggles, big and small, faced by parents and carers across the country.

We do so through our work with separated parents, adoptive/foster carers and special guardians, children's centres delivering a range of early years provision and parenting programmes, perinatal services, family support outreach, and much more.



Today volunteers continue to be vital to many of our parenting services

ADOPTION SUPPORT PAC-UK

Entering adoption, Special Guardianship or another form of permanence is a crucial step forward in a child's life for those who are unable to live with their birth parents. We understand this is the beginning of a life-long journey – not just for the child, but also for the adoptive/permanent care family and the birth family left behind.

For this reason we offer specialist therapy, advice, support, counselling and training to each group affected, including adults adopted as children who continue to find difficulties on their own life journey.

We also offer advice to professionals working with these families in different contexts – in particular adoption social workers, school teachers and other school staff.

Our Impact

PAC-UK has been rated Outstanding in its last three Ofsted inspections, whilst becoming overall winner of the highly coveted GSK awards in 2017, celebrating excellence in charities that improve health and wellbeing in their communities.

Between 1 April 2018 and 31 March 2019:

- Our free and confidential Advice Line handled 3,868 enquiries
- Our Adult Services, Child & Family Service and Education Service teams delivered 4,626 service user appointments*
- These appointments were attended by 1,092 individuals and families*

These figures do not include birth parent support groups, and services delivered by our Peer Services and Training Service.

Within England:

75,000
CHILDREN
in the care of the
LOCAL AUTHORITY

73%
looked after
CHILDREN
are living with
FOSTER CARERS

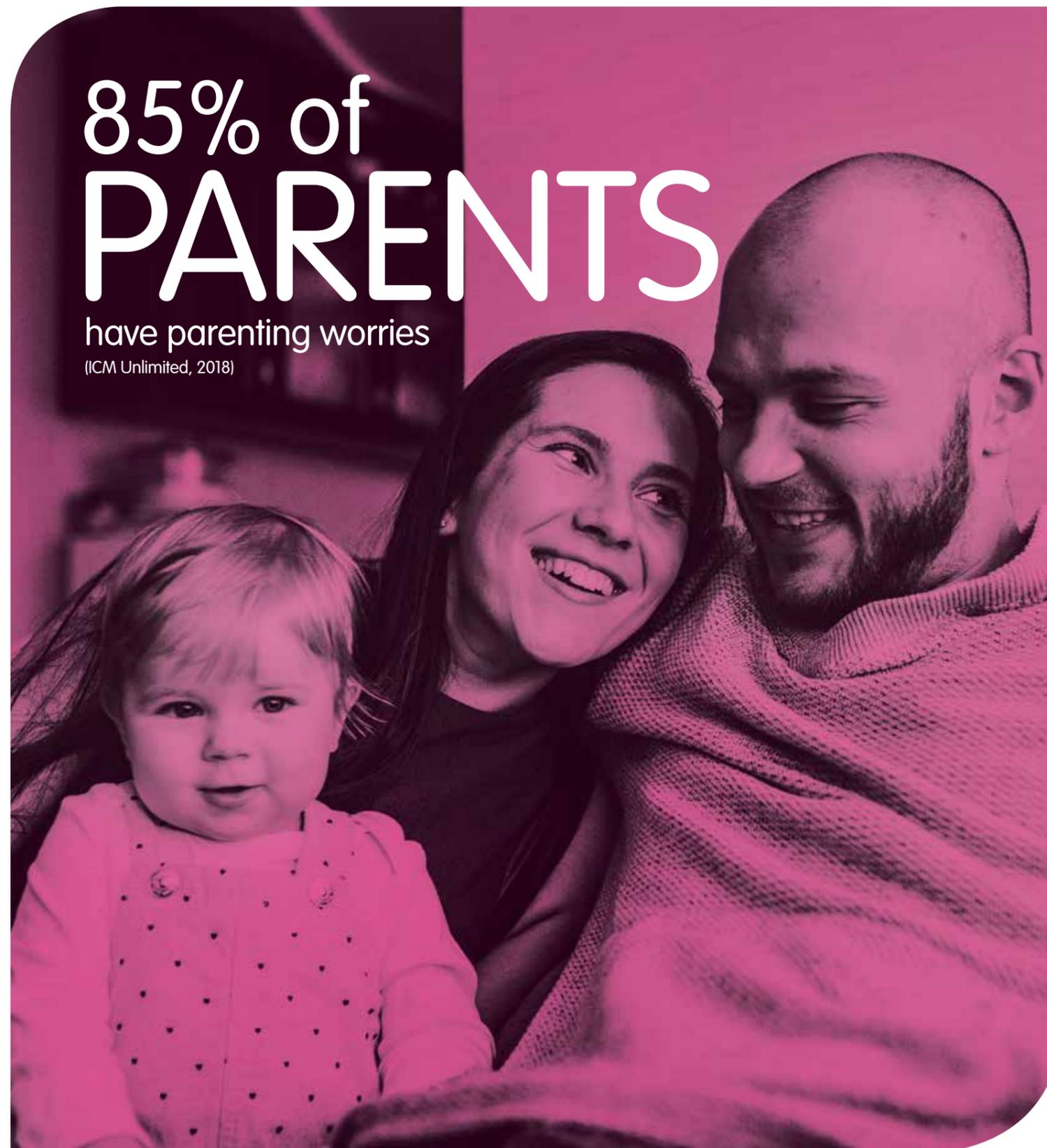
2,000
CHILDREN
waiting for
ADOPTION

Source: DfE (2018)
ASGLB 2018

85% of PARENTS

have parenting worries

(ICM Unlimited, 2018)



2005 | FOCUS ON HISTORY
Adoption and Children Act 2002 is implemented.

2006
FWA merges with Family Service Units – becoming one of the largest national providers of services to families.

2008
FWA is re-branded to become Family Action.

2009
Family Action wins Charities Award for Effectiveness.



I am still attending counselling. I still have a long way to go but feel much more hopeful of my future. If it wasn't for PAC-UK I don't know where I'd be now. I thoroughly recommend PAC-UK's service.

– Adopted Person

ADOPTION SUPPORT PAC-UK



Hannah's PAC-UK Experience

Hannah* was in a violent relationship that resulted in her losing custody of her two girls, at the time both under the age of five. After five years in foster care, her youngest child Annie* was adopted while Rebecca* remained in the system.

After being assessed by social services, Hannah is now being awarded custody of Rebecca. With her daughter due to return to her care, she recalls how PAC-UK helped her cope with the loss of one child and start to rebuild her relationship with another.

Hannah explains: "My two young girls were taken from me and placed in foster care with a view to finding adoptive parents.

"While in foster care I was able to see them during supervised visits, and was aware the plan was to adopt them together, as siblings should be, only it became apparent this was unlikely to ever happen."

The courts decided it would be best to try and place at least one child, so the eldest daughter Rebecca was removed from the adoption order while the younger Annie* was placed with a family.

After Annie's adoption Hannah struggled to process that she had lost a child, and yet still had contact and possibly a future with another.

Hannah was referred to PAC-UK by her social worker, who suggested she receive specialist treatment to help her come to terms with the decision and the possibility of reuniting with Rebecca.

She continued: "While I don't think you can ever overcome the loss of a child through enforced adoption, thanks to one-to-one sessions at PAC-UK and group discussions with other birth mothers, I have been able to change my life for the better. I am no longer in a toxic relationship, and feel prepared to care for my child again."

Hannah has now been assessed by social services who have agreed to let her have custody of Rebecca, which she says is both exciting and nerve-racking. She feels thankful for the continued support of PAC-UK and ongoing sessions with the counsellor where she is able to talk through her concerns.

She said: "I am very aware of the impact this has had on Rebecca, losing her sister in such a way.

"While we do receive letters from Annie – written on her behalf by the adoptive parents – it doesn't replace the closeness they once had. I want to be strong for her, and there are plans to get her support through PAC-UK to help her come to terms with the adoption."

**Names have been changed to protect identity*

Find out more about our adoption services at www.family-action.org.uk/pac-uk/

PEACE OF MIND POST PREGNANCY PERINATAL SUPPORT SERVICES

The period immediately before and after the birth of a child is a time of significant stress for parents. Perinatal mental health problems affect between 10-20% of women and 10% of men in the UK. This can impair their ability to parent and may subsequently have an immediate and also long-term impact on the physical, cognitive, emotional and social health of the child.

Our Parental Support Services support parents with low to moderate diagnosed mental health issues, or those at risk of developing mental illness, and work with families from before the birth of their child to at least one year after.

One Family's Story

A mother and father were referred to our service seven months into a pregnancy.

Both were taking medication for depression, had suffered a miscarriage with a pregnancy just before this one, and were concerned as the mother felt she wasn't attaching with the baby.

She explained that she worried about this lack of bonding continuing once the baby was born, and was also concerned regarding the possibility of needing a caesarean section.

During our initial visit, we established that the mother rarely left the house due to anxiety and spent time alone in her room when her mood was particularly low.

The mother had a five-year-old from a previous relationship and during these periods other family members would have to support with daily routines like the school run.

At the point of referral, the couple described their relationship as 'on the rocks' and attributed this to the effect depression was having on both of them.

The service links a co-ordinator – an experienced professional with an early years, health or social care background – with a team of volunteer befrienders who have experience of parenting and, in some cases, have used the service.

Our work here is focused on:

- Providing early advice and guidance
- Offering emotional support to reduce social isolation
- Helping parents take their children outside the home to access community resources, like health services, shops, parks and children's centres
- Supporting parents in areas that may negatively impact their mental health, such as helping them to resolve housing or benefits issues

We matched a support worker to the family who arranged for the father to attend our PAPAS (Partners' Access to Perinatal Advice and Support) service, where he opened up to the male volunteer he was matched with.

We also created an action plan for mum to help:

1. Bond with baby pre and post-birth
2. Get out and about with baby
3. Manage her depression

She said: "I was a bit nervous about answering some of the questions but at the end of the meeting I felt more confident about receiving the support."

We shared a range of activities designed to promote bonding pre-birth including massage and talking to the bump, as well as active use of the unborn child's chosen name.

Although the mum found this awkward at first she was encouraged to continue and did so after our staff explained the benefits of doing so.

This paid off and mum reported being surprised at the strength of the bond when the baby was born, which we helped develop through the provision of play ideas and the promotion of local baby massage classes.

Our Impact

Last year an evaluation by the Institute of Health Visiting with the University of Kent found those using our Medway Perinatal Support Service had seen significant improvements in mental health, with data showing a reduction in depression and anxiety, as well as an improvement in the relationship between the mother and the infant.

Parents using the service also reported improvements in the relationships they had with their other children and their partners; and where they had been referred to get help bonding with their child, most agreed this had been successful.

Despite these positive developments, getting out with her children continued to be a challenge. We arranged for eight weeks of counselling to address her anxiety and met with her in the community to promote getting out and about.

We also provided therapeutic support, as well as a listening ear, for the parents' relationship. The couple then went from considering separation to eventually marrying, with mum stating that she feels Family Action's intervention played a part in the relationship's survival.

She said: "I feel a lot more confident with my children and my relationship with my husband has become significantly stronger.

"I am happy I carried on with the service and feel supported and unjudged by the support worker."

Find out more about our perinatal services at www.family-action.org.uk/perinatal

2009

Helen Dent is awarded a CBE in New Year's Honours List.

2010

Perinatal Support Services are established.

2010

Family Action wins a Third Sector Award in the Corporate Partnership category.

2013

Family Action takes over some Special Educational Needs and Disabilities (SEND) and school services from the charity ContinYou.

Work and Education

Family Action has long supported families to overcome the barriers they face in accessing employment, education or training – starting in 1870 when we opened our first Employment Enquiry Office in London to help people find work.

While the issues faced by people in the 1870s may be different to those in the 21st century, Family Action continues to support vulnerable and low-income families with the challenges they face around work and education.

Today we offer a wide range of work and education-related help to families, including employment advice services, family support programmes, behaviour support services, volunteering opportunities (e.g. mentoring) and training, including the chance to work towards a qualification.

We work with diverse groups of individuals facing different challenges – from supporting and empowering parents/carers of children with SEND and helping them to access the support their child needs in school, to engaging adults with mental health issues in volunteering opportunities to build their self-confidence and skills.

To do this we work in partnership with a wide variety of individuals and organisations – from healthcare professionals and local authorities to schools and colleges. Despite the many different issues, situations and approaches, our goal remains the same – to help each individual overcome the barriers they face, achieve their goals, and reach their potential.



Our employment projects step outside the workplace and make a difference to people's lives in the wider world

FAMILY MATTERS

Our Family Matters project is funded by the Big Lottery Fund and the European Social Fund (ESF), who are co-investing in local projects that address the root causes of worklessness, promoting social inclusion and driving local jobs and growth.

Family Matters is one of four projects within the Building Better Opportunities programme which runs across the Black Country, helping people from Walsall, Wolverhampton, Dudley and Sandwell move into or closer to employment by developing their skills and confidence.

We offer people a wide range of one-to-one support, helping them create up-to-date CVs, search for jobs and complete application forms, as well as find volunteering opportunities or apprenticeships.

Karina's Work

Karina is one of our Employment Support Advisors who recently supported a single mother who had been out of work for a long time, but wanted to find a part-time job in the beauty industry.

Karina worked with the mother to draft an up-to-date CV and prepare her for interviews.

In the longer term the mother had ambitions to set up her own business, so Karina also helped her create a business plan, along with a bespoke income and expenditure plan to monitor her finances.

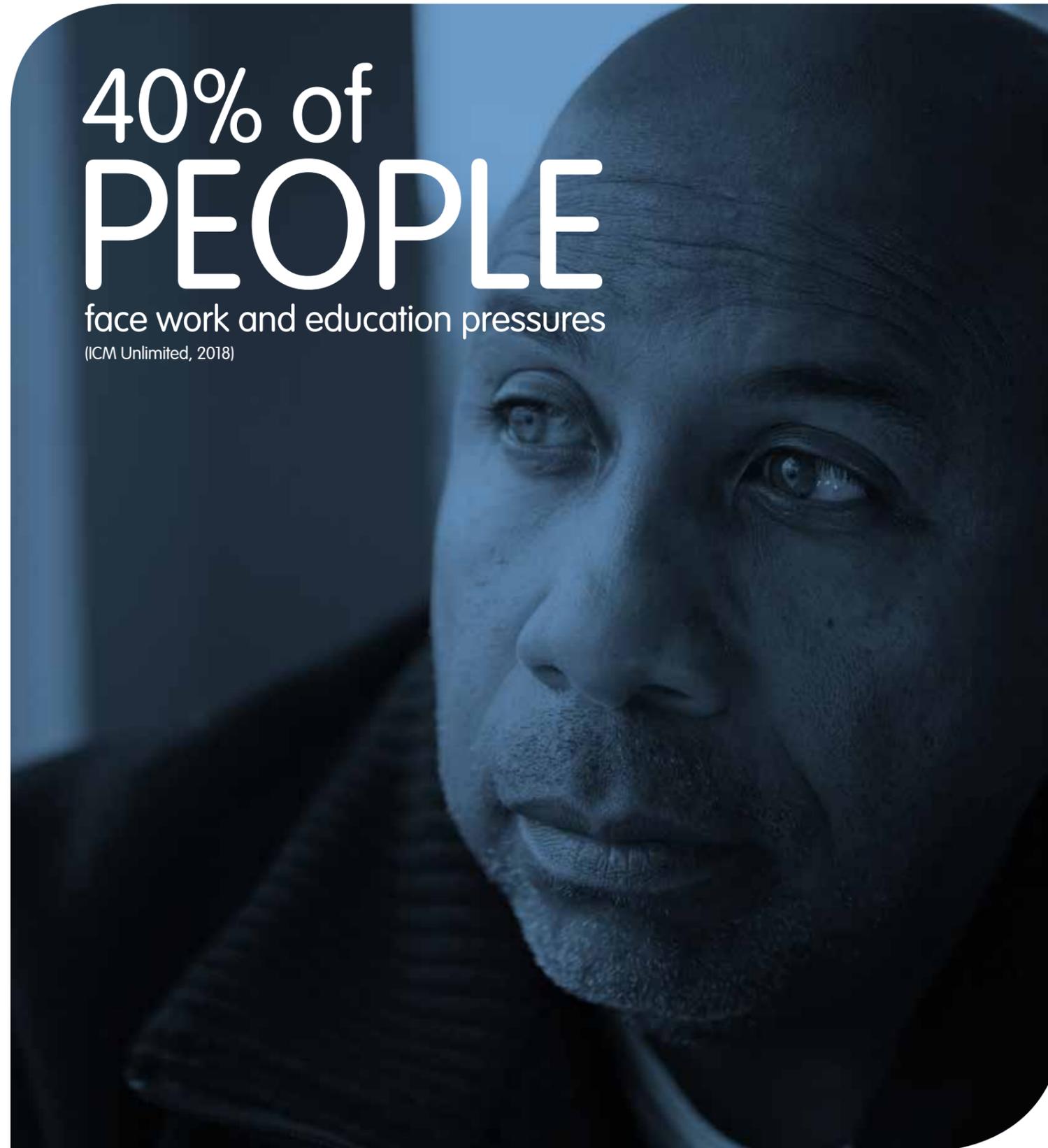
Karina also found local Business/ Entrepreneurship and GCSE English courses the mother could do that would help her with her business venture.

Karina said: "I am fulfilled with the opportunity I have been given to help people adapt their skills and transition into working life, whether that be employed, self-employed or in education. In just six weeks, my client has been invited to several job interviews, and her confidence is growing all the time! I am so proud of how her confidence has grown.

"After encouraging her to believe in herself, I am positive she will achieve all the goals she has dreamed of from a young age!"

40% of PEOPLE face work and education pressures

(ICM Unlimited, 2018)



2013

David Holmes is appointed Chief Executive of Family Action.

2014

Family Action's first Impact Report is launched.

2014

David Holmes awarded CBE in New Year's Honours list for Services to Children and Families.

2015

Friendship Works merges with Family Action.

Family Action continues to support vulnerable and low-income families with the challenges they face around work and education

CONFIDENCE THROUGH LEARNING AND VOLUNTEERING BAND

BAND is a Bolton-based community mental health service.

One of the many ways BAND helps people with mental health issues is through their FixIT service, which offers work placements in computer repair and refurbishment in an inclusive, friendly and supportive environment.

Charlie's Story

Charlie* was referred to BAND by his local hospital after numerous admissions.

To begin with he said his mood was very low and he felt isolated. After initial introductions they agreed on weekly mentoring sessions to build his motivation and confidence.

He said: "The service set me goals to complete during the week and I slowly began to feel better in myself. I started life skills training, 'Living Life to the Full', 'The Wheel of Wellbeing' and 'Confidence Building', all of which helped me understand my recovery process after a slow recovery path."

With BAND's help Charlie then started a work placement with FixIT – a project which teaches people how to repair and refurbish computer equipment – which built on his existing knowledge.

He went on to become a volunteer for the project, which allowed him to see just how far he'd come.

Charlie added: "I started teaching new students how to refurbish and repair computer equipment which helps their confidence and self-esteem to grow, as they learn new skills which they can use in the future."

"I became a volunteer so I can help people. It also gives me something to focus on and some structure to my week. I have gained confidence with people and socialise more."

**Names have been changed to protect identity*



97%
FAMILIES SAID
we understood their
CONCERNS

98%
FAMILIES FELT
our support was
HELPFUL

95%
FAMILIES SAID
we made a positive
DIFFERENCE

INFORMATION, ADVICE AND SUPPORT SENDIAS SERVICES

Family Action currently delivers five SENDIAS (Special Educational Needs and Disability Information Advice and Support) services – in Harrow, Islington, Medway, Ealing and Solihull.

SENDIAS services provide free impartial information, advice and support to children and young people with SEND aged up to 25, as well as their parents/carers.

We support families in a variety of ways, depending on their individual needs. This might involve providing information about the law on SEND; explaining what SEND support is available in early years provision, schools and post-16 institutions; helping them to understand an Education, Health and Care (EHC) Plan (a legal document that describes a young person's special educational, health and social care needs and the provision that they MUST receive); or attending meetings with the school Special Educational Needs Coordinator (SENCO) to discuss ways to help ensure the child's needs are met. They also support families in regard to SEND complaints, mediation, tribunal and disability discrimination.

Our Impact

In our 2018 survey of families working with the service in Solihull:

- Over 97% of families said we understood their concerns
- Over 98% of families felt the support we gave them was helpful
- Almost 95% of families said that we made a positive difference
- Over 99% of families would recommend our service to others



Can I just say with all my heart thank you for your preparation, support and advocacy before and during my meeting. Could not have done it without all your help."

– Parent using the Solihull service

Sally's Story

Sally* is a parent from Solihull in the West Midlands who met with the service to look at her EHC plan.

She said: "They advised me to take my case to tribunal, told me all the people I needed to contact and pointed out the mistakes that had been made on my son's EHC Plan and helped me to start putting them right."

"They accepted many a stressful telephone call from me and always remained professional and knowledgeable about my next step."

We attended key meetings with Sally and met with her on a regular basis to reassure and assist her with paperwork, with the final result being a reversal of the decision made by the local authority.

Sally added: "In January 2018 my son started at our chosen residential college. I would not have been able to do this without the help of SENDIAS."

"After things had calmed down and I was able to think straight, I got to thinking that if I could help just one parent as I had been helped, that would be very important to me... I was willing to use the knowledge I had gained through my experience, so applied and I'm now a volunteer with the service."

** Names have been changed to protect identity*

2015

Family Action establishes its **Training and Consultancy business.**

2016

Family Action opens its **WellFamily A&E service**, helping to address the pressures on hospitals.

2017

Safe Haven, Family Action's major service for vulnerable adolescents in care, wins the **Social Investment Initiative Award** in the Charity Times Awards.

2017

Family Action **raises over £300,000** to provide grants for 350 children and adults affected by the Grenfell Tower fire.



Children and young people are now better able to self-regulate and are more self-aware. They understand that they do not have to suppress their emotions and that it is what they do with these emotions that matter.”
 – School receiving BOSS support

MEETING THE CHALLENGE **LINCOLNSHIRE BOSS**

The Lincolnshire Behaviour Outreach Support Service (BOSS) team helps schools in their local authority more effectively work with pupils who display challenging behaviour. The goal is to deliver an inclusive approach to learning that benefits every single child and reduces the number of pupils excluded or at risk of exclusion.

BOSS does this by taking a holistic approach with the child, including everything from classroom-based support and training for the child to workshops, training and support for parents. A behaviour intervention plan is also formulated with the child, their family, school and other stakeholders in a joint meeting, where appropriate actions are agreed – all with the child’s voice at the heart of discussions. This plan is evaluated and reported throughout delivery, allowing for consistency, measurability and accountability.

Our Impact

The BOSS service covers an area of 2,687 square miles across seven districts and worked with 171 schools during the 2017–18 academic year.

Of these:

- 75% believed the service met their needs ‘well or very well’
- 78% believed the service met their expectations ‘well or very well’
- 75% used the skills and experience gained through BOSS interventions to support other young people
- 100% of referrals were actioned within two days and 120 training sessions were delivered to schools

Of schools we worked with in the 2017–18 academic year:

75%
 BELIEVED
 service met
NEEDS

78%
 BELIEVED
 service met
 EXPECTATIONS

75%
 USED SKILLS GAINED
 to help support
 OTHER YOUNG PEOPLE

A Headteacher’s View

One Headteacher highlights the support provided by Lincolnshire BOSS, particularly their support worker.

“We had two siblings, who had lost their Mother in very tragic circumstances, join our school in September. They found it very difficult to settle and were behaving inappropriately because of their distress. This easily could have become a very challenging time for the school, and of course ultimately the siblings, if we had been forced to consider exclusion.

“Your team member responded very quickly. She helped us put a plan together. She suggested Attachment Training which she then delivered to my entire staff. Suddenly everybody understood the needs of these two very distressed children.

“Because of your staff’s thoughtful, reflective and determined support, these two children are now integrated into their classroom; they have friends and just this week are beginning to learn. I cannot tell you how joyous it is to watch them begin sounding out their phonics or counting to five. Thank you all so much!”



I hope you change another child’s life like you have mine and I hope they get to meet you, someone who wants to help me. I’ll never forget you or the help you gave me.”
 – Student using the BOSS service



School Resources

New Department for Education guidelines for compulsory relationships education and health education will be implemented in schools from September 2020.

We felt this was a perfect opportunity to harness and share the learning we’ve accrued, both as an organisation and through our Family Monsters Project.

We created, in conjunction with First News, a learning pack for schools including an introduction assembly and follow-up lessons aimed at Years 5 and 6.

These focused on topics relating to relationships including diversity, healthy relationships, stress and challenges, thoughts and feelings, mental health and how and where to get help if needed.

Teachers were also given guidance regarding best practice and how to use the resources, along with relevant information for parents.

We believe these materials are the perfect way to introduce Family Action and our work, history and learning to a wider intergenerational audience and extend the impact of the Family Monsters Project even further.

2018

BAND, Off Centre and PAC-UK merge with Family Action.

2018

National Digital Parent Support Service, now **FamilyLine**, a free national advice line is piloted.

2018

Family Action, with Magic Breakfast, begins delivery of the **National School Breakfast Programme (NSBP)**.

2019

Family Action and Magic Breakfast win **Charity Partnership of the Year** for the NSBP at the Third Sector Excellence Awards.

Get Involved

8,000 CHILDREN | **had a gift from us** AT CHRISTMAS

If this report has **inspired you** there are several ways you can support the vital work we do

WE ARE 150

19202

Family Monsters Project launches and **HRH The Duchess of Cambridge** becomes our Royal Patron in place of HM The Queen.

Fundraise for Family Action

Perhaps you'd like to run a marathon, hold a bake-sale at work, donate to our annual Toy Appeal or leave a legacy to Family Action in your will.

Money raised through your fundraising efforts makes it possible for us to support vulnerable children and families across the country. Email fundraising@family-action.org.uk to find out how you can get involved.

Our Toy Appeal

Thanks to the many amazing donations from companies, families and individuals to our Toy Appeal, nearly 8,000 children across the UK had a gift to open on Christmas day, despite the often incredible pressures they or their family were facing.

Make a Donation

Your donation means we can offer short-term grants to struggling families, as well as develop new and often critical projects that support deprived communities. Please make a donation today at www.family-action.org.uk/donate

Join Us on Social Media

Find, follow and share what we do on Facebook, Twitter and Instagram: be the first to hear about upcoming events, campaigns and training – and help us spread the word about what we do!



Volunteer with Family Action

We have a wide range of volunteering opportunities from perinatal befrienders to helpline volunteers. Find out how to get involved at www.family-action.org.uk/volunteer

Volunteering in Action – Friendship Works

Our Friendship Works service provides volunteer mentors for vulnerable children and young adults – including those who have experienced childhood trauma.

Mentoring for Friendship Works involves spending a few hours doing something fun with a young person three weekends a month. That 'something fun' could be almost anything, depending on the young person.

““

I don't know what else to say except that I think mentoring is something every adult should experience at least once. It's not like any other relationship you will experience with another human being; it adds a dimension to your life that you can't easily get anywhere else.”

– Friendship Works mentor

Vicky's Support Story

Vicky* says that the young people she supports have an incredible range of interests.

She explains: "One of my matches loved cycling, cinema, bowling and Airfix models. Another enjoyed Katsu curry, trainspotting and giant slides! The secret is finding the things you both enjoy and compromising on others."

Like all of us, young people can be volatile, moody and ungrateful at times and Vicky's had more than one outing end with a tantrum or pass in sullen, brooding silence.

She adds: "Yet despite that, it is always worth it."

Although she says there are a lot of preconceptions about the kind of person who becomes a mentor – for instance that you need to have children in your family or have a vocation – Vicky believes a mentor can be anyone.

"You don't need any special qualifications or aptitudes," she explains. "You just need to have survived childhood and come out the other side ready to share what you've learned."

"I don't know what else to say except that I think mentoring is something every adult should experience at least once. It's not like any other relationship you will experience with another human being; it adds a dimension to your life that you can't easily get anywhere else."

* Names have been changed to protect identity

Find out more about mentoring with our Friendship Works service at www.family-action.org.uk/volunteerfriendshipworks

Train with Us

Family Action provides high-quality training and consultancy services for a wide range of organisations, such as local authorities, the NHS, schools and academies, early years settings, adoption and fostering agencies, charities and commercial enterprises.

Our open workshops, in-house training and consultancy draw on Family Action's extensive experience of delivering programmes and services to support children and families across the country. This means our training and consultancy is always based on real-world experience, reflects the latest research and is grounded in best practice.

Find out more about our training and consultancy services at www.family-action.org.uk/training

““

Excellent training... I would recommend it to anyone working in Adoption and Fostering.”

– Agency Decision Makers Workshop

Would 100% recommend this to everyone who works with young people.”

– Participant on Youth MHFA Workshop

If only all safeguarding training could be this thorough and relevant.”

– Participant on Understanding Childhood Neglect, Cornwall



A massive **thank you** to everyone who has worked so hard to **raise funds** and otherwise support everything we do at Family Action, helping us have a **positive impact** on the lives of **individual children and families**.

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