



**Supporting families in the community**

# ANNUAL IMPACT REPORT

**September 2020  
- August 2021**



**Registered charity number: 1153769**



**WWW.CHEXS.CO.UK**





"Outdoors, quiet and one to one, where better to discuss any worries or concerns."

\* CHEXS Safeguarding and Behavioural policy ensures that at least 2 members of the CHEXS team are present at all times.

## Our year in review



**Our Annual Review and accounts 2020/21 reports on the outcomes and impact CHEXS has delivered within our financial year - September to August. However, to truly appreciate the scale of the support, dedication and sacrifice the team have given we need to appreciate the relentless journey since March 2020.**

During my military career I served in the Gulf War 1991 and the Former Yugoslavia in 1995 where upon the ships company experienced immense pressure in the preparations and then the execution of an operational deployment in these conflicts. Times were limited in R&R but you knew 6 to 9 months later you would be home relieved by another maintained ship with a highly trained and energised ship company. The grave reality with this pandemic is for so many frontline organisations and their teams there has been no handover of roles and responsibilities to ensure genuine recuperation and rest.

Within this report you will see first-hand the difference the team have made under a prolonged and challenging environment. The pandemic has compounded family's needs and it's more important than ever to be able to listen and learn how we can all focus on the future for children, families and communities amidst the context of the Covid-19 pandemic. Everyday children, young people and families are still missing opportunities to help them reach their goals. Our mission is to support them by building their self-esteem and ensuring they have the personal tools to recognise and utilise those opportunities. We are stronger together!

I am immensely proud and honoured to work with such an amazing group of people. CHEXS' team is not just people who work at the same time in the same place. The team is a group of very different individuals with diverse experiences, specific skills sets, education, interests and hobbies who enjoy working together. They are similar in one vitally important way - their commitment to the good of helping and supporting families. Our mutual respect is the glue that holds everything together. Building trust and respect enables the charity to be a vehicle for the team to develop innovative ideas into projects that inspire and coach all involved. Their own journey helps build the momentum and energy that positively influences people around them. With this environment, trustworthiness is extremely high, and helps everyone become confident because people are all treated with courtesy and kindness.

**CEO - Pete Maiden**

**CHEXS is the personification of all that is 'good' in our world today; people caring about people, people making personal sacrifices for the benefit of others, and hence making the more vulnerable members of our local community recognise their true potential and celebrate their personal dignity; subsequently enabling them to identify how they can make a significant contribution to the common good of the community in which they live.**



Quite simply, CHEXS values people, in turn helping them to realise their own true value. In a society increasingly obsessed with image and personal wealth, the more vulnerable members of our society are becoming increasingly marginalised and disenfranchised; CHEXS essentially strives to redress this imbalance through the marvellous work that it does, providing people with both hope and aspiration in equal measure.

The work carried out by the 'stronger than ever' CHEXS team in the local community is often life-changing and never less than highly effective. Indeed, the CHEXS team is now an integral feature of our local community, and the value that each member of the team brings to the organisation's collective efforts is truly inspirational; their individual contribution to the strategic vision of CHEXS is both inspiring and humbling in equal measure.

As demonstrated perfectly during the last 12 months, it is pivotal that CHEXS continues to be proactive in its approach to ensure that it continues to identify the needs of the community that it serves with such passion, and is able to respond readily to what are often subtle changes in these needs.

As you read this report, I invite you to reflect on what might have been the outcomes for those individuals/families that CHEXS has supported during the last 12 months had this support not been provided by CHEXS; therein lies the rationale for CHEXS existence...the reason why CHEXS 'does what it does'...and will continue to do so for the good of the community that it serves with such passion and commit-

**Chair - Tony Gorton**



**WWW.CHEXS.CO.UK**

**“A united community working together with a sense of belief and ownership tackling local issues and inspiring our community relationships.”**

OBJECTIVE 1

## Learning and Support

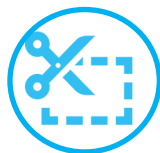
To support families during the pandemic and lockdown we created a learning and activity resource on our website and provided ongoing information on our social media platforms including:

- ⇒ **Support and advice.**
- ⇒ **Guides for parents (such as internet safety).**
- ⇒ **Weekly activities created and shared for children and families to get involved with.**

## Improving home relationships

300 Craft packs were created by our team and distributed to 13 of the local schools to distribute to families most in need. Thus ensuring that:

- ⇒ **Family relationships improved.**
- ⇒ **A link to school education and higher attainment.**
- ⇒ **Confidence and self esteem went up.**
- ⇒ **A whole community involvement and access through YouTube to participate.**



**73** families fed and supported (fuel grants) children through pandemic worth £4,380.



**50** families joined our online growing competition this year growing their own vegetables.



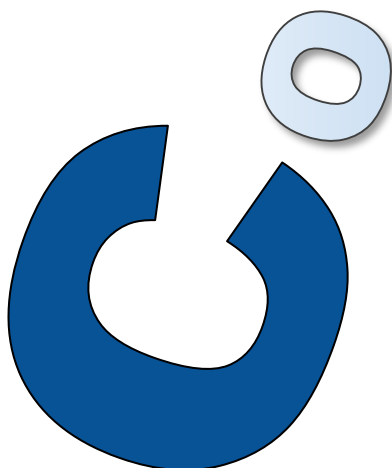
**194** foodbank vouchers distributed



**179** Free school meals delivered.

**“This (fuel grant) is amazing, I have been really struggling looking after my husband who has suffered a stroke and the family and I have felt so alone.**

**This has made such a difference to our lives. I cannot thank you enough and to know somebody cares. You really have helped me and my family. Thank you for your kindness and making me smile, I have not done this for so long. “**



**416**  
food parcels  
delivered to local  
families by the  
CHEXS team

**In the last year** CHEXS has played a leading role in supporting disadvantaged families through the covid-19 pandemic.

Our family support team worked both flexibly and tirelessly throughout this difficult time. Online workshops were created, 1 to 1 video calls offered (as well as face to face meetings) and issuing food and fuel vouchers to our local families and community.

We partnered with local support services too ensuring that vital deliveries of both food, homework & activity parcels continued to be distributed.

**97**

**Families were supported with one to one expert advice.**



## **Winter Grant Scheme**

CHEXS were one of the agencies selected to issue and offer vouchers to families in need locally. Helping 209 families with HCC and HCF vouchers worth a total of £13,583.

Thereby helping these families with:

- ⇒ **Improving mental health**
- ⇒ **Decreasing stress**
- ⇒ **Increasing emotional wellbeing**

**88%**

**Parents communicate more effectively with their child.**

**87%**

**Reported improvement in their parenting skills.**

**90%**

**Parents resolved practical issues such as debt, housing or family stress.**

# HOMES

**“You have made me feel so confident, safe, secure and positive. I now believe in myself and can see now it was not my fault.**

**I appreciate everything you have done for me both now and in the summer when I was struggling financially. It is so nice that there was support for me when I was at my lowest. Thanks to you I am able to move on as a stronger person.”**



**“To build skills and confidence, improve mental health and wellbeing, whilst ensuring parents have the personal tools to recognize those opportunities.”**

**OBJECTIVE 2**



**“To help improve children’s family relationships, increase mental health, raise their aspirations and increase their performance.”**

OBJECTIVE 3

## Risky behaviours programme

40 young people attended our 3 day programme designed to engage young people and help them to make positive choices. This project is aimed at young people with the highest risk of exclusion and vulnerability.

- ⇒ **100% of young people understood how to make a positive choice following this course.**
- ⇒ **No young people were excluded.**



**366**

**Children took part in CHEXS Growth & CIN after school projects.**



## CHEXS Growth programme

CHEXS provides a 30 week structured programme of goal driven, outdoor learning to disadvantaged young people not achieving their potential. Projects delivered over the course of the year include:

- ⇒ **An outdoor creative project.**
- ⇒ **One to one coaching.**
- ⇒ **Community projects.**
- ⇒ **Mentoring peers.**
- ⇒ **Risky behaviour programme (My Life).**











**“CHEXS has helped me to be a bit more happy. I got fresh air (on the Lee valley project) and you made me laugh a little bit. I get time to talk with my friends, this has helped me with my social skills.**

**I've felt listened to and this has helped me to relieve some of my stress. CHEXS helped my family recently with some food. It made me SO happy because I haven't had fruit for a while.”**

# Nicole's Story

(Names have been changed to protect the family's identity)

<p>Nicole comes from a family with a history of domestic violence.</p> 	<p>Her attendance at school was getting worse and she was finding it hard to keep up.</p> 	<p>Nicole's father was arrested causing her even more distress. Her school referred her to CHEXS.</p> 	<p>CHEXS enrolled Nicole onto the GROWTH programme. A 30 week bespoke course to help coach her to her goals.</p> 
<p>Nicole benefitted from 1 to 1 coaching. Helping her to open up about her feelings.</p> 	<p>With Nicole's confidence and happiness growing, her mum attends one of our Parenting courses.</p> 	<p>Nicole and her siblings attended CHEXS holiday project too learning teamwork techniques and improving their self-esteem.</p> 	<p>Nicole's confidence and attendance grew and her relationship with her mother improved hugely too.</p> 

**"The children have really enjoyed working with CHEXS, even in this struggling year, it has been lovely."**



# EXTRA MILE

## Alexia's Story

(Names have been changed to protect the family's identity)

**"Thank you, it's great to know that someone cares about Alexia. Thank you for listening."**

<p>Alexia was experiencing bullying at school.</p> 	<p>She began to get angry and lash out at her friends and family.</p> 	<p>Alexia needed someone to talk to and CHEXS was there to listen.</p> 	<p>She was enrolled on the CHEXS after school leadership program.</p> 
<p>With Covid and lockdown, Alexia continued with our support and guidance virtually.</p> 	<p>Even joining our virtual grow competition.</p> 	<p>Alexia felt so much happier and listened to...</p> 	<p>...and not only that, her self-confidence grew too.</p> 

**"CHEXS team continuously observes an individual's needs and adjusts the support, guidance and activities accordingly. A strong focus on impact measurement means that we are continually reviewing our support and how we can improve."**

OBJECTIVE 4

**“At this difficult time, it is more important than ever that we ensure CHEXS continued support to the local community is sustainable.”**

**OBJECTIVE 5**

## Volunteers



We are incredibly lucky to have 2 amazing volunteers to help us. Bob works in our growth projects team with young people. Sue supports our head office with the day to day running of the charity.



Thank you Sue and Bob for your time, dedication and unwavering support of the charity and the families we support.

## Awards

We are truly grateful to have been nominated and successful in our commitment to early intervention and the community work and support we offer.



Winner 2021



Finalist 2021



Highly Commended 2021

## Our Schools

CHEXS schools are amazing - The work they do on top of their day job is often not acknowledged and a lot of this incredible work goes unreported - they just do it!

We at CHEXS want to help, and we're here to support and to help take the pressure off schools and other agencies.

Together we are stronger and can do more.

**We would LOVE to hear any ideas you might have as to how you can help us maintain or improve support for families within Hertfordshire, please get in touch.**

**SUPPORT**

Thank you

A huge thank you to all of our grant funders on helping fund specific CHEXS services and for our emergency COVID-19 funding and donations which have been so valuable over the last year. Additional thanks to our local County Councillors Mark Mills, Dee Hart, Lesley Greensmythe and Dave Hewitt for their extremely valuable funding. All funding we have been awarded has helped increase our staff in order to support even more families in our community. We would also like to thank our partners and trustees for whom CHEXS are incredibly grateful.





# FINANCE



**Treasurer**

**Ben Booth**

**Income for the year totalled £344,227, an increase of £7,195 over the previous year.**

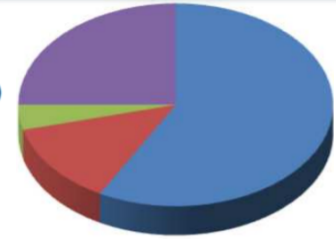
Part of this increase comes from:

Increase in memberships £2,187

Increase in donations £4,606

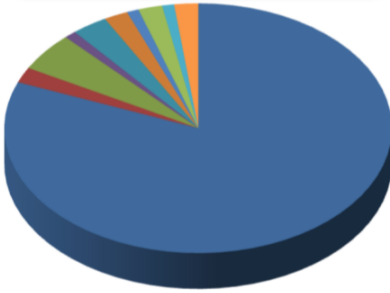
## Income

- Grants (58%)
- Membership (13%)
- Donations (4%)
- Project (25%)



## Expenditure

- Staff Costs (81%)
- Advertising and Promotion (2%)
- Project Costs (5%)
- Grants Paid (1%)
- Staff Training (3%)
- Insurance (2%)
- Office Costs (1%)
- Travel Costs (0%)
- IT Costs (2%)
- Professional Costs (0%)
- Governance Costs (1%)
- Depreciation (2%)



**Expenditure for the year totalled £311,122, an increase of £49,931 over the previous year.**

Largest spend was on salaries (81%) with next highest being direct expenditure on projects (5%).

CHEXS is committed to retaining its staff as it is the core to the organization and needs to remain competitive in the labour market, with recruitment and salaries to current and potential staff.

The increase in staff costs are £51,735 demonstrates the commitment of CHEXS staff and supporting our community, expanding services for both children and their parents with much needed support during the pandemic.

# EXTERNAL EVALUATION



**By Dr Roger Green**

Following 6 months of shadowing the CHEXS team, Dr Roger Green published his report in August 2021. Here is an extract from this in-depth report.

In his conclusion, he stated: "The CHEXS 'whole family' approach... is fully embracing of a number of good practice approaches. What is most striking is the ethos, culture and values behind its activities which are built on building positive and trusting relationships with children, young people, and their families.

CHEXS is a unique community organisation... [which] offers a more open and face-to-face approach that supports children and families in growing their capabilities, to learn, to change, to nurture relationships within families and beyond, to feel part of the community, and importantly for better, more fulfilled lives."



Keen to get an external view of the impact of our work, in January 2021 we commissioned Dr Roger Green, the Director of Goldsmith's Centre for Community Engagement, to undertake an independent evaluation.

To read the full report head to  
**[WWW.CHEXS.CO.UK](http://WWW.CHEXS.CO.UK)**