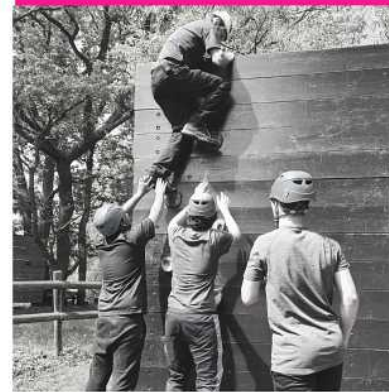


# ANNUAL REPORT

2022  
-23

Supporting Families in the  
local community





***“ What counts in life is not the mere fact that we have lived.***

***It is what difference we have made to the lives of others. ”***

## **Thoughts from our chair...**

Apparently, you are only as good as your last golf swing; well, if that is the case, CHEXS is well and truly 'top of the leader board' after another exceptional 'round' this year!

Whilst not a golfer myself, the analogy above seems to fit perfectly, with every member of the 'team' (think 'Ryder Cup' here!) playing to their full potential every time they step onto the course.

Having written a number of forewords for our annual report during the last few years, I often worry that I won't do justice to the wonderful work that the CHEXS team undertake on a daily basis in support of so many members of community. However, I need not worry, for quite simply, their work speaks for itself, as you will see/hear as you peruse this report. Whilst statistics and data certainly have their place, the personalised feedback from various members of our local community who have benefited from CHEXS' support during the last 12 months truly captures the impact of this support, particularly in terms of improved self-esteem, confidence and a real 'sense of belonging / worth'.

Another indicator of success is growth; as an organisation, CHEXS has grown dramatically during the last 12 years, with its outreach now benefitting so many more families, a trend which we foresee continuing in the coming years as our profile increases further, both within the local community and further afield.

Just a few months ago, CHEXS held its first Summer Gala in Cheshunt, an event aimed at raising additional funds to support the various programmes that we offer. This event was a wonderful success, with a number of local businesses in attendance, further raising our profile and publicising the work that we do in the local community to a new audience...and hopefully new 'financial supporters'. As such, this new initiative in itself demonstrates the success of CHEXS in recent years as the 'team' has expanded/evolved to meet demand, including in terms of 'backroom staff' who ensure that the organisation continues to go from strength to strength in terms of its frontline delivery.

Of course, one cannot become complacent about success, therein lies imminent failure. As you read this wonderful report outlining the numerous and varied successes supported by CHEXS during the previous year, you will also recognise the rigorous structures in place to ensure that the excellent 'services' provided through the various programmes outlined will continue apace in the future. Through our holistic approach to meeting the needs of our young children and families, we will look forward to further 'success stories' in the coming 12 months...and beyond!

In conclusion, whilst we do of course have our own CHEXS mission statement, I like to think that the following quote from Nelson Mandela encapsulates our core moral purpose, and provides inspiration for all members of our local community:

***'What counts in life is not the mere fact that we have lived. It is what difference we have made to the lives of others.'***

Thank you for your continued support...happy reading!

**Chair - Tony Gorton**





## A word from our CEO...

I feel a sense of pride seeing how the CHEXS team continually tries to connect with children, young people and their families. Isolation is a powerful and relatable experience that I guess everybody has felt sometime in their life. Isolation, no matter what age, is probably one of the biggest influencers that eats away at our self-esteem.

CHEXS' proactive approach helps start the journey to building trust and the small steps to feeling a sense of belonging. Once we have the momentum it is easier to steer ourselves into environments where we are able to build friendship groups. This is crucial to our happiness and mental and physical well-being by giving us a sense of connection, which we all need.

I am continually amazed at the team's enthusiasm and passion to always look at new ways to evolve their services and help to connect children, young people, families and our local communities. There are numerous pertinent examples in this report, when you create a fun and trusting environment the possibilities are endless!

Due to the cost-of-living crisis, twice as many families now need our support. Many organisations and individuals have helped CHEXS to support families in the local community. A fantastic example is how a business like Warburtons has invested in children's and young people's futures by sponsoring a specific CHEXS programme "Transition". Their support has enabled CHEXS to truly help a group of targeted children who have benefited from having regular interaction with the CHEXS team enabling them to flourish in their new school environment. CHEXS has other programmes that are not funded by any statutory agencies but have a massive positive impact on children's development i.e. After School Leadership, Holiday Self-Esteem Programme, My Life and CHEXS' flagship GROWTH programme.

CHEXS is on a mission to find and/or develop a child's interests and support parents that allow them to thrive in a particular environment - their niche. CHEXS' frameworks are designed to unlock an individual's potential by working with parents and their children's strengths and creating an environment for individuals to come together to support areas that do not come naturally to them.

**Children and Young People:**



**Family Support Service:**



If your business would like to get involved either by volunteering your team's skills to further develop CHEXS' approach or by helping with financial support please contact me.

My overarching reflection from this year's review is we need to dedicate all our energy, passion, resources and know-how to help ensure our children's future does not continue to be penalised by the legacy of the pandemic. It is a travesty reflecting on the countless opportunities, learning experiences and interactions our children have missed out on. Unfortunately, this is compounded by the cost-of-living crisis, which is creating a perfect storm to drag even more children from working families into poverty.

Our schools have stepped up again to help mitigate these negative influences. 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.

**Question - what can we do differently to help this become a reality?**

**CEO - Peter Maiden**

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

**OBJECTIVE 4**

“

*We came through covid and we wondered how we were going to get back into the big wide world again. Along came CHEXS and started Time for You, there was warmth, kindness and understanding, we spoke about all sorts of different things and played games. It's always great fun. Thank you to everyone who has bought CHEXS to us in Cheshunt, it has made such a difference.*

”



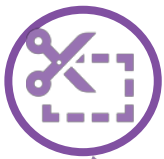


# COMMUNITY

## Improving family relationships

CHEXS community events in Cedar Park at Easter and Grundy Park in July with our Grow club finale provides a perfect opportunity for our team to show-case the services we offer and how we can help. Our events also help to give an outlet to:

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



**191** occasions we supported **159** families fed and supported (food & fuel grants) through 2022-23 worth a total of £8,708.95 .



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



**150** foodbank vouchers distributed.



**3000+** Families attended our Easter & Summer events.

## Intergenerational support

CHEXS have been running sessions at the Beaumont Centre in Cheshunt on a weekly basis. These sessions are for adults from the community to attend. To meet up for a Tea/Coffee and chat. Sessions are called 'Time for You' and include crafts or games. These sessions provide:

- ⇒ **A Safe place to escape isolation.**
- ⇒ **A place to make new friends of all different ages.**



**515**  
**Families attended**  
**FREE**  
**craft sessions**  
**delivered by**  
**the CHEXS team**

The  
Henry Smith  
Charity  
founded in 1628

## Learning and Support

To support families during the pandemic and beyond, our family support team continue their monthly blogs as well as their weekly tips, 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.**



# 193

**Families were supported with one to one advice in 2022-23, almost double the number of 2021-22.**

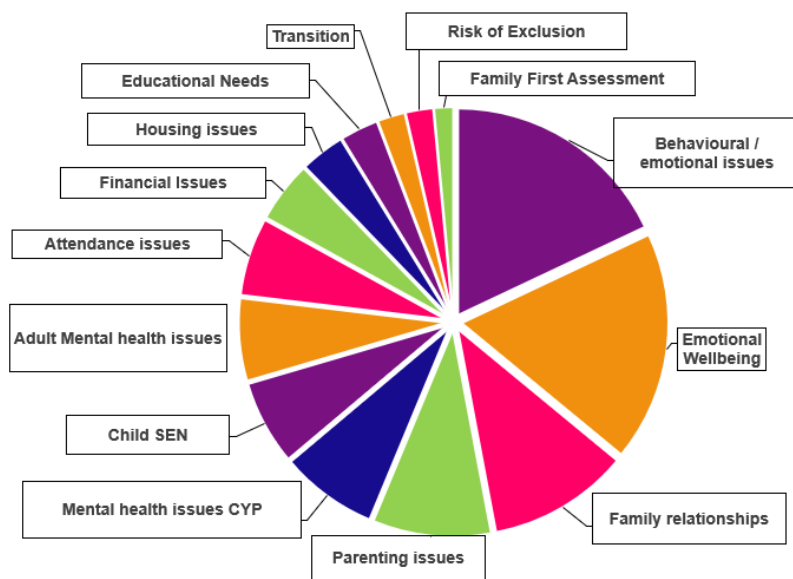
## **Doubling our reach**

CHEXS has *increased staff hours* of our family support team to meet the growing demands from disadvantaged families whose children are struggling to achieve their potential at school. Demand for our services and support continues to grow.

Our team works with parents to help tackle the underlying sources of family tension, for example, money, employment, or housing. The majority of parents we support have children who are participating in, or have previously participated in, our GROWTH programme.

*Recognition and acceptance of our services within our community is increasing with families commenting on our reliability, independence and trusted help.*

## **Reasons for referral**



## **Fuel & Food grants**

CHEXS were selected to issue and offer vouchers to families in need locally from **Broxbourne Council Household Support Fund / Food and Heat Grant**. This money enabled CHEXS to support families in need on 191 occasions with vouchers worth a total of **£8,708.95**

These vouchers gave support with utilities, fuel and food.

Thereby helping with:

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

**SEE ME**

## **Difference made:**

### 70%

**Parents have an improved relationship with their child.**

### 80%

**Parents feel more confident that they know what to do as a parent.**

### 81%

**Have found better ways to cope with their child's Behaviour.**

### 100%

**Parents have felt supported during their time working with CHEXS.**

## **This year we have tailored our services**

to meet the needs of the families we support, based on the **reasons for referral**. By identifying these reasons, for example, low mood, low self-esteem, low aspirations, concern regarding debt and money management, housing issues, children's behaviour and anxiety. Listening and identifying these reasons has enabled us to tailor support from specialised services such as ADD-Vance, SPACE, Beacon, Safer Places, SFYP, DSLP4, Broxbourne Council as well as delivering FREE parenting workshops for:

- ⇒ **Boundaries and routines**
- ⇒ **Anxiety**
- ⇒ **Transition sessions**



**SCAN ME**



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

## **OBJECTIVE 1**



### **REAL Talk - Parent Hub**

A successful parent hub network called 'Real Talk' has been established this year.

This is a fortnightly peer support group aimed at developing relationships with parents and carers, giving them the opportunity to feedback on emerging needs as well as the drive to co-produce this community support service.

We have invited other organisations to support these sessions, such as SPACE and B3 Living.

**“ You brought us altogether, me, my child's school and my children.**

**The difference you have made is like night and day, we are now in the light seeing things better.**

**I have improved my personal growth and am a better parent to my children.**

**Thank you so much CHEXS. I'm not saying I won't mess up in the future but it's good to know I can reach you if I need to.**

**”**



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

**OBJECTIVE 3**

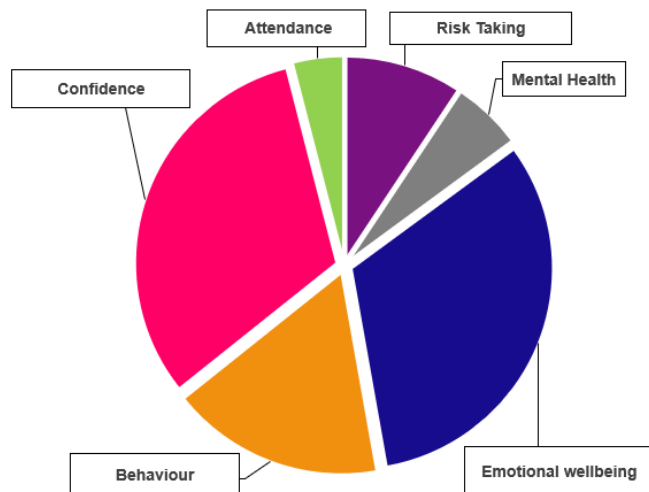


# ENRICHMENT

**“** *CHEXS have helped me with everything. My Mum said she is amazed at me and proud when we made the willow butterflies. I love talking to the leaders and doing the activities. You are the best because I can talk to you.* **”**



## Reasons for referral



## CHEXS Growth programme

Our 30 week Growth Programme is designed to motivate children and young people to achieve success outside of the traditional classroom environment by raising their confidence and self-esteem.

*The programme encompasses four key pillars:*

- ⇒ **Meaning and a purpose**
- ⇒ **Resilience**
- ⇒ **Expectations**
- ⇒ **Aspirations**

This year we supported **188** young people through this programme.

*To read more, please scan the QR code.*

SCAN ME



## Risky behaviours programme (My Life)

This course was attended by 18 young people, it is designed to engage young people and help them to make positive life choices.

This programme itself is designed to support young people who are at risk of exclusion, and therefore are most vulnerable to exploitation by criminal gangs or involvement in anti-social behavior.

The programme is a 3 day workshop which covers many topics, including:

- ⇒ **Able to make informed choices and empowered themselves**
- ⇒ **Increased social support/peer participation**
- ⇒ **Early intervention around issues such as drugs and alcohol abuse**
- ⇒ **Knowledge of mental health concerns**
- ⇒ **Knowledge of sexual health & LGBTQ+**

The Henry Smith Charity

founded in 1628

**358**

Children took part in CHEXS Growth, afterschool & holiday & Transition programmes.

## Difference made:

**91%**

**Improved team working skills**

**74%**

**Getting on better with school work**

**78%**

**Have better behaviour at home**

**84%**

**Feel good about their life**

## Why does our programme work?

CHEXS' award winning GROWTH programme works with small groups and high staff ratios which is expensive compared to a multi-sport activity. However, the targeted children who are referred from schools display multiple needs that require more intensive interaction. CHEXS unique approach ensures a positive difference to their personal development.

The projects are designed to enable children to have life-changing experiences, to learn new skills, to develop further with real-time practical challenges, thereby encouraging them to step outside their comfort zone and demonstrate a true understanding and use for these honed life skills;

- ⇒ **Problem-solving** - how individually and collectively working together you can overcome , find solutions or alternative options to the challenges you encounter - building resilience and a can-do approach.
- ⇒ **Leadership** - honing strengths in a safe but stretching environment. Enabling children to build their self-esteem by helping them experience opportunities to un-tap their leadership qualities and reach their potential.
- ⇒ **Team Work** - working with others / creating opportunities to feel valued and help nurture their self-esteem.

If we do not invest in inclusive programmes, to harness children and young people's unlocked potential, children will be penalised. These opportunities will become the preserve of only those who can afford to pay for them which will seriously diminish the potential of our future workforce.

# XTRAMILE



## **CHEXS are here to listen, support and understand**

*The CHEXS team's qualities, especially empathy to support families in the community, are the major factors in why CHEXS can year on year help over 500 families a year.*

Empathy is a human quality that can't be replicated. The ability for the person with the issue to feel listened to, and for the person helping to instinctively pick up on the tone of somebody's voice, and body language whilst listening to understand, enables them to appreciate that their concerns are integral to **helping to build a trusted relationship** and **ensure positive outcomes** are achieved.

Kaia was finding school hard, her confidence and general mental health was very low and her relationship with her parents was very unstable.



Kaia's mum was struggling with juggling a child with emotional needs as well as her own mental health needs, along with both financial and housing issues.



Our CHEXS Family support team met with mum one to one and talked through the support on offer, from workshops we could provide as well as help enrolling Kaia on GROWTH.



Kaia's confidence and mental health started to improve with the support and tailored projects on the GROWTH programme.



CHEXS family support team works with Kaia's mum to help improve the relationship with Kaia's school and empowering her to pursue a SEN assessment for Kaia.



Financial Support was given to Kaia's mum to help with household bills and referrals to other agencies regarding housing was given.



Kaia benefitted from talking to the CHEXS team and other children about her worries. This gave her an outlet to discuss her worries openly.



Kaia's mum and Kaia work hard on their communication skills using the skills they have learnt in workshops and GROWTH their relationship is going from strength to strength.



***"CHEXS, you have been a lifesaver, you have held me accountable and encouraged me to do better. Our home life is now more settled, bills are being paid on time, my relationship with my children is better. I go to the gym now everyday and take classes like you said. Thank you so much, the relief I feel is amazing."***

Craig's father suddenly passed away when he was just 7 years old, and he didn't know how to cope or how to communicate the emotions that he was feeling.



He had become distant and closed off, not engaging with the other children in the class, insulating himself and having no confidence to participate in lessons.



Mum reported that at home he was struggling with his emotions often spending a lot of time alone and not communicating his worries, concerns or sadness. He was still confused where his dad was gone.



Craig was enrolled onto the GROWTH programme where staff helped him to open up through one to one coaching as well as creative and community projects.



CHEXS Children and young people support team kept in constant touch with Craig's mum, updating her on the projects CHEXS was doing with her son as well as some much needed positive updates.



Through the outdoor projects Craig starts to find some self-confidence, chatting with the other children, making new friends and sharing his thoughts.



Craig starts to communicate better with both his mum and his teachers at school. He is starting to get more involved in lessons and putting his hand up when he knows the answer.



Craig's confidence has gone from strength to strength. CHEXS has helped him to put coping strategies in place to help him moving forward.



***"Craig is gaining in confidence and is keen to share his feelings and experiences with his class, even those surrounding his father and more recently his grandfather. He puts his hand up more often in lessons and will come to his teacher or TA should he feel overwhelmed or upset."***



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

**OBJECTIVE 2**



***“ Since our school has worked with CHEXS there has been such a significant difference and a real impact upon ALL of our children. We always feel that you are a part of us when you are here. ”***

**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**



### **OUR VISION**

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

[WWW.CHEXS.CO.UK](http://WWW.CHEXS.CO.UK)

#### **FOOO FAMILY SUPPORT SERVICES 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.



FOOO

#### **CHILDREN & YOUNG PEOPLE 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



## **School resources continue to be stretched..**

***This alone is making it difficult to invest in alternative pastoral approaches to engage and support. There is so much government pressure to catch up with the predicted attainment levels from the pandemic which has only added additional pressure to the local area that is in/around Waltham Cross.***

***Ours is Hertfordshire's most ethnically diverse town, with 41% of the population from minority communities. It's also the most deprived: 32% of families live in poverty, a third more than the national average (OSCI, 2019).***

***In some of our partner schools, over 50% of children receive free school meals (e.g., Holdbrook School). Extended learning opportunities will become the preserve of only families who can afford them because state schools through years of real-time cuts can't afford to create these opportunities.***

***This will socially exclude more vulnerable children.***



# Thank you

A huge thank you to all of our grant funders and donators with helping to fund specific CHEXS services and for encouraging our support teams to continue their valuable work 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 contributions to our community through CHEXS.

All funding we have been awarded has helped increase our staff and emergency grants to families in need.

A special thanks to all our partners and trustees to whom CHEXS are extremely grateful.



## 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 so much 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 young person early interventions, our dedication to supporting our community as well as our family support services that we continue to evolve and grow to meet the needs of our families.

***"We would LOVE to hear any ideas you might have as to how you can help us maintain or improve our services and support for families within Hertfordshire."***

***Please get in touch***

## Volunteers

We are incredibly lucky to continue to have had 31 amazing volunteers this year 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. James helped support and shadowed all our teams and Hasin helped out with our GROWTH team. Thank you to all of our volunteers for their community support of the charity and the families that need us.



GROWTH SUPPORT



# FINANCIAL OVERVIEW

## Income

Income for the year totaled £417,286, an increase of £27,368 from the previous year.

Part of this increase comes from grant income, the biggest of which are Henry Smith and National lottery which equates to £237,025 (57%) of the total income received.

## Expenditure

This totaled £439,545, an increase of £76,527 from the previous year.

Largest spend was on salaries with an increase of £88,563, this increase was for additional working hours to support both after-school and holiday programmes as well as to provide staff with additional security through the cost-of-living crisis. This increase also provided support to staffs wellbeing and mental health.

This demonstrates the commitment by CHEXS to its staff and supporting our community.

## Summary

Overall, this resulted in the charity generating a deficit of £22,259 in the year, which was down from the previous year's surplus of £26,900.

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 £218,055.

The trustees and management believe that due to this position they are able at present to respond to any changes they may face.

The reserves policy of CHEXS is regularly reviewed by the Trustees to ensure that it meets the day-to-day requirements of the organisation.

The aim is to ensure the charity has approximately 3 months of operational costs (£90,000) and staff redundancy costs (up to £30,000) and that in the event of the loss of major revenue streams, there are adequate reserves to give time to secure alternative income streams and discharge contractual or financial obligations.

In the long run, our increase in expenditure to meet higher demand is likely to require us to hold a higher level of reserves in order to protect the charity's services in case of a short-term unexpected fall in income and, in extreme circumstances, to cover redundancy costs should we have to cease operating.

Currently, our unrestricted reserves total £102,501, made up of a designated £30,000 to cover redundancy/staff costs and £72,501 un restricted free reserves.

Therefore we intend to increase our unrestricted reserves to ensure we maintain reserves in line with our policy level in future years.

## Event Income



**£3,201**  
**SUMMER & EASTER FUNDAY**



**£3,326**  
**SUMMER GALA**



**£1,840**  
**CHEXS DAY IN SCHOOLS**



**£450**  
**WREATH WORKSHOP**

## Account detail

	Year Ending 2023	Year Ending 2022
Annual Income	£417,286	£389,918
Annual Expenditure	£439,545	£363,018
Surplus / (Deficit)	(£22,259)	£26,900
Fixed Assets	0	0
Restricted Funds balances at year-end	£38,241	£58,715
Unrestricted Funds balances at year-end	£102,501	£104,286
Unrestricted Funds are being held as follows:	Redundancy and staff fund £30,000 Operational running costs £72,501 (approx. 2 months)	Redundancy and staff fund £30,000 Operational running costs £74,286 (approx. 3 months)
<b>Total Funds</b>	<b>140,742</b>	<b>163,001</b>
<b>Unrestricted Free Reserves</b>	<b>72,501</b>	<b>74,286</b>



“

***This report demonstrates why the charity can positively work with so many vulnerable children and their families and help schools reconnect with children still struggling from the pandemic.***

***However, with so many CYP needing help, how do we ensure help can be given to everyone who needs it?***”

Schools refer families to us when a child isn't achieving their potential with the underlying cause thought to be difficulties at home.

The legacy of the pandemic is sadly still having a negative effect on children and young people. We have all heard the term 'muscle memory' when referring to exercise and strength training. ***For CHEXS, rebuilding children and young people's social muscle is a priority. It is so important for them to reconnect with their schools and for them to feel safe and secure.***

We focus on enabling children and young people to develop and prosper in a school environment that for so many has not been experienced due to being home-schooled. We need to help these children feel like they belong, to help rebuild friendship groups outside of the classroom. This is such a crucial approach and helps to mitigate the negative legacy of the pandemic.

Schools need to have the flexibility to modify their curriculum without government pressure that a one-size-fits-all approach works. It does not!

***We need to take children's emotions seriously and understand that the one fundamental component to our support is trust.*** A trusted safe relationship is the foundation for all of CHEXS frameworks, ensuring the teams are calm and relaxed while making things fun and engaging. With the constant reminder to ***'Listen with the intent to understand not reply'.***

It is welcome news that the government has finally unveiled their new plans to support children and families with special education needs and disabilities.

I hope the ***Alternative Provision Improvement Plan*** acknowledges, assesses, and engages the Voluntary, Community, Faith and Social Enterprise (VCFSE) sector.

This investment will ensure the continuation of the incredible work and difference the VCFSE organisations deliver (remember they didn't go missing through the pandemic) to children and their families, who need responsive, focused and readily available support during their most vulnerable and challenging times.

This investment will also help develop good practices and enable them to be shared, ensuring more children live their lives to the full.

### **Question:**

***What can we do differently to help this become a reality?***



**TOGETHER WE ARE STRONGER**

FINAL THOUGHTS

“

*I am continually amazed at the team's enthusiasm and passion to always look at new ways to evolve their services and help to connect children, young people, families and our local communities.*

*There are numerous pertinent examples in this report, when you create a fun and trusting environment the possibilities are endless !*

”



Contact us:

**07970 498966 / [www.chexs.co.uk](http://www.chexs.co.uk)**



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