



*family* **first**



Annual Report 2006





**Family First housing association works in Nottingham and Nottinghamshire to provide affordable housing and a wide range of support services for the local community. The association's activities include:**

- managing and maintaining affordable homes
- tenancy support
- accommodation for single young mothers and babies
- day nursery and family support
- safe contact centre for re-uniting separated parents and children
- day centre for people with mental health problems
- outreach service for black and minority ethnic people with mental health problems
- recycling unwanted furniture and household items
- charity shops

Family First is a not-for-profit organisation and a charitable Industrial and Provident Society.

## Our vision

*“Family First is a charitable organisation delivering and developing integrated and innovative social housing and support services that empower local people in need to make choices.”*

## Our values

To achieve our vision, we are committed to the following core values:

- **Putting People First:**  
Ensuring that everyone with whom we come into contact is treated with respect and courtesy.
- **Managing Equality and Diversity:**  
Taking action that values the diversity of people as well as helping to eliminate the damaging effects of discrimination, social exclusion and poverty in the community, in every area of our work, both as a service provider and as an employer.
- **Customer Care, Continuous Improvement and Best Value:**  
Continuously reviewing and revising our performance to satisfy ourselves that our services represent Best Value, as well as meeting the needs of our customers, stakeholders and funders.
- **Financial Viability and Strength:**  
Continuing to be financially strong through sound financial management, effective risk management, ethical investments and sustainable developments.
- **Promoting a more sustainable Environment:**  
Continuously reviewing and revising our activities to ensure that they promote and implement the use of more sustainable resources to reduce any adverse impact on the environment.
- **Valuing Staff, Trainees and Volunteers, including Board Members:**  
Providing support, training and development opportunities to enable staff, trainees and volunteers, including Board Members, to perform to their full potential.
- **Supporting Sustainable Communities:**  
Working with local communities to develop, expand and deliver sustainable services that respond to the changing and diverse needs of individuals and communities.
- **Working in Collaboration and Partnership:**  
Working together with other appropriate organisations to provide the best possible service to our customers, stakeholders and funders.
- **Increasing Public Awareness and Celebrating Success:**  
Promoting and celebrating our activities and achievements through a cohesive corporate and divisional marketing strategy.





## A joint overview of the year

***Now we've reached our fortieth year it is time to celebrate the strength of our vision, our values and our holistic range of services. It is also time to make some changes for the future. These are the two themes that run through our account of the last 12 months.***

### **Everyone belongs to a family**

Forty years ago, Ruth Johns, the founder and now president of Family First Limited, decided to take action to try and redress the lack of opportunities for young lone parents - usually single mothers - and young people who were generally stigmatised, stereotyped and categorised as being "beyond hope". The action she took was to create a local, community based organisation, which attached much importance to enabling self-help, that worked for people of any race colour or creed, and accepted that everyone belongs to a family. It aimed to prevent crises developing into long term problems.

Today, forty years on, society is still stigmatising, stereotyping and categorising young lone parents, usually mothers, young people and other groups perceived to be different because of mental health problems, nationality, creed, colour or race. And forty years on, Family First is still working to support, encourage and empower local people in need to make choices, through its range of innovative and integrated services.

Looking back over the past 40 years, it is clear that our vision and values have remained constant even though we have reviewed and revised the way we deliver our services to meet the changing needs of local communities. Throughout this time we have remained a local, community based organisation serving the people of Nottingham and Nottinghamshire. This is a testimony to the strength and constancy of our vision and values and our ability to be flexible and responsive to changing community needs.

### **A new strategy**

One of the key services we have always provided is affordable housing. In line with our vision and values, we have concentrated our efforts locally. However, in the affordable housing sector, the trend has shifted from being small and local to being large and regional - even national.

In recent years we have tried to buck the trend by staying small and local rather than to jump on the band wagon and grow regionally or nationally. Unfortunately this strategy is no longer sustainable so we have had to adopt a new one which allows us to keep our local focus while becoming part of a larger entity.

In 2005 the Board of Family First began discussions with the LHA-ASRA Group with a view to forming a strategic alliance by becoming a subsidiary company within their group structure. We believe that the group shares our vision, values and commitment to working with local communities. The move will enable Family First to retain its name, vision, values and local focus whilst at the same time giving us access to much-needed expertise in housing development and other areas currently not available to us as a small independent organisation. This change required us to obtain Housing Corporation approval, which was granted on 11th July 2006.

So in our fortieth year we are embarking on some new and exciting challenges as an organisation. What won't change is our commitment to providing high quality services that "empower local people in need to make choices". What will change is that in future we will do this as a partner of the LHA-ASRA Group. So in our case a new chapter of Family First's life really does begin at 40!

### **Thank You**

We would like to end this joint report by thanking all the people who have contributed to the success of Family First in the last 12 months and over the last forty years. The list is not in any order of importance nor is it fully exhaustive, so if we have missed some names, please be assured of our thanks to you as well.

- Ruth Johns for having the vision and courage of her conviction to start Family First in the first place
- Board members both present and past for all their time, hard work and commitment
- Staff both present and past for all their hard work and commitment
- Volunteers and trainees both present and past for their time, hard work and commitment
- Donors both present and past for their generosity to our work
- Stakeholders, partners and funders both present and past for their financial support and commitment to our work
- Tenants, residents and service users both present and past for using our services

**Janet Butler, Chair**  
**Ann Cartwright, Chief Executive**



## HOUSING SERVICES

**Family First manages 384 affordable homes in and around the city of Nottingham, housing over 1,200 people. Our tenants include families, single people and couples.**

### CUSTOMER SATISFACTION

During 2005/06 we carried out a survey of our customers to find out their opinions of our services. The following are a selection of their comments:

**"Excellent Landlord, keep it up!!"**

**"I think Family First is a caring Association, if you have any problem they are always there to help you."**

**"Overall service good, staff are understanding. Well organised offices. Clean Offices."**

**"We think everything is very good"**

**"Family First staff are always helpful"**

In the last year we:

- Let 59 properties – 17 of them (28.8%) to people from black and minority ethnic communities;
- Increased the amount of rent collected by employing a dedicated rent officer to provide tenants with advice on managing debts and claiming benefits;
- Enabled tenants to pay their rent via the Internet;
- Participated in Nottingham's new choice-based lettings project, Home Link;
- Tenant involvement continued to be an important aspect of our work, and we were pleased to take part in a number of meetings with residents to discuss particular issues on their estates. We also supported two gardening projects at Millennium Court and Althea Court, where our resident involvement officer is working with tenants to design and create gardens for local people to enjoy.

Other key activities during the year were the two maintenance programmes which will help us to meet the government's Decent Homes standard by 2010. These included:

- Installing new double-glazing in 40 homes
- Upgrading the electrical systems in 50 homes

This work is part of a £1m investment in our homes which began two years ago and focuses on renewing kitchens, doors, roofs and boilers.



### HOUSING MANAGEMENT IN 2005/06:

Rent Collection, arrears and lettings	2005/06	2004/05	2003/04	Peer Group Average 2004/05	National RSL Average 2005
Rent Collected %	98.4%	97.4%	92.4%	97.6%	99.1%
Current Rent Arrears %	8.6%	10.6%	9.2%	6.8%	5.4%
Rent lost through Voids %	2.71%	3.4%	1.7%	2.7%	1.9%
Lettings to BME Households %	28.8%	29.5%	38.2%	44.9%	14.7%

### HOUSING TECHNICAL SERVICES

Repairs	2005/06	2004/05	2003/04	Peer Group Average 2004/05	National RSL Average 2005
Emergency Repairs %	98.5%	99%	97%	94%	95.2%
Urgent Repairs %	93.5%	97%	94%	94.5%	91.6%
Routine Repairs %	96.4%	97%	96.4%	89.5%	92%

Tenant Satisfaction	2005/06	2004/05	2003/04	Peer Group Average 2004/05	National RSL Average 2005
% of Tenants satisfied with overall service from their landlord	88%	80%	86%	75%	79%
% of Tenants satisfied with opportunities for participation in decision making	73%	76%	40%	60%	62%

## TENANCY SUPPORT

This project offers a lifeline to people who are struggling to sustain their tenancies for a variety of social, financial and personal reasons. It provides an outreach service, not only to Family First tenants but to those referred by other social landlords in Nottingham.

Services provided include advice, guidance and advocacy on issues such as:

- Managing debts
- Claiming benefits
- Mental health issues
- Furnishing and equipping a home
- Running a household budget

During the last year the project received a new lease of life when a manager was appointed in December 2005 after a long gap, improving the co-ordination of services provided by the four support workers and agency staff.

Tenancy Support works with 33 clients at any one time, providing services tailored to their needs and interacting with other Family First projects such as Recycling Services, Amity and Young Diverse Minds.

### Comments received from service users

***“Very helpful and a Godsend. Things get done quickly.”***

***“I find that my support sessions were really good and helped me lots.”***

***“If I didn’t have support I wouldn’t have managed at all.”***

***“Family First have been really good supporting me, I have recommended Family First to others.”***

## FAMILIES AND CHILDREN’S SERVICES

Sadly, 2005/06 proved to be the last year for the family centre, as the funds previously used to support its work have now been channelled into the new Children’s Centres.

As a result, its services were gradually wound down and numbers of referrals reduced. Since it began in 1975, the Croft has provided high quality childcare for children from the age of six weeks to five years. Of its 36 places, 14 were designated for children in need or at risk. The centre has cared for children as well as parents, with staff providing support and guidance.

Key activities in the last year included:

- A major review of policies and procedures
- Implementation of new support plans
- Ofsted inspection in August 2005, followed by very positive report
- Trips to Twycross Zoo and White Post Farm
- Staff car wash raised £200 for Children in Need
- Open day with entertainments including face-painting and a variety of stalls
- 7 children were removed from the Child Protection Register as a result of our work with the families

### Childcare Services in 2005/06

Number of children receiving childcare	147
Number of referrals by City/County split	100% city
Number of referrals accepted by agency referring	
• Social Services	100
• Self Referral	5
• Health Visitors	21
• Family First (Mayholme, Family Centre, Tenancy Support)	6
• Private	6
• Others	9





Detailed child and parenting assessments for Social Services and the Family Courts are also carried out, and may in some cases lead to families being re-united. In 2005/06, recording facilities were enhanced by the addition of a CCTV camera and voice-recording system, enabling staff to write more comprehensive reports and improving children's safety.

The only non Social Services centre of its kind in Nottinghamshire, The Croft raised awareness of its facilities with an open day for potential referrers, solicitors and others involved with family disputes.

**Who we helped:**

White British	91	Bangladeshi	0
White other	0	Other	8
White and Black Caribbean	4	Male	45
White and Black African	23	Female	96
Caribbean	6	0-2 years	23
African	3	2-3 years	26
White and Asian	0	3-4 years	10
Indian	6	4-5 years	82
Pakistani	0	Over 16 years	0

**SAFE CONTACT**

The Croft continues to be used as the base for the Safe Contact project, which enables parents and children to meet and spend time together under supervision. This ensures the physical safety and emotional well-being of the child, at the same time as helping to build or re-build family relationships. Staff observe all contact carefully and record every meeting, intervening if necessary. Contact takes place in a comfortable and pleasant environment, with toys and games for children of all ages. There are also books and posters designed to help children express their feelings.

**Moving on**

Nine families moved on from the Safe Contact project in 2005/06:

- 2 made their own arrangements
- 7 moved to supported contact
- In the case of one family, contact broke down.

**Views on Safe Contact:**

The following comments were made about the project by local solicitors with clients using the service:

***“Friendly, cosy environment.”***  
***“Committed and enthusiastic staff.”***  
***“Excellent – long may you continue.”***  
***“Thanks to all concerned for providing a much-needed and valuable facility.”***  
***“Thanks for this great facility which has been a tremendous help to many families.”***

**Family Support Work in 2005/06:**

Number of referrals received	99
Number of referrals by City/County split	100% city
Number of referrals accepted by agency referring	
Social Services	15
Self Referral	3
Sure Start	5
Gedling Borough Council	6
Housing Aid	8
Others	62

**Who we helped:**

White British	83
White and Black Caribbean	12
Caribbean	4
Other black background	0
Male	12
Female	87
Over 18 years	49
Under 18 years	10
0-2 years	40



## MAYHOLME MOTHER AND BABY UNIT

Young mothers and expectant mothers from the age of 16, together with their children, are offered supported accommodation at Mayholme. The support provided is tailored to their needs with the aim of helping them build their skills and confidence so they eventually live independently.

The scheme, which has been running since 1965, consists of nine bed-sits in a large house, with two self-contained flats nearby in the Lorna/Mary Courts complex.

During 2005/06, activities and events at Mayholme included:

- Achieving Supporting People accreditation;
- Redecoration of some rooms as part of a rolling refurbishment programme;
- Installation of new bathrooms;
- Launching new groups to help mothers learn about topics such as healthy eating, safety, training and employment;
- Social activities and trips to the theatre, Blackpool and the zoo.

### Moving On

Sixteen young mothers moved on from Mayholme in the last year. They went into the following accommodation:

- |   |   |
|---|---|
| • other supported accommodation             | 2 |
| • tenancy with local authority              | 8 |
| • private rented house                      | 2 |
| • tenancy with a Registered Social Landlord | 2 |
| • living with family members                | 2 |



### Mayholme voices

- what residents told us about their experience of the project:

***“I like everything at Mayholme, the support and the house rules are reasonable...”***

***“I like the cooking sessions on Tuesdays... they have been really helpful.”***

***“You can get a lot of help and support... and you can also ask for extra support if you feel like you need it.”***

***“We have social nights every week... when all residents get together with some staff members.”***

***“Since I have moved into Mayholme I have made friends and feel that I am getting the support and help I need, so hopefully I can get my own place in the future.”***

***“Staff are really supportive and because of the rules (which aren’t very strict) people know where they stand.”***





## MENTAL HEALTH

### Amity

The Amity project provides support to people with mental health problems to help them live independently in the community. Clients attend a centre in the Sherwood area of Nottingham where they can receive advice, guidance and advocacy services. Staff also run a variety of activities and social events including gardening, a lunch club and a healthy eating group, relaxation, arts & crafts, aromatherapy, music, coffee morning Drop-in, where members can call in for a chat and a coffee.

During the last year, Amity staff took part in Mental Health Awareness Week by manning a stall in Victoria Centre, Nottingham, to educate and inform people about the project. They also:

- Had a display of photographs in the library in Nottingham;
- Started a Social Space group where people can develop their communication skills, self-esteem and confidence through games;
- Organised trips to York, Southwell, Newark, Lincoln, Sherwood Forest, Darley Dale, Manchester and Matlock;
- Participated in a young persons' group with the Young Diverse Minds project, taking part in a variety of outings and activities.

A number of Amity clients also achieved notable successes in 2005/06:

- 2 found paid employment
- 4 started voluntary work placements
- 3 began college courses (two in IT and one in counselling)

### Amity in 2005/06

Number of referrals/contacts	84
Number of referrals accepted by referral agency	
Self referral	8
Social Services	3
Health Authority	13
Primary Care Trust	3
Others	57
Sources of referrals by City/County split	80%/20%
Total number of registered service users	100
Number of workshops sessions held during the year	780
Average number of participants in each group activity	6
Number of service users provided with 1:1 support	100%
Number of volunteers	1

### What the centre means to us

***“Not feeling isolated and being out there alone.”***

***“Having someone to talk to.”***

***“Having more structure to my life by attending groups regularly.”***

***“It’s like having a family and being part of the family.”***

***“Trying to get back into the community.”***

***“Being with other people with Mental Health problems.”***

***“Feeling valued and wanted.”***

***“Helping us to look forward to a better future.”***

***“Not being institutionalised.”***

***“Finding respect and confidence again in oneself.”***

### Young Diverse Minds (YDM)

Young Diverse Minds is a community based project which provides support to people experiencing mental ill health and/or emotional difficulties. To access support, people need to be aged between 16-30 years, and be from Asian, African-Caribbean or dual heritage backgrounds. The project provides a one to one service in a location most suited to the client.

The service provided is culturally sensitive and appropriate to the needs of the individual, and in a location most suited to that need. YDM offer a range of individual services that are based on a person centred approach promoting health, personal development, social engagement and education/employment.

In addition, the project offers a counselling service, complementary therapies, signposting to other services, an Independent Advocacy service, a men’s and a women’s group, and a mixed social group.

Young Diverse Minds accept referrals from health professionals, self referrals and from family and friends and provides a referral and assessment system and an Assertive Outreach Service both, of which demonstrate an anti-discriminatory approach.

In the last year

- we have co piloted the advocacy service within the adolescent ward at Thorneywood
- launched two gender specific social groups
- co-founded, with other BME Mental Health Projects, a BME Voluntary Sector M.H.Forum.

New contacts including health and social service professionals	170
Clients referred to other services	39
Number of advice and support contacts including carers, professionals etc.	831
Number of people accessing counselling service	3

# RECYCLING SERVICES

**Family First operates a busy and successful recycling service for furniture and household electrical equipment. We maintain six vehicles which are used for collecting unwanted items donated by members of the public. These are brought back to our warehouse for cleaning and reconditioning before being offered to people who cannot afford to buy new. For an administration fee of £10 we will equip them with basic items to help them set up home. We also refer parents to Kidstuff for children's clothing and equipment.**

## Second shop

In the last year we opened a new shop in Low Street, Sutton-in-Ashfield, in addition to our existing premises in Nottingham. The three-storey building is proving a useful new outlet for furniture and other donated items and is run by a dedicated manager.

## New services

The appointment of our first recycling manager has allowed us to look at new ways of expanding the recycling services we offer. We are currently planning to introduce a repair and valeting service which will allow more of the items we receive to be recycled, reducing wastage and disposal costs. We are also considering making our property clearance service available to other local housing associations.

## Recycling in 2005/06:

In the last year the furniture service:

- Received 1,148 requests for items of furniture
- Supplied 8,503 items
- Disposed of 2,100 items

80% of the households we supplied were in the city of Nottingham and 20% in other parts of the county.

The value of the furniture we supplied – in other words, the amount people would have had to spend if they had bought it new - is estimated at £640,000.

People were referred to us from the following sources:

Social Services	122
Health Authority	86
Housing Choice	182
Probation	15
Other	743

We also:

- Recruited 68 volunteers
- Provided training opportunities for 43 people
- Supplied furniture, on average, within 10 days of receiving the referral
- Met 77% of essential furniture requests.

Kidstuff received 181 referrals in 2005/06 from the following sources:

Social Services	20
Health Authority	37
Housing Choice	16
Others	108

70% of the households we supplied were in the city of Nottingham and 30% in other parts of the county.

Kidstuff collected:

- Approximately 2,000 items of clothing
- 240 mechanical items
- 373 bags of clothing and mechanical items

We also:

- Had 10 volunteers available
- Supplied items, on average, within 10 days of referral
- Met 70% of requests for clothing and equipment.





## EQUALITY AND DIVERSITY STATEMENT

In line with our wider vision statement and core values, Family First is determined to ensure that we actively demonstrate our commitment to equality and diversity, both as an employer and as a service provider.

We believe that it is the responsibility of everyone associated with Family First (i.e. governing body, staff, trainees, volunteers, consultants, contractors, tenants and service users members) to ensure that they work and behave in a way that demonstrates our commitment to equality and diversity.

We will respect and value the diversity of people, regardless of their age, physical or mental disability, health problems, race, ethnicity, religion, nationality, gender, gender realignment, marital status, sexual orientation or social / class status.

We will regularly monitor and review our performance on equality and diversity issues and makes recommendations for change as necessary and as required.

We aim to achieve this by:

- Ensuring that we deliver all our services in a fair, open and honest way.
- Ensuring that our recruitment and employment policies and procedures recognise and value the diversity of people and the unique contribution they can make to our work.
- Ensuring that all people associated with family first are not subjected to any forms of harassment, discrimination, anti-oppressive treatment or bullying.
- Raising the level of equality and diversity awareness of everyone associated with family first to ensure that they have the skills, knowledge and ability to fulfil their obligations and responsibilities.
- Taking appropriate and swift action against anyone who fails to fulfil their obligations and responsibilities as defined within our Equality and Diversity Commitment Statement.
- Developing and maintaining an Equality and Diversity Implementation Team (EDIT), led by the Chief Executive, with responsibility for:
  - Continuously reviewing and revising our policies and procedures, and recommending changes to the Board as necessary;
  - Providing 'Equality and Diversity Monitoring Reports' to the Board on an ongoing and annual basis.

### OUR TEAM

Family First is led by a senior management team who, as at 31st March 2006, were:

<b>Ann Cartwright</b>	Chief Executive
<b>Patrick Taylor</b>	Deputy Chief Executive
<b>Helen Croft</b>	Finance Director

Strategic direction and governance are provided by the Board and four sub-groups. The four sub-groups are:

#### Finance and Audit Working Group (FAWG)

met 4 times in 2005/6

#### Regulation and Governance Group (RGG)

met 3 times in 2005/6

#### Strategic Planning Group (SPG)

met 6 times in 2005/6

#### Service Scrutiny Group (SSG)

met 3 times in 2005/6

During 2005/6 there were five meetings of the Board including the AGM. Throughout 2005/6 all meetings of the Board and its sub-groups were quorate. The current Board and sub-group members are as follows:

<i>Name</i>	<i>Date Joined</i>
<b>Janet Butler</b> Board member, Chair of the Board and member of RGG	2002
<b>Geoff Culpin</b> Board member, Vice Chair of the Board and member of SSG	2000
<b>Richard Grosberg</b> Board member, Company Secretary and Chair of RGG	2000
<b>Mark Robinson</b> Board member, Chair of FAWG and member of SSG	2003
<b>Janet Tenant</b> Board member, EDIT Champion and Chair of SSG	2002
<b>Keith Coxon</b> Board member, member of FAWG and SPG	1998
<b>Don Greening</b> Representative of LHA-ASRA Group, member of RGG	2006
<b>Craig Gilhooley</b> Board member, member of SSG and SPG	2000
<b>Maria Iiffe</b> Board member and member of SPG	2004
<b>Stephen Hyde</b> Board member and chair of SPG	2004
<b>Cllr Mohammed Ibrahim</b> Nominated Board member from Nottingham City Council	2003
<b>Ann Cartwright</b> Co-opted Board member and Chief Executive	1998
<b>Sadie Henry</b> Member of SSG	2000



## Donations

Many thanks to those individuals and organisations who generously supported our work in 2005/06 by making donations. Their contributions are greatly appreciated.

Mr and Mrs Ackeroyd  
PP and CM Dawson  
A S Johns  
DA and J Burgess  
Christ Church, Chilwell  
Friends of Nottingham (Mental Health)  
Barclays Bank Plc  
New Appeals Organisation for City and County of Nottingham.  
M Poyser (legacy)  
Family Holiday Association

## 40th anniversary appeal

We also received a warm response to our 40th anniversary appeal, "Just Give Forty", when we set out to raise funds for the refurbishment of Mayholme. The following supported our campaign:

Thorpete  
Action Alarms  
Housing Software  
Patra East Midlands  
Dukeries Building Company  
Whittle Painting  
Nottingham Law Society  
Mintas the Printers  
NCOPF  
David St John Thomas  
M Watson  
S Stubbins  
M Bamkin  
J E Piggott  
RSK Electrical  
Cactus Telecom  
D Keetley  
R & T Davis  
A S Gill  
V R Brown  
C Gandhu  
C Mquillan  
C M Ball  
R Bartlett  
R Bell  
J Dunn  
S Jones  
S Dodds  
D Keetley  
P M Oliver  
C Millinder  
K Howat  
Mr & Mrs Draper  
S M Strauss  
H M Lund

## PROFESSIONAL CONSULTANTS

### Auditors

#### External

Rogers Spencer  
Newstead House  
17 Pelham Road  
Sherwood Rise  
Nottingham NG5 1AP

#### Internal

Bentley Jennison  
Chartered Accountants & Registered Auditors  
St Matthew's House  
6 Sherwood Rise  
Nottingham NG7 6JF

### Solicitors

Freethcartwright  
Cumberland Court  
80 Mount Street  
Nottingham NG1 6HH

### Bankers

Barclays Bank plc  
Corporate Banking Centre  
PO Box 564  
Old Market Square  
Nottingham NG1 6EX

### Financiers

Bradford & Bingley Building Society  
PO Box 2  
Bingley BD16 2LW  
Dudley Building Society  
Dudley House, Stone Street  
Dudley DY1 1NP  
Lloyds TSB plc  
The Commercial Banking Centre  
11 Low Pavement  
Nottingham NG1 7DA  
Loughborough Building Society  
Society  
6 High Street  
Loughborough LE1 2OB  
Newcastle Building Society  
Portland House  
New Bridge Street  
Newcastle upon Tyne  
TE1 8AL

## STAKEHOLDERS AND FUNDERS

Big Lottery Fund  
CAFCASS  
CRED  
DfES  
Gedling PCT  
Nottingham City Council  
Nottinghamshire County Council  
Supporting People

# FINANCIAL INFORMATION

## Income and Expenditure Account

for the year ended 31 March 2006

	2005 £'000	2006 £'000
<b>Turnover: continuing activities</b>	2,878	2,592
<b>Operating costs</b>	(2,601)	(2,404)
<b>Operating surplus: continuing activities</b>	277	188
Profit on the disposal of fixed assets	-	180
Interest received and other income	43	89
Interest payable and similar charges	(209)	(205)
<b>Surplus for the financial year</b>	111	252
<b>Transfer from/(to) restricted reserves</b>	(1)	3
<b>Transfer from/(to) designated reserves</b>	(23)	(151)
	87	104
<b>Revenue reserve at 1 April 04</b>	681	768
<b>Revenue reserve at 31 March 05</b>	768	872

## Balance Sheet at 31 March 2006

	2005 £'000	2006 £'000
<b>Tangible fixed assets</b>		
Housing properties	12,687	12,808
Social housing grants	(8,204)	(8,043)
	4,483	4,765
Other tangible fixed assets	505	474
	4,988	5,239
<b>Current assets</b>		
Debtors	122	123
Cash at bank and in hand	457	297
	579	420
<b>Creditors: Amounts falling due within one year</b>	(524)	(459)
<b>Net current assets</b>	55	(39)
<b>Total assets less current liabilities</b>	5,043	5,200
<b>Creditors: Amounts falling due after more than one year</b>	2,820	2,724
<b>Capital and reserves</b>		
Non-equity share capital	-	-
Revaluation reserve	110	110
Restricted reserves	47	44
Designated reserves	1,298	1,450
Revenue reserve	768	872
<b>Association's funds</b>	2,223	2,476
	5,043	5,200

## HOW CAN YOU GET INVOLVED?

- **By becoming a member of the Board or a Sub-group**

If you are interested in becoming involved in the decision-making process of Family First you can do so by becoming a Board member or a member of one of the Board's subgroups. Contact Ann Cartwright, Chief Executive on 0115 910 1117 or e-mail [acartwright@familyfirst.org.uk](mailto:acartwright@familyfirst.org.uk) for more information.

- **By donating to us**

Family First provides furniture, electrical appliances, children's clothing and other household items to people in need. If you have any unwanted items which you think may be suitable to pass on to other people please contact our free phone number 0800 0130497.

Alternatively you may like to make a cash donation, which in turn could qualify you for tax relief through the Gift Aid Scheme. If you would like more information about making a cash donation and/or about the Gift Aid Scheme please contact us on 0115 910 1113.

Over the years a number of people have included Family First in their will. If you would like to remember us in your will you will need to speak to your lawyer and will need to quote our Charitable Industrial & Provident Society number which is 17357R.

- **By joining us as a volunteer**

Family First offers a wide and varied range of volunteering and work placement opportunities across the whole organisation. If you would like to become one of our volunteers please contact us on 0115 950 7295.

- **By joining our Tenants or Service User Groups**

We are keen to encourage our tenants and services users to get involved with all aspects of our work. If you have a view about our services and/or would like to have your say about the design and delivery of services please contact us on 0115 911 3323.



**family first**

**FAMILY FIRST LIMITED**

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[www.familyfirst.org.uk](http://www.familyfirst.org.uk)

Housing Corporation registration number LH0708  
Inland Revenue Charity registration number XN82937  
Charitable Industrial & Provident Society  
regulated by the FSA registration number 17357R

