

WORKING TOGETHER

to improve the lives of children and families



Annual Report 2021 to 2022



CHAIR'S MESSAGE

"Over the past few years people have been hit by wave after wave of challenges to their ability to sustain an adequate standard of living for themselves and for their families. Now, there is the added pressure of a significant rise in inflation impacting on the cost of essential goods and services.

The families, vulnerable adults and young people that we aim to help at the Roberts Centre are often the least able to cope with the current pressures. They are not in a position to be resilient. In many cases they have little or no other support and are the most affected by the present challenges to our economic and social wellbeing.

The social isolation that we have all had to endure in response to the pandemic has had a noticeably negative impact on those who are already suffering from mental health issues or struggling with parenting or family relationships.

However, as in all times of crisis it has also proved to be a period when we have seen the very best of people. This is certainly the case with all the staff, volunteers and supporters at the Roberts Centre who have gone to extraordinary lengths to ensure that those whom the charity works with, continue to receive the care and support that they so urgently need in order to move forward with their lives.

This report outlines the ways that the Roberts Centre's services are being delivered and have been delivered in the last 12 months. It again contains direct feedback from our service users, giving you a real insight into the effect the work carried out by the Roberts Centre has had on their lives.

Of course, none of this would be possible without the support that we receive from you, our supporters. You have been exceptionally generous with your time, donations and gifts during the last year. On behalf of everyone at the Roberts Centre, I thank you for being there for us so we can be here for others now and in the future."



Margaret Geary



SUPPORTING TRUSTS/ORGANISATIONS FUNDING 2021/2022

Thank you to all those who have supported us financially, donated goods, encouraged us, and volunteered their time and skills to help children, young people and families. Your generosity has helped to change lives.

Aerial Direct	Peter Harrison Foundation	Tenerity
Arnold Clark Community Fund	Phoenix Lodge	The Albert Hunt Trust
Bishops Waltham Mothers Union	Portchester Health Centre	The De Laszlo Foundation
Blaggrave Trust	Portsmouth Cathedral	The Forrest of Bere Lodge
Citrus FM and Citrus IT Support,	Portsmouth Grammar School	The Julia & Hans Rausing Trust
Chapter of Friendship No. 257	Portsmouth Lodge of Duty	The Horlock Educational Trust
Churches Homeless Action	Portsmouth Lottery	The Meon Bridge Benefice
Christ Church Milton	Portsmouth Relief in Need	The Mothers Union
Crofton Mothers Union	Provisional Grand Charity Steward	The National Lottery Community Fund
Designs Alike Ltd	Richard Bond Lodge	The Order of Women Freemasons
Diocese of Portsmouth	Rotary Club Portsmouth North	The Parish of St Peter & St Paul Hawley
Domus Del Lodge	Sainsbury's Superstore Portsmouth	The Parish of Warblington with Emsworth
EMR Portsmouth	Sirius Court Social Committee	The Portsmouth Lodge No. 487
Friends of Old Portsmouth Association	South Central Ambulance Service	The Portsmouth Partnership Foundation
Hampshire & Isle of Wight Masonic Grand Charity (Trust.)	Sisters of Bethany	The Tansy Trust
Homesense Foundation	St. Anns Church	Tudor Rose Lodge
Horndean Lodge of Harmony	St Edmunds Catholic School	Victorious
Langstone Junior School	St Huberts Church	Waitrose Southsea
Masonic Charitable Foundation	St James's Church	Waterlooville Needlecraft Group
Morrison's Victory Park	St Luke's Church	Wates Construction Ltd
NA Curtain Wailing	St Mary's League Of Friends	Wave 105
Nationwide Portsmouth	St Peters and St Paul's	We Create Market
Neighbourly	St Saviour's House	
Parish of St Philip, Cosham	St Wilfrid's Neighborhood Watch	
Parochial Church Council of Froxfield with Privett	St. Michaels & All Angels Church	

SUPPORTED HOUSING



The Supported Housing Scheme provides housing support and intensive support to families referred through the Portsmouth City Council Housing Panel. Support is tailored to each family's needs and wishes. In 2021-2022 48 families received ongoing support and 10 of our families were successfully signed off the scheme and now have a secure tenancy with Portsmouth City Council.

CASE STUDY

Lorraine and Ian have two children and have been in the Supported Housing Service for 7 months so far. The family were living in a hostel prior to moving into their sublet.

Lorraine and Ian needed support with budgeting and setting up bill payments at the start of their tenancy. Staff were able to support the family with finding opportunities for their children to access in the local community. Staff have also assisted the family to make savings with their food budget and have taken them along to the local food larder which the family have used regularly since.

** Names have been changed to protect identity

"We were pleased to move from a hostel to our own family home. We have been helped to learn how to manage our finances including setting up and paying bills. We feel confident in managing our tenancy and we are working towards being signed off into a secure tenancy. Our children are happy, and we love our home."

"The Roberts Centre has made living on our own so much easier. I never understood bills but now I do. Living in Supported Housing has made me and my son more confident and more independent. The Roberts Centre is like a best friend you may not see them everyday but whenever you need them, they are there."

FAMILY AND ADULT INTERVENTION PROJECTS

The services work intensively with council tenants at risk of losing their home due to anti-social behaviour or issues which have an impact on their tenancy. Keyworkers can immediately support clients to work through their issues and then remain engaged to empower clients to make permanent and positive changes in their lives.

Adult Intervention/Housing Options is a pilot project supporting clients living in B&Bs across the city and in Havant. The service offers intensive support to vulnerable clients who because of their chaotic lives are at risk of eviction.

RAISE is a pilot project supporting families in Gosport who are in need of long-term, light touch support. RAISE will be there to lift the family back up to the 'good enough' level. Referrals are from Hampshire Social Care.

From April 2021 to March 2022 the projects made a difference for 8 families and single people.

"Listening to the client's concerns is something they do very well. You will be heard and it's not just them telling you."

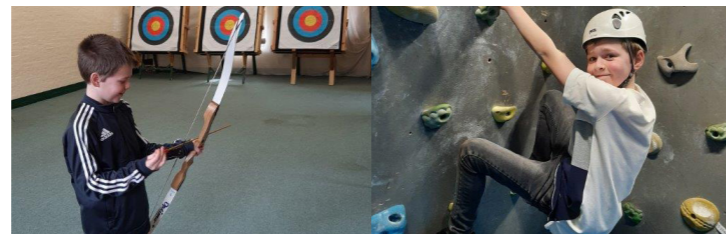
"I'm not homeless anymore. Huge improvement to my life and mental health. I am looking forward to the future and no longer worrying about things as much."

CASE STUDY

"I was referred to the RAISE project by my Early Help worker, I needed support with routines, debts and my mental health. My eldest daughter had chosen to live with her dad and this was upsetting to me. I have made so much progress since receiving support from RAISE, my daughter is now living back at home and our living conditions have really improved and I am planning to re-decorate my living room, and hallway with support from another Roberts Centre project, New Start, to do this.

I have recently started working in a local school as a lunch time supervisory assistant, which is a job I love. Before I started working with RAISE I wasn't confident enough to look for work. I can now make phone calls and attend appointments with little or no support, before I needed a lot of support.

I still struggle sometimes but I can make a quick call to my RAISE worker and her encouragement helps pull me through. My wellbeing is so much better and my whole life has improved thanks to RAISE."



IN PARTNERSHIP WITH PORTSMOUTH CITY COUNCIL

The Temporary Accommodation Service (TAS) manage 30 fully furnished properties and a shared house with 12 rooms for homeless families and single people in Portsmouth. TAS works in partnership with Portsmouth City Council, supporting clients to work through a difficult and anxious time in their lives to enable them to move forward to sustain their own tenancy in the future. Each family member is supported, and the centre offers additional services to children and young people.

From April 2021 –March 2022 the service accommodated and supported 135 families/single vulnerable people.

Living in Temporary Accommodation taught us about house management and having a baby at the same time and being able to manage both. Our support worker helped with budgeting and gave good ideas about how to budget. We have carried this through to our new house.

I found the support worker I had very helpful. They were able to support me with everything.

User Feedback.



CASE STUDY

Jody's Story

"I had left a controlling relationship and was staying with family before moving to the Temporary Accommodation flat. I remember being apprehensive because I didn't know what to expect, I was told everything will be there for you and it was, my keyworker met me at the flat and did her best to make me feel like this was my home.

I was nervous about my son and me being on our own but now I feel really safe, the TAS team do property checks and I have a weekly support visit, everyone is really supportive and friendly

My life has changed for the better, I am so much happier and relieved to have a good relationship with my family back. My little boy is much happier too, he has settled into the Roberts Centre Nursery, he is starting to talk and be his own little person

I did some interview training with the Service User Involvement Worker and was on the interview panel for a new TAS worker which was a good experience.

I have gained a certificate which I can put with my CV and I am looking forward to doing more with the Roberts Centre, I have somewhere to stay and I will soon get my own home, there's a light at the end of the tunnel for my son and me".

** Names have been changed to protect identity.

FAMILY TENANCY SUPPORT

The Family Tenancy Support Service supports families who may be at risk of losing their homes who do not live in PCC properties. The service can support 14 families in Portsmouth at any one time. Between April 2021- March 2022, 22 families received ongoing support through the service and 10 clients were signed of the scheme successfully.

CASE STUDY

**Maria is a single mum who has been supported by the FTS service for 2 years. The family were referred to the scheme as they were in rent arrears and were being threatened with eviction.*

The family were supported to negotiate a payment plan with their landlord and to address some housing benefit issues that had caused the rent arrears. In addition to the work with Maria's landlord, she was also supported to contact Step Change who are a debt charity who were able to support with addressing other debts.

Further support was also given to transition the family on to Universal Credit.

** Names have been changed to protect identity.



"When I first started working with the Roberts Centre, I had high rent arrears and I was being threatened with eviction from my landlord. I work for an agency, so my hours and pay are irregular. I was behind on all my bills and scared about bailiffs turning up. My brother was also staying at mine on and off while as he had nowhere to go. I did not have room for him, this had an impact on my daughter who is 16 years old and this caused stress.

When I started getting support, my support worker reassured me that if I was willing to put the work in with her, we could improve my situation. I see my support worker every week for an hour and things have improved.

We called my landlord and agreed an affordable payment plan and adjusted my housing benefit to ensure my wages were calculated correctly. My landlord agreed to not pursue the eviction if I kept to my payment plan.

My daughter left school and went to college and is doing well, my support worker helped me get funding to purchase her college gear required as I struggle with the extras.

I've been on a course to improve my chances of getting a permanent job, set up affordable payment plans with all my bills and contacted Step Change debt charity where I am looking to get a DRO which will clear all my debts giving me a fresh start.

My support worker also helped me to change to Universal Credit when I wanted my partner to move in and she gave my brother advice. My brother now has his own place again and is not staying on the floor. I feel more on top of things and happier for it. Working with the Roberts Centre has put me in a better place, and I am grateful."

THE CIRCLE OF SUPPORT



The Circle of Support Service started in July 2016 and works to assist people who are in immediate hardship and underlying issues causing their crisis. Support can be provided to assist with crisis arising from debt, fuel or food poverty, health, financial issues, homelessness or family breakdown.

During 2021-2022 15 clients received ongoing support through the service.

CASE STUDY

**Mike and his wife have two children, they were referred to the service due to Mike having long covid and the family were needing support with finances and appointments.*

Since joining the service a year ago, support has been given around claiming benefits and finding employment for Mike's wife.

The keyworker was also able to support the family with making an overcrowding application to housing with the local council and also supported the children to access activities and holiday clubs.

** Names have been changed to protect identity.

"I was referred to the Roberts Centre for support after spending five months in hospital having contracted Covid 19. The effects of long covid prevented me from working and supporting my family as I had previously done. I had gone from providing for my family to having to claim benefits, which as a family we knew very little about. My support worker supported my wife to understand how to update a journal as I was not able to do this. They also supported my wife in applying for a part time role within a school, which my wife started in September 2021.

During this time, I received a large deduction in my benefits from an overpayment of universal credit, which my support worker felt might not be my fault. With the help of my support worker and a local councillor we were able to get this overpayment reduced and I am currently waiting for this to be heard at appeal.

My support worker also helped with an overcrowding application to Portsmouth City Council, I wouldn't be able to do any of this without support.

As a family we have all benefitted from the support of the Roberts Centre. My wife has someone she can talk to and get advice from, I get support with benefits and official communication and my children get support with activities, holiday clubs and emotional support where needed."

Quote from the client in the case study above.

NURSERY



The Roberts Day Nursery is Ofsted rated “Good” The Nursery operates from 8am – 6pm, 51 weeks of the year. In the last year, 154 children attended the Nursery benefitting from education and care.

It offers high quality care and education in an exciting environment for learning and development in children from birth to 5 years. The nursery is open plan, meaning children can play freely, supported by our skilled and dedicated nursery team who are here to nurture, teach and play alongside them. The nursery also has a separate focus and sensory room, and the secure garden area offers a safe space to run around and explore.

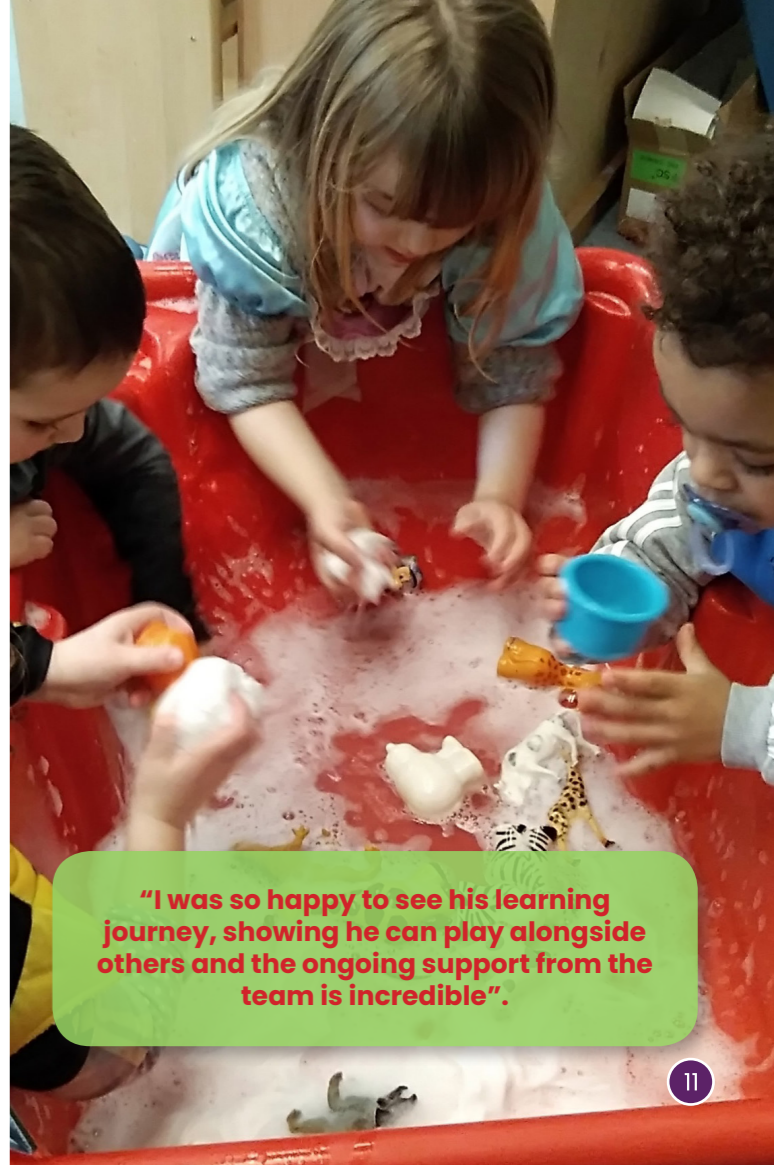


CASE STUDY

When Leah, mum of 2-year-old Sasha, first came to us, she explained how she needed support with her child. Mum worried about her child’s developmental delay and behaviours which were causing harm to themselves and others. Mum said she was apprehensive about sending Sasha to nursery and feared she wouldn’t settle in a nursery environment. However, since starting nursery, Sasha has thrived in all areas of learning and development. She has learnt social skills and her speech is developing well. When Sasha first started, her speech was very limited, and she did not seem comfortable interacting with other children or adults. Mum has noticed since starting nursery, Sasha is able to communicate better, play and interact with others and is forming friendships.

The time at nursery allows Mum time for herself, to get shopping and housework done which she has been thrilled about. Mum has noticed Sasha hasn’t been hitting and biting as often and is able to better identify and communicate her wants and needs. Sasha has started singing nursery rhymes at home, the favourite being “head, shoulders, knees and toes”. Mum expressed that she has learnt a lot from the nursery team and is grateful knowing she has their support and can speak to all members about anything, and everything related to her child’s behaviour and development. Mum’s overall feedback was that the nursery is incredible for her child, and she loves all members of the team.

*All names have been changed to protect identity.



“I was so happy to see his learning journey, showing he can play alongside others and the ongoing support from the team is incredible”.

PLAY SCHEME

45 children from across our Resettlement Services attended our Play Scheme this year. Even during covid, 43 children benefited from receiving "Play scheme in a box" ensuring that they did not miss out on activities designed to help them have fun, learn about the importance of a healthy lifestyle and give new things a try.

"Play scheme has been amazing I can't speak highly enough. The professionalism, protocol and safety means that I know how safe my children are when they are with you. They always come back bubbly every night".

CASE STUDY

Two siblings were referred, whose father was awaiting an operation and had mobility issues. One of the children had a diagnosis of autism and the parents had recently split up. There was a history of drug and mental health issues within the family. Risk assessments were undertaken, strategies implemented and key workers liaised with their father to help them all to have a positive experience.

Both children were very friendly. They threw themselves enthusiastically into all the activities and events that were offered and were well liked by the other children in the scheme as they were so kind and caring. At times, around drop off and pick up, Dad struggled and we were flexible to support him in a number of ways, ensuring the children could attend as much as possible. One of the children had a birthday during the scheme and when she was given a card and present said "You will make me cry now - happy tears though."

At the end of the scheme, Dad spoke to members of staff saying how pleased he had been with the support the family had received and with the great experience the children had at a difficult time in their lives. The children being able to attend play scheme made a huge difference to him as he found it much easier to rest and manage his illness knowing that they were having fun and were safe.

"This is my best day yet - Cooking is my favorite activity!" - Sam

"The ice skating was amazing - I can't believe that I did it on my own!" - Mohammed

"My Dad asked, where is my invitation? - I want to come!" - Jamie

CONTACT

The Roberts Centre remains passionate about providing a safe and neutral place for children to meet with their non-resident parent and/or family members. Supervised Contact is available Wednesday to Saturday, and every Saturday we run three sessions of Supported Contact. Handovers are also available. Last year we provided 207 children from 123 families with Supported Contact and 175 children from 107 families with Supervised Contact.



"You have been brilliant. Always so polite and welcoming and are always thinking what is best for my child."

A contact parent.

CASE STUDY

The family began supervised Child Contact in August 2021, Reah lived with Mum. Dad came to have contact with her at the centre as directed by The Family Court for three sessions of two hours. Reah is 4 years and 9 months. Mum has limited English and was supported by a friend who translated for her.

In September 2021, the family moved from Supervised to Supported Child Contact for four sessions of two hours and then moved to handover in the community. This also included a teatime visit of three hours per week for Reah and her Dad.

Mum did not fully understand how the progression of contact would work and contact workers explained that on Saturdays, Dad would take Reah out of the centre for an agreed time and return the child at an agreed time. Contact workers discussed different ways in which Mum and Dad could communicate to arrange after-school visits. It was agreed that the parents would communicate via email.

Dad completed his handovers at the centre and informed contact workers that he and Mum had started speaking on the phone and had arranged to start teatime visits and then also overnight stays. Dad said that he had agreed with Mum that Reah would do a video call to Mum on the Friday evening to say 'good night'.

The family moved on from the centre in December 2021.

**Names have been changed to protect identity.

"The centre has helped me with my ex-partner and has supported my daughter. The support has been amazing. Thank you for all you have done."



THE BOOST PATHWAY

The Boost Pathway aims to work with young people who are about to leave care of the local authority or who have recently left, and consists of three unique services. The pathway is delivered in partnership with the Portsmouth Social Care Through Care Team and Portsmouth City Council's (PCC) Housing department.

BOOST

Boost helps young people to understand basic independent-living skills and 'boosts' their chances of managing a tenancy and dealing with independent living – and so 'boosts' their future prospects. This year Boost has worked with 36 young people.



"The training flat was awesome. I loved the support!"

TASLYP

TASLYP (Temporary Accommodation Service for Looked-After Young People) provides young people who are in the Boost service, a real-life six-week experience of the challenges faced and skills required to successfully move into independent living via one of our two self-contained training flats. Seven young people have been supported through the training flats in the last year.

BOOST PLUS

Boost Plus is a supported housing scheme that gives young people in the Boost service the chance to live in a Roberts Centre sub-let PCC property. These are young people to whom PCC will not currently offer a direct tenancy due to lack of tenancy history or a poor tenancy history. If successful on the scheme, the young person takes over the tenancy from the Roberts Centre, making them a PCC tenant.

13 young people have had this opportunity this year. The Boost Plus scheme also provides emotional resilience support via external specialists so the young people can learn healthy ways to address issues they have experienced or fear. We all need a little support in life from time to time and so each young person who is signed off the scheme is still able to seek support from Boost up to the day before their 26th birthday.

CASE STUDY

Roberts's Story

Robert was living in a hostel when he was referred to Boost for support. Initially, Robert was engaging sporadically and therefore was unable to progress to Boost Plus. Once he realised this, engagement improved but there was an incident whereby he almost served a custodial sentence.

The Roberts Centre worked closely with Robert and his professional support network on areas such as budget management and living skills. This resulted in Robert being offered a Boost Plus property.

This provided stable accommodation for Robert, he was given probation and unpaid work instead of a custodial sentence. Robert has continued to engage with his professional network and his living skills have improved greatly.

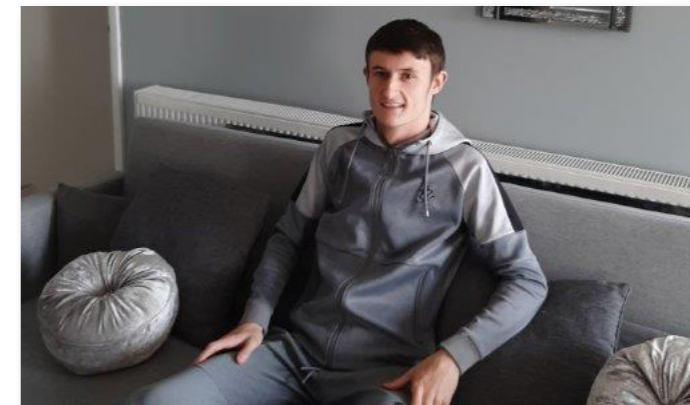
Robert has been involved with different projects at the Roberts Centre and plans to continue in some way after he has been signed off.

"My views on Boost Plus are that they are very helpful, trustworthy, caring and reliable".

Robert is now claiming Personal Independence Payment and is happy with his own home. He has a small group of friends and a new girlfriend who is supportive.

Robert will remain with his Personal Adviser at social care and will continue to receive support from the Boost team who will be able to support him with his future plans to have contact with his children.

** Names have been changed to protect identity.



SUIW

It is the role of the Service User Involvement Worker to ensure our service users' voices are heard. This can be by gaining feedback to ensure the support we give best meets their needs, to becoming actively involved as opportunities arise e.g. getting involved in the recruitment of staff, being a part of focus groups.

Sarah is one of our Boost Plus clients. She has taken part in our Recruitment Training and has been part of a focus group when we have recruited two service managers in the last year. Sarah was encouraged to become involved other projects such as a programme where a team of young service users worked together to design a potential Mental Health support service plan for young people and a plan to recruit Young Trustees to join our Board. Sarah encourages others to get involved at the Roberts Centre:



CASE STUDY

James' keyworker suggested he got involved with recruitment training and helping with recruitment to try to give him more confidence in his own abilities.

"I learned a lot about how employers shortlist applications and what is expected of an interviewee. My opinion was really valued by management and it gave me a real confidence boost."

** Names have been changed to protect identity.

"As well as my Boost Key Worker helping me and my flat, it was good to work on Restart Youth project. I also liked coming in and helping with recruiting new staff. I think getting clients involved with who works with them is really important. I liked that we were listened to as well. When I can fit it in with college I will always try and help the Roberts Centre. It is all good training for when I am a social worker."

"It has given me confidence to do more things and get involved"

Rebecca



VOLUNTEERS

Thank You!

The amazing volunteers we have come from all walks of life and are all ages from 17 to 70 plus. Some volunteers can support our work every week and others may come in once or twice a month when their own commitments allow, but all are an important part of our team. Last year, our regular volunteers gave a total of 1400 hours of their time. We also received 1,968 hours support from university students who completed their work placement at the Roberts Centre.

Volunteer Carla helps us out regularly with administration tasks in HR and conducting 'exit interviews' gaining feedback from Service Users who are ready to leave the Roberts Centre:

"I came to the Roberts Centre as a stepping stone back into work, I wanted to accomplish something worth doing. I most enjoy having a feeling of accomplishment, some camaraderie and talking to people outside my home."

Elizabeth has been at the Roberts Centre for over 6 years and volunteers once a week in the Nursery:

"After retiring from teaching I volunteered at the Nursery as I still could help with children, I enjoy being with children and can help with reading, stories and playing. An extra pair of hands is always helpful to the girls in nursery and also another adult talking and interacting with the children is valuable."

Martin is a Contact Volunteer who has given over 26 years' service in our Contact Centre:

"Every Contact session is the same- but always different, because it's about people and their interactions with each other. I have been fortunate to have both a happy childhood and marriage. Volunteering is my way of saying thank you for this and to be a catalyst in helping and enhancing the relationships of others in whatever way I can,"



FINANCE

The EC Roberts Centre Income & Expenditure Accounts 2021/22

Year to 31st March 2022

	£
Rental Income	436,264
Grants, SLAs & Donations	1,268,395
Other Income & Fees	118,557
Total Income	1,823,216
Staff Costs	1,120,472
Other Running Costs	633,033
Pension Scheme provision remeasurments	(5,810)
Total Expenditure	1,747,695
Surplus/(Deficit)	75,521

NOTES

1. The purchase of the EC Roberts Centre buildings and the cost of refurbishment are included in fixed assets.
2. As per SORP requirements, a pension liability is included on the Balance Sheet.

The EC Roberts Centre Balance Sheet as at 31st March 2022

	£	£
Fixed Assets		556,221
Debtors	200,591	
Cash on Deposit	920,140	
Cash at bank and in hand	417,206	
Current Assets	1,537,937	
Current Liabilities	(226,955)	
Net Current Assets		1,310,982
Non-Current Liabilities		(7,555)
Provision for pension liability		(180,226)
Total Net Assets		1,679,422
Restricted Property Funds		9,598
Unrestricted Funds		1,669,824
		1,679,422

The charity made a surplus of £75,521 and ended the year with free reserves (unrestricted funds after deducting designated funds and fixed assets) of £813,603, which is equivalent to 5.6 months of expenditure.

The EC Roberts Centre aims to maintain reserves at a level sufficient to ensure that, in the event of a significant drop in funding, it will be able to continue the charity's activities while consideration is given to ways in which additional funds may be raised. To this end, cash-flow projections are monitored as part of a continuous risk management process.

It is the view of the Board of Directors/Trustees that the assets of the Roberts Centre are sufficient to fulfil its obligations.

In these difficult times for our beneficiary group the Directors/Trustees are continuously reviewing whether funds from reserves can be released to support the charity's objectives.

TRUSTEES' STATEMENT

These financial results are a summary of the information contained in the full financial statements of The EC Roberts Centre at 31st March 2022 and may not contain sufficient information to allow a full understanding of the financial affairs of the charity.

For further information, the full annual financial statements, the audit report and trustees' report can be obtained from the Registered Office. The full audited financial statements of The EC Roberts Centre were approved by the Board on 12th July 2022 and an unqualified auditor's opinion has been given. The documents will be submitted to the Charity Commissioners and the Registrar of Companies after the Annual General Meeting to be held on 13th September 2022.

The summarised accounts presented here are consistent with the information contained within the financial statements of The EC Roberts Centre at 31st March 2022.

Signed on behalf of the Board



Margaret Geary
Director

AUDITOR'S STATEMENT

The summarised accounts presented here are consistent with the information contained within the full annual financial statements of The EC Roberts Centre at 31st March 2022.

Morris Crocker, Chartered Accountants, Statutory Auditors, Station House, North Street, Havant, Hampshire, PO9 1QU.



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