

Family First Ltd

Financial Statements for the year ended 31 March 2007



Family First Limited
A member of the LHA-ASRA Group Limited

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Operating and Financial Review

Principal Activities & Governance

"Family First, Nottingham, was founded late in 1965. Immediately, it started to find homes for homeless families and individuals and soon established its own innovative housing project for young lone mothers in Alexandra Park, Nottingham. Family First created neighbourhood centres; opportunities for people to meet, to socialise and to learn; a day nursery and a wide range of family support services; a furniture and clothing service including shops, and training opportunities."

Since then, Family First has developed into an organisation catering for many of the diverse needs of the local community in Nottinghamshire. We currently provide the following unique and linked range of services:

- General Needs Housing
- Recycling Services
- Charity Shops
- Tenancy Support
- Teenage Parent Accommodation
- Mental Health Support
- Childcare

Family First completed a group structure with LHA-ASRA in October 2006. Family First is now a subsidiary of the LHA-ASRA Group Ltd.

Family First is seeing tangible benefits in terms of efficiency savings arising from access to group wide contracts and shared services (e.g. insurance, maintenance, Human Resources) and the decision has been made to purchase a number of services from the group rather than operate them in-house.

Family First is part of the Group's review of governance currently underway.

Key Objectives

Family First provides homes and services to meet the needs of the local community. The Vision statement which is currently being reviewed sets out key objectives that drive our business plan:

- Putting People First
- Managing Equality and Diversity
- Customer Care, Continuous Improvement and Best Value
- Financial Viability and Strength
- Promoting a more sustainable Environment
- Valuing Staff, Trainees, Volunteers, including Board Members
- Supporting Sustainable Communities
- Working in Collaboration and Partnership
- Increasing Public Awareness

Demand

The demand for our services is growing both within Nottingham and the wider geographical area. Evidence of this growth has been identified through the development of our range of services in direct response to local needs and requirements.

Our Service Users include individuals from many different cultural and racial backgrounds, thus necessitating services that are accessible and open to all. We recognise that our Service User needs are becoming more diverse, with multiple support needs becoming the norm. As a result, we strive to provide a package of support, which goes over and beyond existing provision in the area. Service Users can access any number of appropriate services according to their specific needs and requirements.

The current location of our services is within Nottinghamshire, though we are keen to ensure we do not place any geographical restrictions or boundaries on our service provision. We believe that being part of the LHA-ASRA Group will provide us with some opportunities to expand our existing geographical boundaries directly or indirectly over the life of the plan.

Development activity

Family First has had a successful year with the development of a number of new projects and the extension of existing projects.

The Chilwell Nursery opened in November 2006 following our successful tender application to operate this 34 place nursery. The building was officially opened by Nick Palmer MP in April 2007.

The Recycling Services received additional funding of £48,000 from the Community and Recycling Development Fund (CRED) to extend its services to provide a collection and delivery service at weekends and to extend the shop opening to 6 days per week.

The Amity Mental Health project received £7,000 of funding from Boots Charitable Trust and Lotteries Awards for All to provide a Health Eating Programme for its service users.

The Safe Contact project received funding of £4,424 to provide supervised contact for clients referred by CAF/CASS.

The Family Centre received £15,000 from the Strategic Investment Fund to provide respite childcare for parents in Mayholme.

Family First were involved in a Nottingham based consortium that was successful in tendering to provide tenancy support services in the City, this will be effective from mid 2007 and will increase present client numbers by 50.

Family First is always looking at development opportunities and during 2007-08 we hope to establish a number of new services within the recycling services, working with Local Authorities to dispose of waste and to develop a renovation project to ensure that increasing numbers of donated items are reused.

