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AGM 2017



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Treasurer's Report

Parenting Special Children

Financial Results : FY14 – YTD17



Income and Expenditure Summary – FY14 – YTD17								
Income summary - FY14-YTD17	2017	2017	2016	2016	2015	2015	2014	2014
	YTD 11m	YTD 11m	Actual	Actual	Actual	Actual	Actual	Actual
Income source	£	%	£	%	£	%	£	%
Grants received	132,454	91%	101,189	88%	76,344	82%	56,155	86%
Other (Conferences, Courses and Workshops)	9,884	7%	7,677	7%	8,412	9%	6,274	10%
Donations and fundraising	3,539	2%	6,742	6%	8,140	9%	3,030	5%
Investment income	-	0%	-	0%	-	0%	-	0%
Total income	145,877	100%	115,608	100%	92,896	100%	65,459	100%
Restricted	132,454	91%	101,264	88%	76,507	82%	59,722	91%
Unrestricted	13,423	9%	14,344	12%	16,388	18%	5,737	9%
Total	145,877	100%	115,608	100%	92,895	100%	65,459	100%
Costs / per month	156,864	14,260	114,267	9,522	89,327	7,444	50,331	4,194
Net incoming resources for the year	(10,987)	-8%	1,341	1%	3,568	4%	15,128	23%

Source: Charity Accounts FY14-FY16 and management accounts to 7 November 2017

Parenting Special Children – Financial Results FY2013 – YTD2017

Accounts summary – FY13 – YTD17

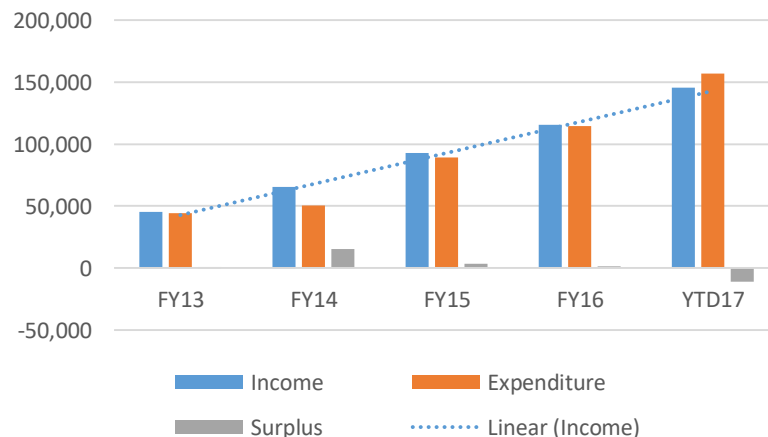
	FY13	FY14	FY15	FY16	YTD17
Income*	45,459	65,460	92,895	115,607	145,877
Expenditure	44,505	50,331	89,327	114,367	156,864
Profit/(deficit)	954	15,129	3,568	1,240	(10,987)
Profit %	2.1%	23.1%	3.8%	1.1%	-7.5%

***Note: Income outstanding/invoiced**

Source: Charity Accounts FY13- FY16 and management accounts to 7 November 2017

for FY17 of £17,455

Financial results - FY13 - YTD17



Parenting Special Children – Income analysis



Income analysis – YTD 2017

Big Lottery - Reaching Communities - LAAC	39,372
NHS PDF Grant	22,640
East Berks - ADHD and Sleep	19,993
NHS FinM 2017/18	12,720
Big Lottery - Awards for All - Anxiety	9,720
Berkshire Community Foundation	6,500
True Colours - Sleep	4,500
Donations and Local Giving	3,539
LAAC Conference	3,011
Springboard - LAAC	1,500
Subtotal	121,994
Other (£3k and under)	23,883
Total	145,877
Restricted income	132,454
Unrestricted income	13,423
Total	145,877

Income analysis – FY2014 to FY2016

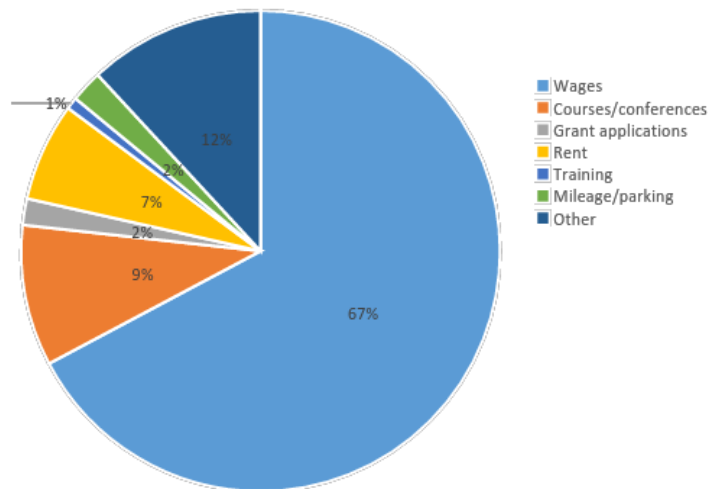
	FY2016	FY2015	FY2014
Grants	101,189	76,344	56,155
Other income - unrestricted	5,118	4,138	2,707
Donations and Local Giving	6,742	8,290	3,030
Other income - restricted	75	219	3,567
ADHD/AGYWC Conference	2,483	3,904	-
Total	115,607	92,895	65,459
Restricted income	101,264	76,562	59,722
Unrestricted income	14,343	16,333	5,737
Total	115,607	92,895	65,459

Source: Charity Accounts FY14-FY16 and management accounts to 7 November 2017

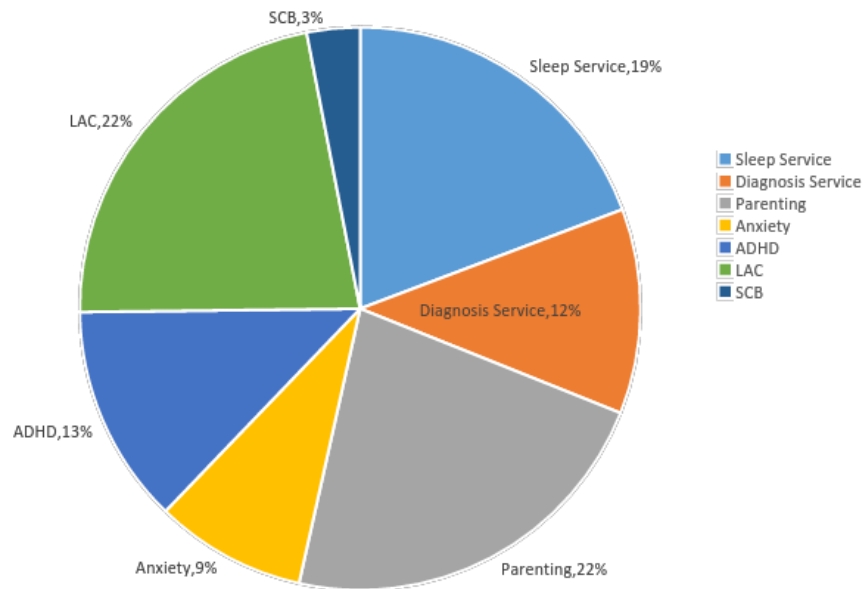
Parenting Special Children – Expenditure analysis



Expenditure by type – FY2016



Expenditure by service – FY2016





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Sleep Service

Sleep Service

Sept 2016 - July 17



Sleep Practitioners

Helen Cattermole, Helen Tracey,
Ruth Pearse, Catherine Greaves.

Volunteer Admin Assistant

Lou Lambourne

Evaluation of the service

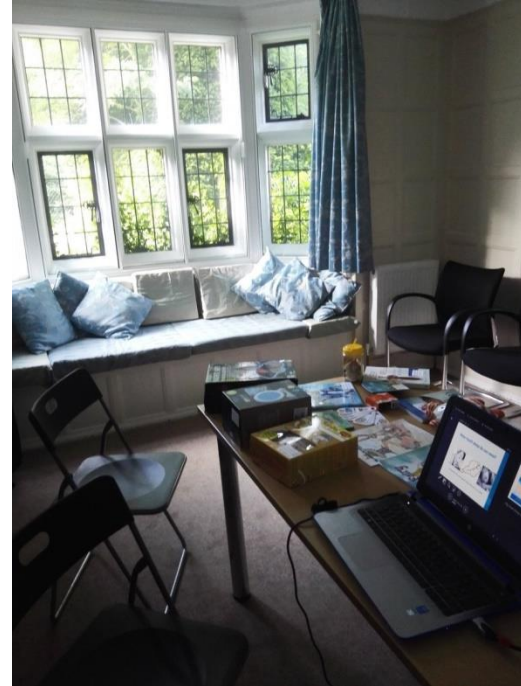
Reilly Windsor-Daly & Shaun Perryman

Undergraduate Psychology Students @ Reading University

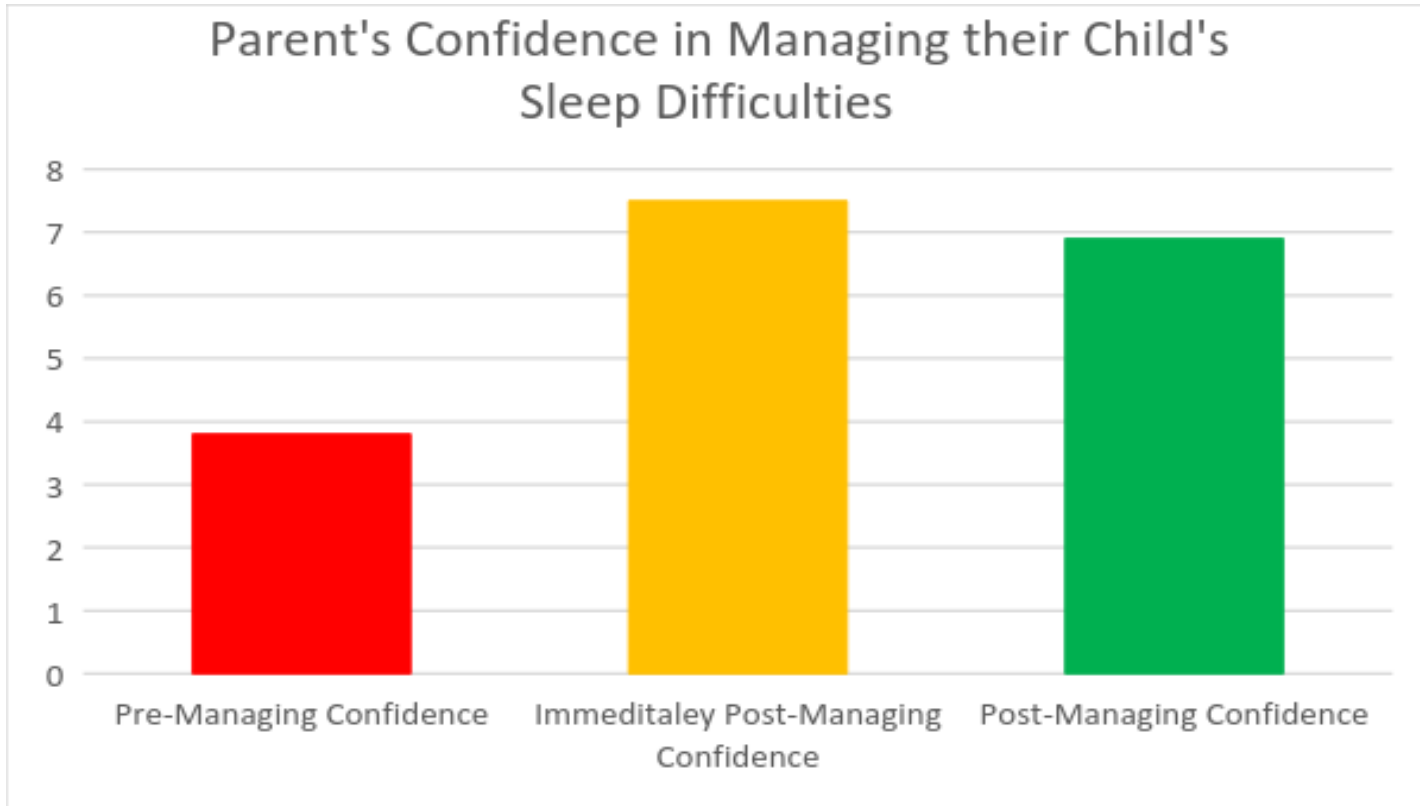


Number of families

- Sleep Courses: 103
- Sleep Clinics: 42
- Sleep Well sessions: 27



Outcomes – Parental Confidence



Outcomes – more sleep for children

- Before the Sleep Course the children were sleeping on average **7.2** hours a night, with a range of 3-10 hours sleep.
- After the Sleep Course this average sleep time increased to **8.6** hours sleep per night, with the range changing from 7-10 hours sleep.
- **19.4 % increase** in the average sleep time reported.

How we have made a difference.

Family 1

“Strategies I have implemented; the internet is off at 7pm so no screen time an hour before bed, bath is 20 mins, 'faffing time' is built in and accepted, clear instructions, 'now.....andthen we will do'. Mum speaks quieter and says less. No reading in bed as reading keeps J awake as there is disagreement about when to stop. Easiest thing.....reading is done downstairs, bed is for sleeping. If the sleeping goes haywire I know I have somewhere I can ask to go back to for further help. It has really helped. Our son is no longer awake until 10pm. Start bedtime ritual at 7pm, in bed by 8pm, most nights asleep by 8.30pm. So much better and I am glad I went on the course.”



How we have made a difference.

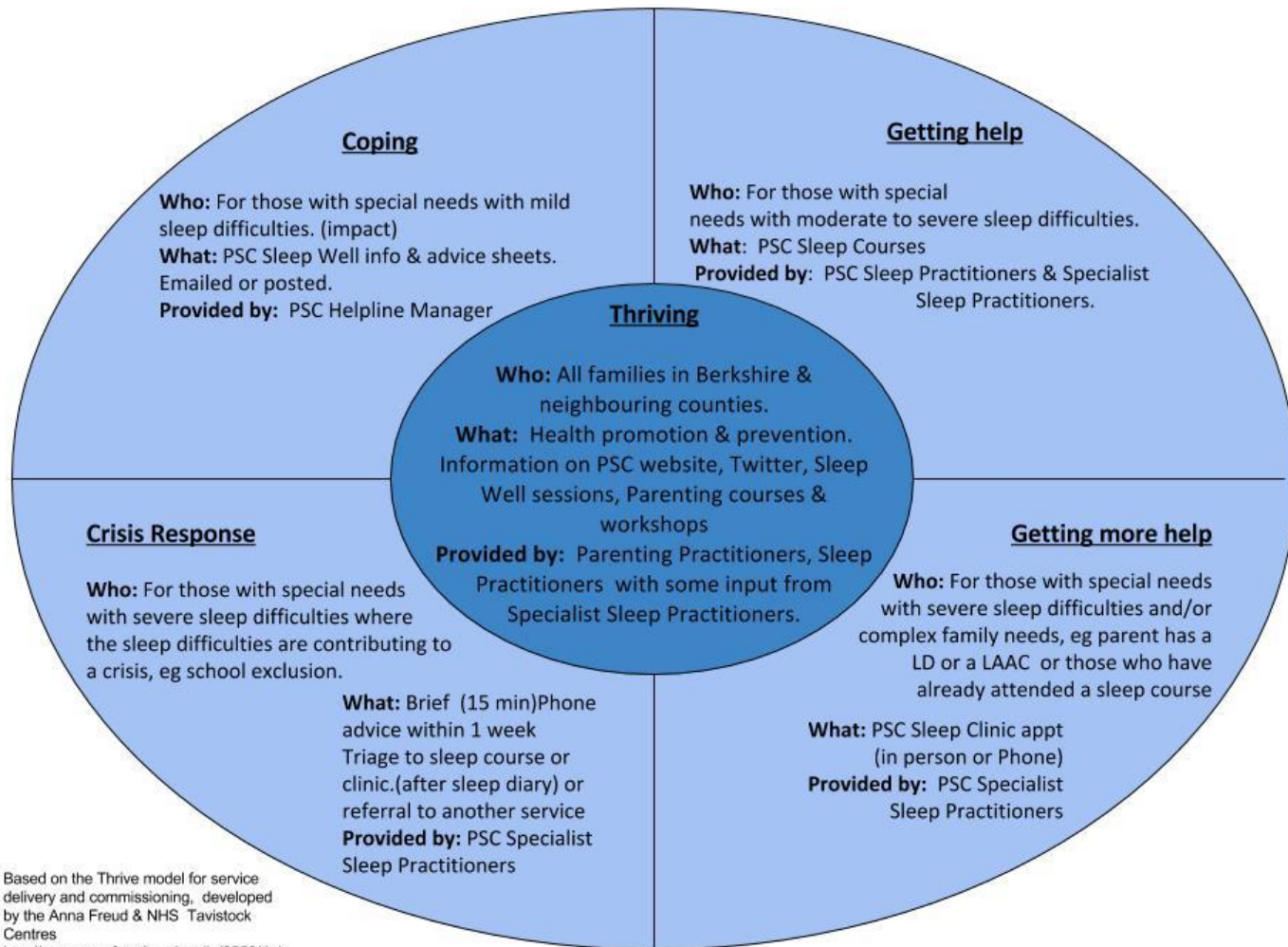
Family 2

“I was very happy with this sleep course.

It covers a varied range of difficulties with sleep, gives the basics of understanding how sleep works and how our everyday tasks/actions in life affects our sleep patterns.

It helped me a lot, I've used strategies new to me, and they have worked well. I feel my relationship with my son is even better as bedtimes are less stressful and more calmer. I feel happier in the evenings also.”







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LAAC Service



LAAC SERVICE HEADLINES

Academic Year 2016-2017

Team: Zobia Kalim & Luanne Smallman



OVERALL....

126 Parents/Carers supported during the year - 43% attended more than one event

76 Professionals received training

We delivered:

- **19 workshops**
- **2 seven week attachment focused courses**
- **2 sleep courses**
- **1 conference**

OVERALL....

“Before I came across your organisation, I felt like I had no one on my side or who could appreciate what I was going through.” (Parent/Carer)

“I am really glad I’ve found this group.” (Parent/Carer)

“Just fantastic! Wonderfully open-hearted, embodied, grounded and knowledgeable speakers, with real and tangible tips and ideas. I take away so much for my inner child, as a mother for my own children and for my clients. Thank you!” (Professional)

Monthly Workshops

- **Total attendance: 178**
- **96% found the session 'useful' or 'very useful'**
- **96% 'agreed' or 'strongly agreed' they learnt new things about how to meet the needs of their child**
- **93% 'agreed' or 'strongly agreed' that their understanding of the topic had increased after the session**

Monthly Workshops

“A very useful session, presented by a very knowledgeable practitioner, thank you!”

“Excellent facilitator, amazing knowledge, great presentation skills, don’t feel quite so alone.”

“I would recommend this session to all foster carers and professionals working with children.”

“Excellent presentation. Huge amount of info in short time.”

Conference

Total attendance: 113, including 53 parents/carers and 60 professionals

- **95% of attendees** found the conference either 'useful' or 'very useful'
- **92% of attendees** 'agreed' or 'strongly agreed' that they gained new knowledge about how to meet the needs of their child/the children and families they work with
- **96% of attendees** 'agreed' or 'strongly agreed' that their understanding of the topic had increased as a result of attending the conference
- **94% of attendees** 'agreed' or 'strongly agreed' that they will do something differently as a result of something they had learnt at the conference.

Conference

“Thank you for a fantastic day! So inspiring, hopeful and real. The best conference I've ever attended!”

“An excellent conference with excellent speakers and content. Well done and thank you!”

Courses

New Attachment-Focused course written up attended by 20 parents/carers during the year

100% 'agreed' or 'strongly agreed' they learnt new strategies and tools to support their child

100% 'agreed' or 'strongly agreed' that it helped them to improve their relationship with their child

100% 'agreed' or 'strongly agreed' they felt more confident to support their child with achieving their potential

100% 'agreed' or 'strongly agreed' they were better able to understand their child's needs & interact with them

Courses

Fantastic course. All information was explained very well. Both tutors were excellent. I have recommended this course to other foster carers and another friend.

You both do such a brilliant job running the courses - they are so relevant to us as adopters and foster carers

My understanding has deepened & affected the way I approach my children's difficulties. It has had a positive effect upon their daily wellbeing. I can see them becoming more settled and quicker to recover from discord.



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DSS/Helpline

DSS/ Helpline

"You have helped me more than anyone and I feel you really understand, thank you so much" – Kelly

No. of people accessing the service = **438**

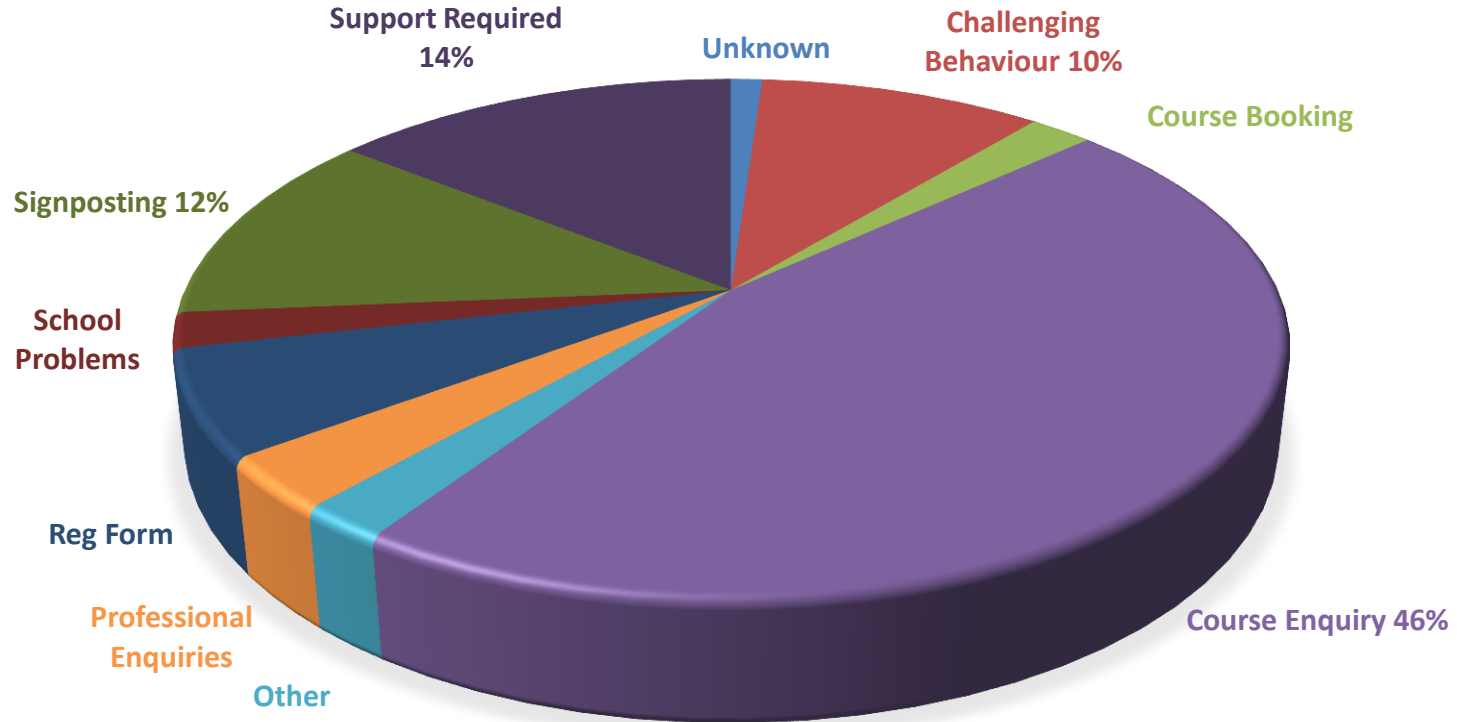
No. of referrals into Charity Log = **538**

Indicates that many of the families we support accessed the service multiple times.

It was decided in June 2017 that the Diagnosis Support Service was not an accurate description for the service provided and so it was changed (internally only) to 'Helpline'.

Since then we enlisted 2 volunteers to help and have been monitoring the types of queries into Sub-Categories

NUMBER OF HELPLINE REFERRALS



The majority of enquiries (in the 6 weeks of monitoring sub- categories) are questions about available courses – ‘Course Enquiry’.

The second highest enquiry is ‘Support Required’. These are most often parents wanting someone to talk to and are usually resolved with a phone call.

The third highest is ‘Challenging Behaviour’. These are usually dealt with by Jennie or may be referred to Ruth if there are many complicated issues.

There may be many emails and calls for these issues and on occasion, home visits. We may also speak to other professionals on behalf of the parent.

Future plans for the service are to continue to develop the Helpline and to have monthly workshops.

These workshops will provide all parents with an opportunity to chat and get support.

The workshops will also be themed and will provide parents with ideas and practical support for strategies that they can use at home with their children (e.g. Visual Timetables and communication through pictures).



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Governance

Safe and Sound Governance Award

**Quality Award developed by Reading Voluntary Action (RVA)
Demonstrates that PSC has reached a level of good governance
Achieved February 2017**

We worked with RVA to ensure sound processes and policies in respect of:

- PSC's constitution and membership
- Management – structure, function and role of trustees
- Financial procedures
- Employment (eg recruitment, induction)
- Volunteer management
- Safeguarding
- Health and safety

We were praised in particular for our:

- range of policies and procedures
- Committed trustees and CEO
- Good understanding of PSC's needs





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Communications

Communications

Working with Daughter Design, we designed and implemented a new integrated website and electronic communications system to streamline our communications and bookings for parents/carers and for practitioners. This also encompassed our rebranding, linked with the new CharityLog CRM system, and added a Text Message reminder system.

Daughter



WORDPRESS



MailChimp

charitylog



sms made easy
firetext



[Support we offer](#) ▼

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[Contact](#) ▼

[Events Calendar](#)

We provide specialist support for Berkshire
Families who have

Children + Young People with
Special Needs

Diagnosis Support Service

The Diagnosis Support Service offers one to



In the last 12 months:

- **11,968** different 'Users', of which 43.8% returned again
- **62,376** page views
- **3,268** unique times our Events page was viewed
- An average session time of **2 mins 47 seconds** - visitors can find what they want within 3 minutes
- **Over 2350 people** on our Mailing List - **Grown by 34%** over the last year
- **Only 42 'unsubscribes'** in the last year
- Email newsletters were opened **23411** times (average of **34%** of recipients) over the last year. Links were opened **9565** times