

CHAIR'S MESSAGE

"None of us could have anticipated the significant levels of need combined with the rates of inflationary increases we and those we seek to support have faced over the past year. The need for the work of the Roberts Centre has never been so clearly demonstrated. We have been able to get help out there to many but there is still so much more we need to do...

Despite investing in refurbishing the building in 2002, we are faced with a building with no lift, regular leaks, limited storage space and a number of other maintenance problems.

It is simply not viable to make it fit for the future, so to make it more suitable to support children and families for another 50years we need to rebuild the ex Mission Hall. In preparation for this for this we have decided to move the Robert's Day Nursery and the Supported Contact service to Fratton Community Centre (a 10 minute walk away) from 1st September 2023 for a couple of years.

This will allow service provision to continue whilst the Mission Hall is emptied and hopefully work on a new building can be started.

Over more than 36 years the Robert's Centre has achieved some amazing things. Today the needs of children and families are increasing and changing fast - exacerbated by the pandemic. We must continue to innovate and adapt so that we can continue to respond to challenges such as the impact of current pressures on children and young people's mental health, new risks to their safety on and off line, growing numbers in local authority care, families struggling to cope, increasing concern about homelessness and the diverse needs and challenges faced by specific groups of vulnerable people including refugees.

The work of the Roberts Centre remains crucial to improving children and families lives and making sure their voices and experiences are heard and responded to. I look forward to working with my brilliant colleagues, our partners, donors and supporters to achieve our vital mission."

"Annual income twenty pounds, annual expenditure nineteen pounds nineteen shillings and six pence.

Result happiness.

Annual income twenty pounds, annual expenditure twenty pounds ought and six. Result misery."

CHARLES DICKENS
DAVID COPPERFIELD 1850.



Margaret

SUPPORTING TRUSTS/ORGANISATIONS FUNDING 2022/2023

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 Business Communication	Joan Wilkinson Trust	St James's Church
4th Cosham Rainbows	Levi Gunwharf	St Luke's Church
Aldi	Margaret Jeannie Hindley Trust	St Mary's Church Hook & Warsash
Allen Street Portsmouth	Meon Bridge Benefice	St Mary's League Of Friends
Arnold Clark Community Fund	Meon Junior School	St Peter & St Paul Hambledon
Asda	Nationwide Waterlooville	St Peter & St Paul Hawkley
B&Q Foundation	Parish of St Philip, Cosham	St Peter's and St Paul's
Bishops Waltham Mothers Union	Parishioners of Meonstoke, Droxford, Exton	St. Ann's Church
Blagrave Trust	and Corhampton	St. Alli's Citarcii
Christ Church Milton	Parochial Church Council of Froxfield with Privett	St. Michael's & All Angels Church
Christ Church Milton	Peter Harrison Foundation	St. Peter's & St. Paul's
Churches Homeless Action	Petersfield Women's Fellowship	Tenerity
Citrus FM and Citrus IT Support,	Portmouth Pensioners Association	Tesco Fratton
City of Portsmouth College	Portsmouth Cathedral	The Church of the Resurection
CMA Recruitment	Portsmouth Lodge of Duty No 77	The Horlock Educational Trust
Colas	Portsmouth Partnership Foundation	The Parish of Warblington with Emsworth
Co-op Ladies Choir	Reds Builders	TK Maxx & Homesense Foundation
Cowplain Women's Institute	Shoefix Ltd	Traco
Crofton Mothers Union	Sisters of Bethany	
Denmead Guides	Southern Vectis	Victorious
Diocese of Portsmouth	Sparks Commercial	Waitrose Southsea
Domus Del Lodge	St Barnabas Church	Warblington PCC
EMR Portsmouth	St Cuthbert's & St Aidan Church	Waterlooville Needlecraft Group
Friarsgate Trust	St Hubert's Church	Wates Construction Ltd

Wave 105

St James Church Clanfield

Hovertravel Portsmouth



The Supported Housing Scheme provided housing support and intensive support to families referred through the Portsmouth City Council's Housing Panel. Between, 1st April 2022 – 30th September 2022 the scheme worked with 42 families. During this period 22 were successfully signed off the scheme and now have a secure tenancy with Portsmouth City Council.

The remaining 20 families continued on the next phase of their journey to having a secure tenancy.



"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."

Quote from the client in the case study



CASE STUDY

*Hannah come to the scheme with her three children from a local Family Hostel. Hannah had previously been evicted from her tenancy due to struggling to pay rent and bills and as a result received a lot of support learning the skills needed to maintain a property while meeting the demands of being a single parent.

Support focused around setting up bills and ensuring payments were made as well as setting routines for keeping the home conditions to a high standard. Hannah also worked with her keyworker to gain confidence in writing letters and completing forms as well as talking with companies and professionals particularly on the phone.

Not only did Hannah keep to her payment plans but she also managed to decorate her new home and save hard to provide a short holiday for the whole family before being sighed off the scheme.

Hannah and her three children now live independently in their forever home.

*All names have been changed

FAMILY TENANCY SUPPORT

The Family Tenancy Support Service supported families who were not living in PCC properties but who may be at risk of losing their homes. Between 1st April 2022 – 30th September 2022 the service worked with 14 families to avoid homelessness.

CASE STUDY

*Emily, a single mum with two children, was referred to the service, at a stage when eviction processes had already been started due to the landlord wishing to sell their property. The Key Worker worked alongside Emily and the children, offering support and guidance through the eviction process and working with PCC Housing colleges to ensure a smooth resettlement in a PCC property.

Support offered included finding appropriate funding and help completing applications to support with the move, soft furnishings, white goods and baby items for the new baby.

The worker helped Emily to set up her new utility bills and to ensure she was getting all the benefits the family were entitled to including Disability Living Allowance to support one of the children's needs.

Emily and her children now live happily in a PCC property.

*All names have been changed





"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

Unfortunately, despite both schemes success, Roberts Centre no longer provides either of these services in the city.

THE CIRCLE OF SUPPORT

THE ROBERTS CENTRE WORK IN PARTNERSHIP WITH THE YOU TRUST, AND HOPE CHURCH TO SUPPORT PEOPLE WHO ARE IN CRISIS WITHIN THE LOCAL COMMUNITY.

THE AIM OF THE SERVICE IS TO WORK ALONGSIDE CLIENTS TO EMPOWER THEM TO TAKE PERSONAL CONTROL OF THEIR SITUATION AND

KNOW WHERE AND HOW TO
DEAL WITH SITUATIONS IN
THE FUTURE. CIRCLE OF
SUPPORT PARTNERS
CAN HELP THROUGH
OUTREACH OR
AT COMMUNITY
LARDERS,
FOODBANKS
ACROSS THE
CITY.

THE ROBERTS
CENTRE
SUPPORTED 15
FAMILIES FROM
APRIL – MARCH 23.

CASE STUDY

The Roberts Centre has supported Jenny for the past 7 month. Jenny was referred to the service due to spiralling debt and poverty.

*Jenny is a single parent of a large family of 10 children. Jenny states that she easily gets overwhelmed due to her dyslexia and struggles with written communication.

Prior to working with the Roberts Centre, Jenny describes leaving letters unopened as she felt unable to understand and respond to them often feeling anxious about increasing debt. The Roberts Centre have supported Jenny to put payment plans in place, support with responding to letters or correspondence and engage with other services. Emotional support and having someone to talk to has helped Jenny feel less anxious.

Jenny has been supported to maximise her income and receive support for one of her children who has disabilities. She has saved for a holiday this year with her children and felt that she would not have previously been able to do this. The whole family are looking forward to it.

Jenny feels that she has developed a better network of support.

*All names have been changed

"I feel that my support worker done well and supported me and the whole family. It took a lot of stress and anxiety away and I feel like I'm dealing with things a bit better."

Quote from the client in the case study above

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 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.

RAISE is a project supporting families in Gosport who need long-term, light touch support. Referrals are from Hampshire Social Care.

From April 2022 to March 2023 the projects made a difference for 53 families and single people.

"Supportive? - it's been my lifeline – I wouldn't still have a home if it wasn't for the Adult Intervention Project."

"My keyworker has helped me manage my mental health; I am much calmer now."

"I liked the two years we were part of the friends Xmas thing."

"Was worried at first - a strong bond has been formed - but it is scary to let someone in at first."

User Feedback

CASE STUDY

"We were referred to the Family Intervention Project by our Housing Officer, our home has two bedrooms, and we were on a low income because our son had left and there was only us, we were being charged bedroom tax.

My wife is disabled, and we were struggling to buy the food she needs, I was sleeping on a sofa which made my back ache, I was constantly having to get up from the sofa to care for my wife who often suffers epileptic seizures so needed the bed space for her own safety.

Since she has started working with us, our keyworker has looked at our finances and supported us to claim for benefits we were entitled to and get medical items that we were buying for my wife, for free.

After supporting me to write letters and an appeal we don't have to pay the bedroom tax now. Occupational Therapy came out and my wife now has a hospital bed and other aids, which makes life safer for her and easier for me to care for her. After the spare bedroom was sorted out, we bought a bed for me so I can be more comfortable, we also received a new fridge freezer and a cooker.

I only used to leave the house to go shopping, now I have started going to a support group for relatives of cancer sufferers and a befriender comes to the home to keep my wife company. When we started working with FIP we had no idea what a difference it would make for us both."

THE TEMPORARY ACCOMMODATION SUPPORT SERVICE

(TASS In partnership with Portsmouth City Council).



The Temporary Accommodation Service accommodation across Portsmouth this includes 34 fully furnished properties and a shared house with 11 bedrooms. All TASS families are referred via Portsmouth City Council and on their behalf, we support clients on their journey through a difficult and anxious time 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 2022 – March 2023 the service accommodated and supported 116 families/single vulnerable people.

"TASS was somewhere to stay with support which prepared me to manage my own home."

"TASS gave me and my family a roof over our heads, we would have been homeless without it."

"Amazing service - glad to work with the Roberts Centre, got great support which I wouldn't be able to find elsewhere."

"When we moved out our keyworker visited us in our new accommodation to make sure all was ok. Great support even after leaving TASS."

User Feedback

CASE STUDY

"Early last year I was referred to the Temporary Accommodation Support Service, at that time I was living on my own and working full time, my children were living with their mum. I was told it was no longer possible for three of the children to stay with their mum and the option was for them to live with me or go into care. Although this meant a big life change for me, I wouldn't allow the children to go into care.

I was given a two-bedroomed TASS flat and moved in with the children. I had a key worker from day one, I was given support and advice to help me adjust to a different life, I had to claim benefits and for a while I was on a low income while the benefit payments were moved over to me for the children, I was given support to manage this. I had given up my job and felt quite isolated, having a visit from the TASS team most days helped and they were there when I needed to talk through what was going on with Children's Social Care and the courts, they also attended meetings so I felt that me and the children had support and I could talk through my worries.

The children were offered places at Playscheme during the school holidays which they look forward to. Later my daughter had to come to live with me, she has to have carers and so we had to move to a larger TASS flat in another part of the town. We were given support to do this and extra furniture for the carers. I had never set up electric and water accounts before, this is something I was grateful for support to do, I have had two keyworkers now and they have both been brilliant, the other agencies involved with us have seemed to stop supporting us, but TASS are always there.

When I was asked what difference TASS has made to me, I said straight away, without it my children would be in care."

HOMES 4 UKRAINE SCHEME



CASE STUDY

Mrs Kova arrived in the UK in 2022 on the Homes for Ukrainian scheme with her two sons. They lived with a host family for 6 months, who were very supportive and helped the family settle in the UK. The Robert Centre Keyworker supported the family with applying for English classes, schools, benefits and Biometric Residence. After 6 months the Mrs Kova and her family was ready to leave the host family, they were then supported to rent a private rented property. Mrs Kova was supported and helped to look for private accommodation and attend a viewings.

The keyworker and our Ukraine Translator supported this client with the viewing and the signing of tenancy. Ensuring she understood what she was agreeing to and signing. The client said she found having the translator and support from the Roberts Centre vital for her accepting the property and understanding her responsibilities.

Mrs Kova was supported to furnish her new home, acquiring new and used items for the family. To this day Mrs Kova and her sons are happy living in their property in Portsmouth.

"I would like to take this opportunity to express my gratitude for the position given to me by the Roberts Centre. In this role I was able to assist Ukrainian families during these unprecedented times. It gives me great pleasure in knowing that I played a part in helping them to settle down in a new environment and supporting them in the processes such as signing a tenancy agreement, it is very different process in the UK."

ARAP SCHEME

Afghan Relocations and Assistance Policy.

The Afghan Relocations and Assistance Policy is for Afghan citizens who worked for or with the UK Government in Afghanistan in exposed or meaningful roles and may include an offer of relocation to the UK for those deemed eligible by the Ministry of Defence and who are deemed suitable for relocation by the Home Office. The ARAP was launched on 1 April 2021 and remains open.

Families who arrived into the UK in 2021 may have come to us from bridging hotels in the UK and have indefinite leave to remain in the country. Families are housed in MOD temporary accommodation with tenancy and move-on support delivered by The Roberts Centre. We have supported 13 families between April 22– March 23.

CASE STUDY

Mr M has been on the ARAP scheme for the past two and a half years. During this time the Roberts Centre have supported the family with doctors, dentist, school places, English classes and employment.

Mr M now has a full time job. The family worked hard with their budgeting, after initially in the first few months using food banks and pantries, whilst Mr M was looking for work. The family needed time and support to learn about the household bills that they were expected to pay in the UK, as these are different from those in Afghanistan.

Mum has attended a women's group with the rest of the families on the ARAP scheme and with other women in the community. This has been good for mental health, communication and well being. Children have settled into school/nursery and are thriving. Family have just had a new arrival to the family and are potentially moving into private accommodation. Congratulations!







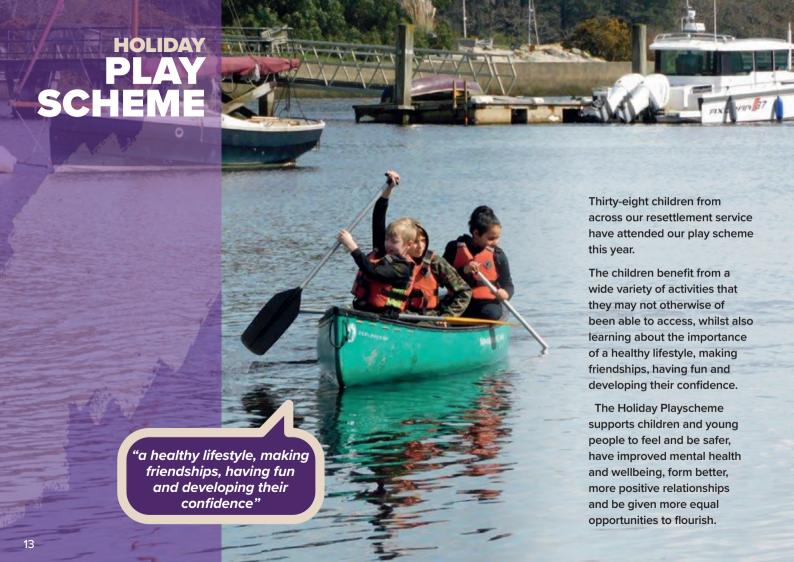
The Roberts Day Nursery is a 44-place setting and is rated "Good" by Ofsted (April 2023). The nursery is open from 8am until 6pm Monday to Friday for 51 weeks of the year.

Our nursery offers education, based on the Reggio Emilia approach, where our Educators take inspiration from the children's interests to shape the environment around them allowing for free thinking and inquisitive minds to thrive. The children are encouraged to research their interests through books and on our large touch screen computer, explore the world around them in our enclosed, secure garden and design their own world in our creative space.

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







CASE STUDY

How the Holiday playscheme has positively affected Lloyd

*Lloyd, 10, was referred to play scheme to support their Mum, Ruth, have much needed respite and to be able to go to work and to give Lloyd some time with other children to have fun.

Lloyd always joins in the activities with enthusiasm, meeting new people and making new friends are just an additional perk for them! Ruth comments that she can "trust the Roberts Centre to keep them safe and does not need to worry about Lloyd."

Lloyd has developed in confidence through attending play scheme accessing activities they would not normally be able to do such as canoeing, ice skating and martial arts. Ruth feels this benefits Lloyd as it allows for them "to get out of their comfort zone."

The activities organised through play scheme are centred around physical development and health and fitness, Lloyd prefers the active opportunities offered to them and when giving their feedback always suggests other activities for the future such as swimming and indoor play areas, Ruth appreciates the physical activities play scheme offers as she does not want Lloyd to "be stuck at home sitting on the sofa".

Ruth feels that play scheme has benefited Lloyd in many ways but most of all feels "it is a great opportunity for Lloyd to develop and have fun!"

*All names have been changed

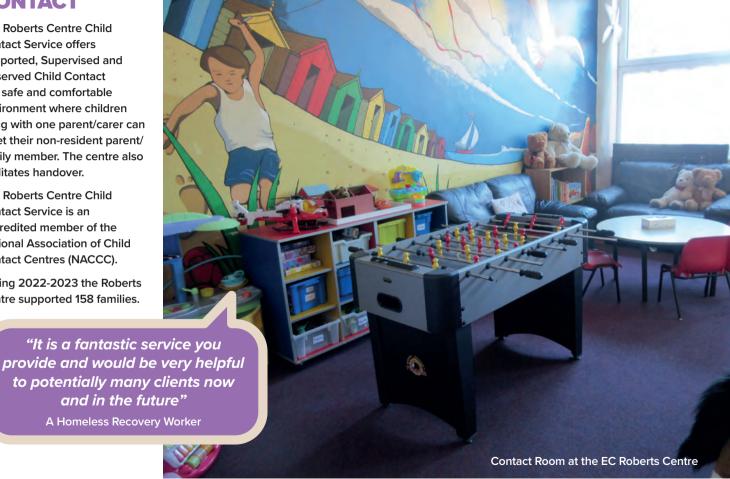


CONTACT

The Roberts Centre Child Contact Service offers Supported, Supervised and Observed Child Contact in a safe and comfortable environment where children living with one parent/carer can meet their non-resident parent/ family member. The centre also facilitates handover.

The Roberts Centre Child Contact Service is an Accredited member of the National Association of Child Contact Centres (NACCC).

During 2022-2023 the Roberts Centre supported 158 families.



66

"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



CASE STUDY



The family commenced Contact at the Roberts Centre in April 2022. The children were aged 7 and 8 years old.

The court order stated monthly contact for 1 hour and Dad was able to send gifts to the children monthly via letter box contact.

Dad had not seen the children for over a year. The eldest child had autism and was anxious about seeing Dad at the centre.

Contact commenced and the children appeared to enjoy seeing Dad.

On subsequent court hearings it was agreed that Dad could bring family members to the contact sessions, and Dad brought his Mother and his youngest child who was approximately 8 months. The children appeared to enjoy spending time with their grandmother and stepbrother. Contact had also increased from monthly to fortnightly.

Contact staff spoke to both parties, and they confirmed they were now communicating via a Family app. Both parties said this was proving positive.

At the final court hearing, it was ordered that the contact move to handovers for 2 sessions and then move away from the centre.

Since April 2023, the family have been organising Child contact themselves.

BOOST PATHWAY

The BOOST Pathway has been in operation since 2012. BOOST aims to improve the life chances and outcomes of care experienced young people; aged 16 to 25 years old.

The service is run in partnership with Portsmouth Social Care's Through Care Team and Portsmouth City Council's Housing Department. The Pathway supports young people to learn the skills necessary to manage a tenancy so that they can live independently.

The Pathway is made up of three unique services: BOOST, TASLYP (Temporary Accommodation Support for Looked After Young People AKA The Training Flat) and BOOST+ which is a supported housing scheme.

Over the past year, 52 young people have been supported in the BOOST Pathway.

"Boost has been a massive part of my young adult journey... ... With a newfound confidence I am ready to start securing my future goals"



CASE STUDY

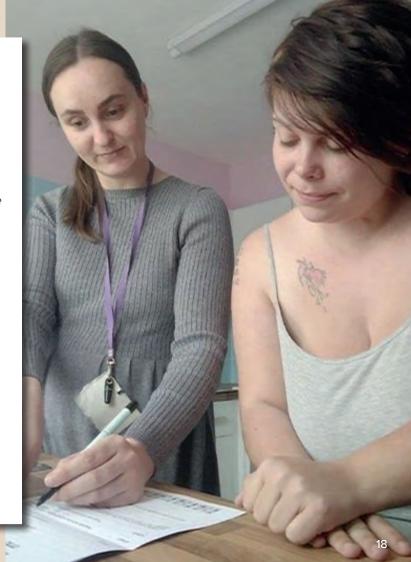


"Boost has been a massive part of my young adult journey. I spent several years lost in my own bubble but with Boost support it made me realise a way out and help put my life back on track.

The best thing about Boost is how it has helped me develop my independent living skills. Through my keyworker sessions I've learned how to declutter my home and create a more organised and stress-free living environment. I've also attended events from the Robert centre independently which has helped me build up my confidence and I particularly loved trying out new activities like horse riding and Taste Great sessions. Another highlight for me has been getting out into nature and exploring the beautiful forest near my home.

I'm loving nature! With a newfound confidence I am ready to start securing my future goals and I plan to return to work and follow my dreams of becoming a phlebotomist."









The recruitment of Volunteers is a key focus for the Roberts Centre. We are currently looking to expand our Volunteer Service, recruiting and supporting volunteers to form a direct link to the local community. Volunteers will be asked to help in a variety of ways and we will welcome Volunteers from a diversity of cultures and backgrounds. The majority of volunteers at the centre will be involved in the Nursery and Contact Centre.

Our goal is to offer good quality voluntary opportunities to local people in response to the changing needs of the customers of the centre. Our challenge is to achieve the right balance, so that all participants get a positive experience out of volunteering.

- to enhance and extend the services the centre provides to meet the needs of its customers
- to provide new skills and perspectives for volunteers
- to support volunteers throughout their time with us
- to work with staff at all levels to enable them to work positively with volunteers.
- to increase the centre's contact with the local community

The Contact Centre - A Volunteers View



"I'm not coming back to you anymore!"...

...these are not words of sadness but words of joy for us!

It means that we have, together, been a successful catalyst for the parents to manage access to their children for themselves.

It is also the volunteers reward!"



Chris Lovett

FINANCE

The EC Roberts Centre Income & Expenditure Accounts 2022/23

Year to 31st March 2023

The EC Roberts Centre Balance Sheet as at 31st March 2023

	£		£	£
Rental Income	218,041	Fixed Assets		531,998
Grants, SLAs & Donations	1,046,321	Debtors	99,054	
Other Income & Fees	263,091	Cash on Deposit	978,715	
		Cash at bank and in hand	271,262	
Total Income	1,527,453			
Staff Costs	1,118,352	Current Assets	1,349,031	
Other Running Costs	536,316		(173,696)	
Pension Scheme provision remeasurments	(4,046)	Current Liabilities		
Total Expenditure	1,650,622	Net Current Assets		1,175,335
Surplus/(Deficit)	(123,169)	Non-Current Liabilities		(7,699)
	(,,	Provision for pension liability		(143,381)
		Total Net Assets		1,556,253
NOTES		Restricted Funds		5,312
NOTES 1. The purchase of the EC Roberts Centre buildings and the cost of refurbishment are included in fixed assets.		Unrestricted Funds		1,550,941
As per SORP requirements, a pension liability is included on the Balance Sheet.				1,556,253

The charity made a deficit of £123,169 and ended the year with free reserves (unrestricted funds after deducting designated funds and fixed assets) of £755,650, which is equivalent to 5.5 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.

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.

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 2023 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 11th July 2023 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 12th September 2023.

The summarised accounts presented here are consistent with the information contained within the financial statements of The EC Roberts Centre at 31st March 2023.

Signed on behalf of the Board

A fargaret Geary

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 2023.

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



www.robertscentre.org.uk

The Roberts Centre

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