

# ANNUAL IMPACT REPORT

**SEPTEMBER 2021-  
AUGUST 2022**



**Supporting families in the community**

**Registered charity number: 1153769**



**WWW.CHEXS.CO.UK**



# Our year in review



Just two years ago, I composed a foreword for the CHEXS Annual Review Report in which the word 'unprecedented' was referred to in terms of the numerous challenges being presented by the global COVID pandemic which was at its height; this foreword outlined and celebrated the work of CHEXS in successfully overcoming these challenges despite the various difficulties presented. This ongoing (and often innovative) work subsequently ensured that the essential support

and provision for local families for which CHEXS has become known during the last few years continued apace; indeed, this support was further extended to reach out to particularly vulnerable members of our local community at this incredibly difficult time.

Well, 'fast-forward' 24 months and once again we are faced with challenges which, whilst not 'unprecedented', are certainly causing great concern for so many members of our community. The 'cost-of-living crisis' that our CEO refers to here is a 'real and lived' concern for an increasing number of families; the word 'crisis' is not used lightly in this case.

However, based on its recent track record, the Trustees are confident that our wonderful CHEXS team will continue to 'weave their magic' as they go above and beyond the call of duty on a daily basis. The foresight of our CEO has ensured that the team has recently been expanded (a testament to its success, both in terms of outcomes and financial stability) to enable more support to be provided to those in need, support which is becoming ever more extensive thanks to the increasing skill-set of the CHEXS Team.

An oft-used phrase following the global pandemic is 'the new normal'...but surely 'normal' is a limiting term, meaning that the infinite potential of both the individual and society as a collective will never be truly realised, that it is fine just to be 'accepting' of the current situation. Well, from CHEXS' perspective, and as outlined in our 'Five Key Outcomes', this is certainly not acceptable. Hence, it is with a sense of renewed focus and hope that we look forward to the ongoing success of CHEXS, success which can be demonstrated by data/figures, but more importantly through outcomes which may not be immediately quantifiable but have immeasurable impact long into the future. Through reading this report you will certainly gain a sense of this long-term vision and the aspirations that CHEXS has for all members of our community... happy reading!

**Chair - Tony Gorton**



**The sheer scale of the cost of living crisis can feel overwhelming. As a charity we have supported local families for the last 12 years, many of whom have needed face-to-face interaction with a smile and reassuring presence to help them deal with the causes of their stress and anxiety triggers. We are now faced with a 64% increase in adult referrals, from this year's data, with 30% being from households we historically would not have worked with.**



This is on top of the 345 children and young people involved in the CHEXS GROWTH program with equal numbers predicted for the next financial year. All these children and young people have so much potential to reach their goals but just need a helping hand - if they don't get this help, would they still reach those goals?

To feel a little daunted would be an understatement, especially following on from what CHEXS has achieved through the pandemic.

How can we possibly do this?

I'm fortunate to have a supportive trustee board led by the most inspirational and experienced chair, an incredibly dedicated, passionate, and enthusiastic team, incredible stakeholder schools, partners, and amazing volunteers who have a like-minded value - we care. I am confident together we can make headway into this crisis by being here and doing what we do best, caring for and looking out for people who need a helping hand. Staff wellbeing is, and will always be our priority. How can we expect to support families in the community if we cannot truly support our staff and volunteers' well-being? This balance will continue to be a challenge however I know with open and honest communication within the team CHEXS will continue supporting families in the community for the foreseeable future.

To ensure the charity remained focused and relevant to the emerging needs in May 2022 we held a strategy meeting with CHEXS Trustee Board to review our strategy in the light of the pandemic and to undertake a review of what we have achieved over the last few months. This helped us to identify and refresh our 5 key outcomes to focus on.

The highlight of this year's report especially after the pandemic restrictions was to re-establish our 2 fantastic community days. The events helped bring our local communities together interacting in person and putting a smile on everyone's face. We look forward to planning more community occasions in the coming months.

Finally, I feel incredibly honored and proud to lead an organisation like CHEXS and I look forward to working with our staff, service users, carers, trustees, and partners in ensuring CHEXS continues to be a vehicle for helping bring people together.

Together we can do so much more!

**CEO - Pete Maiden**



**WWW.CHEXS.CO.UK**

**“To enable our community to work together with a sense of belief and ownership tackling local issues and improving community relationships.**

OBJECTIVE 4

## Learning and Support

To support families during the pandemic and beyond, our family support team started a blog giving much needed support and reaching thousands of parents through our newsletters and social media platforms. This method ensures we can:

- ⇒ Offer remote support and advice.
- ⇒ Guide parents (such as internet safety).
- ⇒ Offer ways to approach challenging discussions and help build trust.



## Improving family relationships

Our Community days at Easter and Summer returned. These days gave a much needed boost to our community and put some much needed smiles back on faces. Our events helped give an outlet to:

- ⇒ Help diverse families bond.
- ⇒ Spend quality time as a family.
- ⇒ Achieving a goal and meeting a challenge together.
- ⇒ The whole community to access and to participate in.



**176** families fed and supported (food & fuel grants) through 2021-22 worth a total of £18,605.



**93** young people attended our Grow club finale presentation and collected their achievement certificates.



**126** foodbank vouchers distributed.



**4000** Families attended our Easter & Summer events.

COMMUNITY

“I wanted to share my positive experience that I have been experiencing since CHEXS took over my case. CHEXS have continued to contact me fortnightly to see how myself and my children are doing. Unfortunately, I was in a car accident on 1st April and have been unable to work. CHEXS contacted me and were able to provide funds for gas and electric. They also provided Tesco vouchers so I could do some shopping. I can not thank you enough, you have been a tremendous blessing for me and my children.”



**342** Families attended FREE craft sessions delivered by the CHEXS team





# HOMES



**"It has been great working with CHEXS. They have been a great comfort and support to me over the last year. The team's knowledge and understanding is very reassuring to me and my partner during some of the challenges we have faced with our child. They show empathy and warmth to me and I never feel like I am a failure, just that I'm doing my best and that puts me right back on track again. Sometimes a little chat is all I need at times and they are great for that too!"**



The Henry Smith Charity  
founded in 1628

**"To enable parents including those from deprived and vulnerable families to develop their skills and confidence, to build a happy home."**

OBJECTIVE 1

**82%**

Parents communicate more effectively with their child.

**83%**

Reported improvement in their parenting skills.

**81%**

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



**294**

Families were supported with group or one to one advice.

## Fuel & Food grants

CHEXS were one of the agencies selected to issue and offer vouchers to families in need locally. Helping 93 families with HCC vouchers worth £10,950 and HCF vouchers worth a total of £9,802 to families for support with utilities, fuel, food and additional support from our family support team. Thereby helping with:

- ⇒ Improving mental health
- ⇒ Decreasing stress
- ⇒ Increasing emotional well-being

## In the last year

CHEXS have played a leading role in supporting disadvantaged local families following the pandemic.

Our family support team continue to work both flexibly and tirelessly to help our families. Parenting workshops were delivered for boundaries and routines as well as anxiety and transition sessions. 1 to 1 advice support calls made and issuing food and fuel vouchers to our local families and community.

We partnered with local support services too, ensuring that the right support is given at the right time to the right families.

**“Being part of CHEXS I have learnt to be nice to others and work as a team. I have been good at listening and following instructions. I have got better at speaking to others. I am proud of myself because I got the ball down the tube. CHEXS have helped me to learn activities and work as a team.”**

# ENRICHMENT



**89%** Feel more listened to



**90%** Getting on better with school work



**84%** Have better behaviour at home



**90%** Feel good about themselves



## CHEXS Growth programme

SCAN ME



CHEXS provides a 30 week structured programme of goal driven, outdoor learning to disadvantaged young people not achieving their potential. Projects are delivered over the course of the year incorporating our 4 key pillars. **To read more scan the QR code:**

⇒ **Expectations**  
⇒ **Aspirations**

⇒ **Meaning & Purpose**  
⇒ **Resilience**

**345**

**Children took part in CHEXS Growth, afterschool & holiday programme.**



## Risky behaviours programme (My Life)

30 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.**

**“To enable children to develop skills and improve relationships, to build resilience and self-esteem whilst improving wellbeing.”**

**OBJECTIVE 3**



**“To enable parents to have improved skills to manage behavior and support learning, resulting in better relationships with children.”**

**OBJECTIVE 2**

# XTRA MILE



## Becky's Story

Becky was struggling with depression and anxiety as well as very low confidence. She was finding it hard to express her emotions.



Mum was struggling too and felt overwhelmed with all family problems. She didn't know where to turn. She wanted to find support to help her as well as to help her daughter.



CHEXS then enrolled Becky onto the GROWTH programme to help her grow in confidence and give her the time she needed to speak to someone.



Becky benefitted from 1 to 1 coaching to talk about her worries and to give her the tools to help her cope.



CHEXS family support team were on hand either at the other end of the phone or in person to work through any problems with Mum and to find the right tools for her to help Becky.



Becky's mum seeks out CHEXS help with parenting Workshops and receives financial support for the increasing costs of fuel.



Becky is so much happier and is now expressing her emotions better as well as coming out of her shell and feeling much more confident.



Mum and Becky are now communicating so much better and their relationship is going from strength to strength.



**“CHEXS listening to me makes me more confident because it's nice to have someone to listen to me.”**

## Toby's Story

Toby was struggling at school. He'd just received a diagnosis of autism and found unplanned situations very hard to cope with.



Mum was struggling with Toby's behaviour at home. She didn't know where to turn as his behaviour seemed so much worse at home.



CHEXS enrolled Toby onto the after school leadership sessions to help him build his confidence as well as make friends and learn to share his ideas.



Toby's Mum benefitted from support and signposting from our family support team as well as free parenting workshops.



CHEXS family support team were on hand either at the other end of the phone or in person to work through any problems with Mum and to find the right tools for her to help Toby.



Toby's Mum sets routines and boundaries in place for Toby to feel more confident and settled at home.



Toby is so much more settled. He is more confident and feels more able to share his ideas and be more confident around other children. His home life is so much calmer and happier too.



Mum and Toby are now communicating so much better and their relationship is going from strength to strength.



**“Thank you for your support and ideas. I am trying and we are making small steps towards changing both our behaviours.”**

\*Names have been changed to protect the family's identities

## Volunteers

We are incredibly lucky to continue to have over 20 amazing volunteers to help us with our GROWTH programme and the day to day running of CHEXS. A particular mention to Bob, who works within our GROWTH team and Sue who supports our office team.

We also wanted to mention 2 special young people who have gone over and above supporting us this year. Tanya helped our office team and Scarlett helped out with our GROWTH team. Thank you to all of our volunteers for their unwavering

support of the charity and the families that need us.



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

## Our Community

Schools have stepped up again to help mitigate the cost-of-living crisis for children and families. I call on other sectors to interconnect and help by sharing resources, expertise, and limited funds to contribute to building positive outcomes and values for children, giving them dignity and a fighting chance to live the happy, fun, and thriving life we wish our own children to experience. This in turn will make a happier, stronger, and more prosperous community for us all to live in.

Together we are stronger and can do more.

## Awards

We are truly grateful to have not only been nominated, but to have been successful in winning awards to celebrate our commitment to early intervention, our community work as well as the family support we offer.



WINNER 2021



FINALIST 2022



WINNER 2021

# SUPPORT

## Thank you

A huge thank you to all of our grant funders on helping fund specific CHEXS services and for our funding following the pandemic and donations which have been so valuable over the last year. Additional thanks to our local County Councillors Mark Mills Bishop, Lesley Greensmythe, Steve Wortley and Lewis Cocking for their extremely valuable funding.

All funding we have been awarded has helped increase our staff and emergency grants to families in need. We would also like to thank our partners and trustees for whom CHEXS are incredibly grateful.



**“To enable the Charity to be governed and sustainably resourced with the broadest strategic choice to best enable the achievement of its vision .”**

OBJECTIVE 5



# FINANCE

**Income for the year totaled £389,918, an increase of £45,691 from the previous year.**

Part of this increase comes from direct project income 24% and memberships 11% as well as an increase in grant income which amounts for £245,257 (63%).

**Expenditure for the year totalled £363,0183, an increase of £51,895 from the previous year.**

Largest spend was on salaries with an increase of £28,280, this increase was to cover school holiday periods ensuring that we continued to support our most valuable families in these times. This demonstrates the commitment by CHEXS to its staff and supporting our community.

	Year Ending 2022	Year Ending 2021
Annual Income	£389,918	£344,227
Annual Expenditure	£363,018	£311,123
<b>Surplus/Deficit</b>	<b>£26,900</b>	<b>£33,104</b>
Fixed Assets	0	0
Restricted Funds balances at year-end	£58,715	£44,982
Unrestricted Funds balances at year-end	£104,286	£91,119
Unrestricted Funds are being held as follows:	Redundancy and staff fund £30,000 Operational running costs £74,286 (approx. 3 months)	Redundancy and staff fund £30,000 Operational running costs £61,119 (approx. 3 months)
<b>Total Funds</b>	<b>163,001</b>	<b>£136,101</b>
<b>Unrestricted Free Reserves</b>	<b>74,286</b>	<b>£61,119</b>

**Overall, this resulted in the charity generating a surplus of £26,900 in the year, which was down from the previous year's surplus of £33,104.**

One of the reasons for the fall in the surplus was the increase in staff costs expended in the year. This shows the commitment by CHEXS to expand services for both children and their parents with much-needed additional support during the pandemic. The organisation remains in a healthy financial position, with overall funds of £163,001 and current balances held as cash at the bank or in the hand of £196,388.

The trustees and management believe that due to this position they are able at present to respond to any changes they may face. On the expenditure side, staff costs is the largest at 76% with Project Costs (7%) being the next. The remainder accounts for £62,455 out of the total expenditure incurred.



CHEXS' Vision, Mission, Values, as well as our 5 strategic outcomes were updated this year. The Charity's Trustees & the senior leadership team identified CHEXS' long-term goals and worked back from this in order to identify the pathways we needed to follow to reach them. All the related opportunities (including programs, projects and interventions) were mapped as well as the desired outcomes to create the pathway.

## **CHEXS' updated Vision and Missions are:**

**Our whole family approach is embedded in the local community, bringing both parents and young people together to support and inspire each other.**



### **OUR FAMILY SUPPORT MISSION**

Our support helps parents develop stronger family relationships by creating opportunities to improve parenting confidence.  
We focus on promoting an environment of trust and open communication, enabling parents to support their child(ren)'s growth, confidence and ultimately their individual goals.

### **OUR YOUNG PEOPLE SUPPORT MISSION**

Our approach creates a trusting and honest environment to inspire the next generation by providing projects to challenge and promote growth.  
Our [programme](#) creates goal-driven experiences with clear expectations to build resilience and self-esteem whilst improving wellbeing.

