

Working together to improve the lives of children and families



Annual Report Twenty Twenty Twenty One

## CHAIR'S MESSAGE

The past year has proved to be an extremely challenging year for so many people in so many different ways. The families and young people that we aim to help at the Roberts Centre have been no exception and in many cases, the changes that the pandemic has brought to all of our lives have only been more challenging for them. The social isolation that we have all had to endure can have a devastating effect on those who are already suffering from mental health issues, 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 of all of the staff and volunteers at the Centre who have gone to extraordinary lengths to ensure that those that the Centre works with have continued to receive the care and support that they so urgently need so that they can move forward with their lives. That has only been possible by the complete redesign of the way that services are delivered and often at very short notice.

This report outlines the fantastic ways that the services that we are delivering have been put into practice in the last 12 months. It again contains direct feedback from our service users giving you a real insight into the impact that the work that the Centre has had on their lives.

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

**Andrew Sayer** 

#### SUPPORTING TRUSTS/ORGANISATIONS FUNDING 2020/2021

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.

Portchester Health Centre

Aerial Direct Bedales Pre-prep, Dunannie **Bishops Waltham Mothers Union British Land** CX Loyalty Chapter of Friendship No. 257 Churches Homeless Action **Designs Alike Ltd** Diocese of Portsmouth Domus Del Lodge Friends of Old Portsmouth Association Hampshire & Isle of Wight Masonic Grand Charity (Trust) Homesense Foundation Horndean Lodge of Harmony Masonic Charitable Foundation Morrison's Victory Park NA Curtain Walling Neighbourly Parish of St Philip, Cosham Parochial Church Council of Froxfield with Privett Peter Harrison Foundation Phoenix Lodge

Portsmouth Cathedral - Blackrock Portsmouth Grammar School Portsmouth Lodge of Duty Portsmouth Lottery Portsmouth Relief in Need **Provisional Grand Charity Steward Richard Bond Lodge** Rotary Club Portsmouth North Sainsbury's Superstore Portsmouth Sirius Court Social Committee South Central Ambulance Service South East Hampshire Masons Festive Board St Edmunds Catholic School St Huberts Church St James's Church St Luke's Church St Mary's League Of Friends St Peters and St Paul's St Saviour's House St Wilfrid's Neighborhood Watch St. Michaels & All Angels Church

St. Peters & St. Paul's TED Russell Trust The De Laszlo Foundation The Forrest of Bere Lodge The Julia & Hans Rausing Trust The King's Centre & Church The Meon Bridge Benefice The Mothers Union The National Lottery Community Fund The Order of Women Freemasons The Parish of St Peter & St Paul Hawkley The Parish of Warblington with Emsworth The Portsmouth Lodge No. 487 The Portsmouth Partnership Foundation TK Maxx Tudor Rose Lodge Waitrose Southsea Waterlooville Needlecraft Group Wates Construction I td Wave 105 We Create Market

# 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 2020 - 2021, 41 families received ongoing support and 4 of our families were successfully signed off the scheme and now have a secure tenancy with Portsmouth City Council.

## CASE STUDY

\*Elizabeth is a single parent with three children and she has been in the supported housing service for 7 months so far. Elizabeth was previously living in a hostel prior to moving into her sublet and the move into her sublet was also her first tenancy.

Elizabeth did not feel confident making phone calls to providers at the start of her tenancy. Staff were able to support Elizabeth with building her confidence and she is now able to do this independently. Staff have also supported Elizabeth with her budgeting skills and the transfer across to Universal Credit. Elizabeth is budgeting well and maintaining regular bill payments each month and progressing well on the scheme.

## 6

"The Roberts Centre has encouraged me to speak up for myself and talk to providers, companies and officials. Helped support me with budgeting, phone calls, speaking to providers because I never lived on my own and lacked confidence and was shy on the phone."

"I was a bad hoarder, I had no confidence in myself. I wouldn't open letters nor would I answer the phone. I'm more outgoing, learning how to be independent. I now pay all my bills on time, this is something I never used to do. I can now call people independently."



### FAMILY AND ADULT INTERVENTION PROJECTS

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

Adult Intervention/Housing Options is a project supporting clients living in B&Bs across Portsmouth 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. Referrals are from Hampshire Social Care.

From April 2020 to March 2021 the projects made a difference for 70 families and single people.

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CASE STUDY

"Over the last fifteen years I have had a lot of services involved with me and my family, I have suffered with my mental health and all my children have difficulties, my RAISE support worker has done more for me in this short time than anyone else ever has. I have been asking for a disabled toilet key but always refused, my support worker managed to get me a key and a 'I need to go now' card which can give my son access to toilets in shops when we are out, I could not even consider going out before, it will give me more freedom, I cried when she gave them to me.

I have now been given support with benefits, the OT was contacted and respite care for my son is being explored, no one has offered this before. I know you all say it's your job but all of you at the Roberts Centre go above and beyond, I am so grateful. My children love our support worker, she always makes time to really listen and talk and play with the children, my eldest doesn't trust anyone and has never opened up before now she chats away and this has helped with my management of her behaviour. I have been offered techniques to deal with her anger, it's a breath of fresh air in our lives.

If it hadn't been for the Roberts Centre I wouldn't have coped and I know I was heading for a breakdown, I wasn't given any help and I was losing the will to live, now it's like I have a Guardian angel, the project is outstanding."

"I finally have someone who really listens, who has asked me 'what are your goals and dreams?' I have never been asked that before."

### IN PARTNERSHIP WITH PORTSMOUTH CITY COUNCIL

**The Temporary Accommodation Service** (TAS) manage 31 fully furnished properties and a shared house with 12 rooms for homeless families and single people in Portsmouth. TAS works closely 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 the children and young people.

From April 2020 – March 2021 the service accommodated and supported 76 families/single vulnerable people

"I was in shock because of the situation my son and I found ourselves in and I was very busy trying to sort things out but our support worker kept in contact by text if we couldn't speak and that was important to me and helped me through.

My children are 14 and 17 and they appreciated the help we were receiving as a family and the friendliness of the staff."

#### User Feedback





## CASE STUDY

"I moved into the Temporary Accommodation property with my children back in December, we were staying at a B&B so meant we were all sharing a room together which was difficult, especially as I have only just started looking after the children on my own.

When we were told we would be moving into a flat I was over the moon, it was right before Christmas too and because of Covid, we couldn't go to see our family which was upsetting but at least we had somewhere nice to spend Christmas together. The Roberts Centre gave us all gifts and toys; I was so grateful.

Its been so difficult with not being able to go out so much with the children but staff have been really supportive and talking to them and knowing they are there has kept me sane. My keyworker has made sure we are all OK and that we have enough support and will help and give advice when I need it.

At the moment, I am looking for work and I have had support to write a CV and post this on job sites, the children are settled in the Roberts Centre nursery which they love, I have my own room and after the B&B it's been a Godsend, we are loving it."

### FAMILY TENANCY SUPPORT

The Family Tenancy Support Service supports families who do not live in PCC properties and may be at risk of losing their homes. The service can support 14 families in Portsmouth at any one time. Between April 2020 - March 2021 19 families received ongoing support through the service and two clients were signed off the scheme successfully.



\*Emily is a single mum of 4 who has been supported by the FTS service for a year and 9 months. The family were referred to the scheme as they were experiencing financial difficulties which could have put their tenancy at risk.

The family were supported to regain control of their finances and establish a realistic budget. In addition to the work on finances, Emily was supported to explore training and employment opportunities and has now linked with a local learning provider to gain qualifications.

Further support was given around finding work that can be carried out whilst the children are at school. This has proved successful and Emily has now received a job offer.

\*All names have been changed





"The Roberts Centre has changed my life. My support worker has got me back on track with my finances, mental health and helped me find a job. I am going on a course in September to retake my English then I will go for my Maths. My support worker has built my confidence up and my children have bonded with her. This never happens, the children are able to open up to her and discuss their concerns enabling them to understand their feelings and move on."

#### Quote from the client in the case study above

"I have been helped big style. I was homeless when I met my keyworker. Now I have my own place and I am paying my bills, who would have thought. I have been homeless many times in my life as I cannot keep a property, I always make mistakes. I have changed now and feel I have grown as a person with the help I have received from my keyworker. She has supported me and made me feel I can do this. I have been in my new place a year and I'm so happy and feel lucky!"

Quote from a client in the service

### THE CIRCLE OF SUPPORT

SERVICE STARTED IN JULY 2016 AND WORKS IN PARTNERSHIP WITH PEOPLE WHO ARE IN IMMEDIATE HARDSHIP AND NEED ASSISTANCE IN ADDRESSING THE UNDERLYING ISSUES CAUSING THEIR CRISIS. SUPPORT CAN BE PROVIDED TO ASSIST WITH CRISIS ARISING FROM DEBT, FUEL OR FOOD POVERTY, OTHER FINANCIAL ISSUES,

> HOMELESSNESS OR FAMILY BREAKDOWN. DURING 2020/21 19 CLIENTS RECEIVED ONGOING SUPPORT THROUGH THE SERVICE.

## CASE STUDY

\*Marie is a single parent with one child who was referred to the service due to needing support with her son's behaviour and with getting a debt relief order in place. Marie's son had recently also been diagnosed with autism.

Since joining the service six months ago, support has been given around building a good relationship with her son's school which is now working much better.

The keyworker was also able to provide Marie with information regarding support for children with autism including a referral to a specialist dentist for children with additional needs.

A Debt Relief Order is also in place and the family are doing well and will be signed off from the service in the near future.

\*All names have been changed



"When I came to the Roberts Centre I was struggling with my son's behaviour and he had been excluded from school. My support worker gave me advice and helped me build the relationship between my son's school and myself. Since my sons diagnosis of autism I have gained confidence in helping him. He is back in school and thriving. I have someone to talk to and I feel listened to. Without the Roberts Centre I would not have got my debt relief order in place or have the tools to support my son."

Quote from the client in the case study above



The Roberts Day Nursery helps children grow and develop, from birth to five years old. We offer a safe, welcoming environment with exciting activities based on children's interests. Our Nursery is open plan with a secure garden and a room designed for focused and sensory activities. The Nursery operates from 8am – 6pm, 51 weeks of the year. During the last year, children attended the nursery from over 80 families and despite the pandemic, we were able to remain open throughout the lockdown, offering a safe, clean, fun and educational environment for all those who continued to attend.



## CASE STUDY

"After my daughter was born I was living in a mother and baby unit. After a year and 8 months I was put forward at panel and we moved into a property with the Roberts Centre Supported Housing and were allocated a key worker to support us.

The Roberts Centre really helped me out as they provided me with paint to decorate my home and make it homely for my daughter, the Family Friends project also provided lots of Christmas presents and food which really helped us during the festive season. The Roberts Centre have empowered me to be able to live independently and pay my bills on time.

My key worker introduced me to the Roberts Day Nursery. The nursery have ensured my daughter is meeting her milestones and is learning new social skills. My daughter is soon going to be a big sister and the nursery have helped with getting ready with this transition as she now plays nicely with other children and is kind and caring to babies.

The Roberts Centre have helped me prepare for the new arrival and have supported me to get everything I need for the baby.

I am now working towards sign off so me and my family will be living confidently without support of keyworkers in the near future all thanks to the Roberts Centre."

"Absolutely first class Nursery and Centre. Well done everyone"

### **PLAY SCHEME**

63 children from Temporary Accommodation, Supported Housing and known to social care attended our holiday Play Scheme or were sent a play scheme in a box during lockdown in 2020/21. Staff delivered activities to help them make friends, have fun and learn about the importance of a healthy lifestyle. They found out about the local area and had some great experiences.

When we were not able to hold a physical play scheme we sent all the children that would have been attending a 'Play Scheme In A Box' so that they had lots of activities to do at home during half term. Items in the boxes included paint, recipes, scavenger hunts and lots of other fun things.

"I loved going on the trip and can't believe that I caught 18 crabs!"

## CASE STUDY

Two siblings who experienced Fetal Alcohol Syndrome at birth attended the summer play scheme in 2020 while we were still able to have a small, social bubbled play scheme. Their main challenges included movement and balance problems and difficulties with learning, social skills and communication. Risk assessments were undertaken and practitioners worked with Grandad and other professionals to introduce strategies that helped them experience positive sessions. For a large amount of time the children were very friendly, cooperative, engaged with activities and played well with other members of the group. However, at several times during the day they would display extremely challenging behavior. Incidents were reported to Grandad at the end of each day and we were able to support the children to experience a trip to Upper Hamble Country Park which they thoroughly enjoyed.

At the end of the scheme, Grandad explained that he was really pleased that the Roberts Centre had worked so hard being tolerant and proactive to make the scheme a success. He told us that the children had been trying hard to improve their behavior since living with him despite their medical challenges, but explained that it was really difficult to find out of school care that was able to cater effectively to their needs. Often he had been called early from other schemes and told they would not be able to continue. He said that it was so nice to find an organisation that focused on understanding the needs of the children and families. Going to play scheme made a huge difference to him as he found it much easier to get on with things at home knowing that they were having fun and were safe.

"I don't know what I would have done without your help."

"The children's words were 'AMAZING!' it took the pressure off of finding a suitable activity for the children and they especially loved making cakes, there was flour everywhere, but I was happy that they had fun." "Both children loved the packs, they were filled with loads of fun activities"

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## 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 152 children from 121 families with Supported Contact and 105 children from 79 families with Supervised Contact.

> *"It is a fantastic service you provide and would be very helpful to potentially many clients now and in the future"*

> > A Homeless Recovery Worker



"Very grateful to you all for the kindness and compassion you have shown throughout this very emotional process." A Dad

"To be honest, I forgot you were both there after the first few minutes, I did not feel I was being watched. Thank you."

A mum, at the end of her first contact session





\*Alice is 5 years old and started visiting the Centre in October 2020 to have Supported Contact with her Dad every fortnight for 2 hours.

Paternal Grandmother was having contact with Alice at her house regularly, and over the Christmas period, Mum agreed that Alice could see Dad at Nan's house.

As a result, staff discussed plans for the future with Mum and she said she still had concerns about contact moving out of the centre.

In January, during lockdown, Mum raised concerns about Covid and said she would agree to Dad and child having virtual contact only.

On 6 February, Mum agreed, following another discussion with staff that Dad could take the child out to the park for 30 minutes, and subsequent weeks it could be increased to 1 hour and by the end of February this time outside had increased to 1.5 hours.

In March, Mum rang to say as there was a family party in the park she would agree for Dad to attend to see Alice. Over the next few weeks, the family did not use the centre as they had been facilitating contact between themselves.

Staff spoke to Mum and she suggested, as contact had been going well outside the centre, she did not feel the need to return to the centre. Mum said she had conversations with Dad and felt that he had Alice's best interest at heart and things had improved between them and they now felt able to co-parent.

Staff spoke to Dad to inform him and he was over the moon and said that he and Mum had had productive conversations and he felt they were now able to coparent successfully.

\*All names have been changed

## THE BOOST PATHWAY

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

"Boost taught me how to do a lot of things and now I am able to live independently and am excited for my future."

Emma



### BOOST

Boost helps young people to understand basic independent-living skills and 'boost' their chances of managing a tenancy and dealing with independent living – and so 'boost' their future chances. This year, Boost has worked with 35 young people.

### 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 and skills required to successfully move into independent living via one of our two self-contained training flats. Six young people have been supported through the training flats in the last year.

### **BOOST PLUS**

Boost Plus, is a supported housing scheme, which 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 to 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. Nine 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

#### Emma's story

\*Emma was residing in a local hostel. Staff at the hostel had concerns for Emma's mental health and social isolation at times. Emma had the opportunity to complete a TASLYP stay with us, which she fully engaged with. "Going into the training flat showed me what exactly I was getting into."

Emma completed a successful TASLYP flat stay which led her to work towards being offered a Boost Plus property. Emma completed all the work that was required of her with her support worker and she was moved on to the waiting list. Emma was allocated a property very quickly, which she says was a pleasant surprise for her. "I was excited, nervous and finally had somewhere to call home."

When Emma moved in to her flat it needed to be decorated and furnished. Due to Covid-19 impacts, Emma's cooker was delayed, constant support in the form of fresh provisions were provided to Emma to ensure she was able to eat a good diet whilst waiting for her cooker.

Emma and her support worker worked in a Covid safe way during the pandemic to ensure they could still set up bills and work on areas of support such as money management. They also completed social distanced shopping trips and cooking sessions.

Emma enrolled on to a digital traineeship whilst in her Boost Plus property. This allowed her to build her skills and led to a work placement. The traineeship pays attendees, which meant Emma was able to put money towards decorating her property.

Emma is now working towards being signed off Boost Plus and becoming a PCC tenant and is currently being supported to look for permanent employment.

\*All names have been changed

### **SUIW**

**Our Service User Involvement Worker** ensures our service users are informed of what is going on at the Centre and actively involves them in helping to shape our services be the best they can be. Service users are encouraged and supported to become actively involved as opportunities arise.

During the last year, we have continued to ask for feedback from service users to understand how we can improve support. Recruitment training is open to all service users, and has become more accessible in the last year by bringing it online. To have their opinions and thoughts is so important during the recruitment of new staff. It is also an opportunity for service users to brush up on their own employment skills.









One of our nursery parents, Rebecca, gives her thoughts on the programme.

"I wanted to get involved with Recruitment Training as I wanted to get back to work and saw it as a step towards that. I used to really enjoy my job, but took time off to be a mum. The training was good, it reminded me of some stuff I already knew and other bits that were new. It has given me confidence to do more things and get more involved.

Since I was young I've struggled getting along with others, I had depression, anxiety and used to self-harm. After getting help from therapists, doctors and family, I've managed to find my triggers and move forwards with my life, finding a reason to keep going, but even so, I still have my bad days.

Getting involved will help with my socialising, team building, communication, and self-esteem. I just want to be better for myself, my future and for my family and with opportunities like these I find that it's the right support to get to where I'd like to be."

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

# VOLUNTEERS

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Volunteens!

Our volunteers at the Roberts Centre are a vital part of the team across the organisation. Some of the different roles include helping us to provide Contact sessions at the weekend, working with our HR team to keep the Centre running effectively, to specialised help such as working in the Nursery and our school holiday play schemes. Due to the effect of the Coronavirus pandemic, we were only able to have 25 volunteers onsite throughout the last year.





## 66

James, a volunteer from the University of Portsmouth, tells us why he wants to help volunteer at the Roberts Centre:

"I wanted to gain some experience at the Roberts Centre as part of my degree in Psychology. Due to the pandemic, it was difficult to organise a programme but I knew I wanted to work there so I decided to volunteer while I complete my degree. I chose the Roberts Centre because of the variety of support they offer to people in Portsmouth and felt it would be the ideal place to learn how charities operate. I've been helping with Restart Youth, it is great to see young people involved in designing a service."

#### Lucille, a volunteer who has been with us over 10 years adds:

"I began volunteering at the Saturday family contact centre and joined an amazing group of staff and volunteers. It has been such a joy to help and I really have appreciated the friendliness and skill the team put into enabling Fathers and Mothers to join with their children in play and chat every Saturday. It has been amazing to see how so many families gradually adapt and gain confidence in being parents again. Much of this is due to the knowledge and kindness of the team. I have met a variety of volunteers both young and old. There are good training and sharing sessions for the volunteers who are enabled to feel part of the professional team."

### FINANCE

The EC Roberts Centre Income & Expenditure Accounts 2020 /21

Year to 31st March 2021

#### The EC Roberts Centre Balance Sheet as at 31st March 2021

	£
Rental Income	730,568
Grants, SLAs & Donations	816,317
Other Income & Fees	79,056
Total Income	1,625,941
Staff Costs	1,038,298
Other Running Costs	511,570
Pension Scheme provision remeasurments	13,949
Total Expenditure	1,563,817
Surplus/(Deficit)	62,124

#### NOTES

- 1. The purchase of the EC Roberts Centre buildings and the cost of refurbishment are included in fixed assets.
- The property fund is made up of restricted funds that were received for the property and have been used towards the purchase and refurbishment of the Roberts Centre buildings.
- 3. As per the SORP a pension liability is included on the balance sheet.

	£	£
Fixed Assets		586,312
Debtors	120,489	
Cash on Deposit	921,194	
Cash at bank and in hand	513,973	
Current Assets	1,555,656	
Current Liabilities	(312,986)	
Net Current Assets		1,242,670
Non-Current Liabilities		(7,200)
Provision for pension liability		(217,881)
Total Net Assets		1,603,901
Restricted Property Fund		6,748
Other Restricted Funds		5,112
Unrestricted Funds		1,592,041
		1,603,901

The charity made a surplus of  $\pounds$ 62,124 and ended the year with free reserves (unrestricted funds after deducting designated funds and fixed assets, excluding those fixed assets represented by restricted property fund) of  $\pounds$ 737,477, which is equivalent to 5.7 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, they 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 2021 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 auditors' 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 13th July 2021 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 14th September 2021. The summarised accounts presented here are consistent with the information contained within the financial statements of The EC Roberts Centre at 31st March 2021.

#### Signed on behalf of the Board

Andrew Sayer 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 2021.

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



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