

# Springboard Opportunity Group

## Annual report 2016 - 2017

Improving the lives of children from birth to 5 years with additional needs and disabilities, and their families, in North Somerset

"Springboard has been a great support to me and my son. They have given us so much help whether it being to fill out forms or supporting my child. I would highly recommend Springboard to any families with children with special needs or disabilities"



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## About Springboard

This report should be read in conjunction with our Financial Statement which includes information about our:

- Legal status
- Vision
- Mission
- Objectives
- Values
- Public Benefit
- Achievements and Performance
- Plans for the future

## A message from our Chair

As we review 2016 /2017 it gives us an opportunity to stop and reflect on our 30<sup>th</sup> Anniversary year. As ever, with all things Springboard, this enormous milestone, was celebrated in a fairly muted way, as we focussed on the future and making sure we are in a position to help the next generation of families who need support.

At Springboard we never take anything for granted and we are all incredibly grateful to those who have put their all into making Springboard the life-line that it is and has been for so many families over the last 30 years.

The end of the financial year saw Ann Ramsey retire from her role as Joint CEO. Ann was a founding parent of Springboard and really has dedicated herself to making Springboard what it is today. We celebrated at a tea party at Clevedon, joined by guests who have worked with Ann over the years, which was a chance for some reminiscing of all that Ann had achieved. Ann is continuing her work with Springboard in her new role of Honorary Chairman, but also enjoying her well-deserved retirement. Thank you, Ann for everything you have done.

Ann's retirement has meant restructuring of our management team and huge thanks must go to Jo Harris, Liz Smith, Sue Davies and Jo Kingscott who have all taken on additional responsibilities as part of this process.

The Springboard Ball was our chance to let our hair down and celebrate and was a huge success, as always. This biennial event is a key fixture in the Springboard calendar, hotly anticipated by all!

We began the 2016/17 year with concerns about how funding cuts may have a negative impact on the services we would be able to provide and this drove us to undertake a drive to increase our revenue from fundraising and donations – and what a response we had! Everyone worked so hard during the year to do all sorts of amazing things to raise money, with the result that we raised £102,000 over the course of the year. Thank you to everyone who was involved in achieving this. However, as always, the celebration is short lived. We start the new year needing to match that target again, and so the hard work continues.

We have also welcomed three new trustees to the board this year. Their experience is greatly appreciated. We are continuing to look for new trustees with relevant experience to further strengthen the team.

As we move forward, we continue to have two key areas of focus – how can we do more to help the children and their families and how can we do this within our budget constraints. The incredible work of our staff, volunteers, parents and supporters means we continually manage to achieve more than we think possible – thank you to all of you for your commitment to Springboard.

**Louise Petersen**  
**Chair of Trustees**

## Our New Trustees

Trustees are an important part of our team – they help set the direction for Springboard and support its staff, other volunteers and activities in all sorts of ways.

We are always on the look-out for new Trustees with a range of skills and experiences to complement those we already have.

This year we were pleased to welcome three new members on to the Board – here they introduce themselves.

### Gemma Langley



Gemma's niece, Freya, started Springboard in September 2016.

Gemma attended the fundraising meetings to try and help when hearing about the funding gap. From here, 6 months later, she joined the Board of Trustees.

She has a full-time job in marketing for a legal publisher and is also a part-time fitness instructor.

If you are unable to attend the fundraising meetings, have an idea or would like to chat to her about her experience as a trustee feel free to contact Gemma on [gems.aerobics@gmail.com](mailto:gems.aerobics@gmail.com).

### Lisa Baker-Murray

I am currently a stay at home Mum to Amber who is 4 and Daniel who is 1. I am married to Anthony and we live in Portishead. I am originally from Shropshire and have lived in Portishead for 14 years.

I discovered Springboard through a friend who recommended I look into it for Amber and so this is what I did. Amber is now at school, she did attend one session a week and it was great. Daniel and I come to stay and play on a Thursday in Clevedon.



Prior to having children my career was in Human Resources, most recently as a Director of HR. I have spent all my career working in hotels. I worked in operations but for the for the most part it has been in HR.

I studied my degree in Hotel Business Management, having the opportunity to travel to the US for a year's internship, then I stayed in the hospitality industry. It is an interesting environment to work in and no day is the same. I really loved my job and the people I worked with. I am taking time out now as my family is my focus but in the future I may return to the world of work.

I have studied for my HR qualifications and I am a Fellow of the CIPD. I also hold a Coaching and Mentoring qualification, and completed my practitioner qualification NLP. I love to support leadership development through coaching, training and development.

I really want to support Springboard as I feel that it is a great organisation that provides a wonderful setting for children and support for their parents who may need some additional support.

In my spare time I like to cook and bake, watch films and listen to music.

### **Samantha Knight**

I have worked within childcare since 2010 and have found a passion for working with children with additional needs. I had heard a lot about Springboard and wanted to get involved and to challenge myself.

I currently work in a nursery with pre-school children and have a 2 -year-old son called Matthew.

I became interested in becoming a trustee for Springboard after seeing my mum being a trustee for another charity for many years.



Since becoming involved with the charity, I have learnt many things and realised all the hard work given from every single person involved and the lovely effect that these people have on every child that is involved with Springboard.'

## Another Year of Expansion for Springboard Services!

The range and quantity of our work continues to develop and expand as the following summary demonstrates.

### Action from our playrooms

Providing inclusive and positive play and learning experiences whilst building on children's individual strengths

Here are a few examples of the great work that has been going on at Springboard this year. We are always looking out for ways to develop our skills and with the help of various charitable trusts we have been able to introduce lots of new and exciting activities.

We were joined in all 3 of our settings by Sarah Ivanovich from Music Space.

Funded by Children in Need and Jessie's Fund we were able to offer **music therapy** to individuals and small groups. This was a great addition to our curriculum and really exciting for us all.



Sarah built great relationships with the children and much progress was made. One typical report states 'music therapy has raised his confidence and self-esteem and given him an arena in which to communicate, one where he will always be understood: music is, after all, the universal language.'

We have continued to develop children's ability to attend and participate in group activities using techniques we have learnt from Gina Davies. **Attention Autism** has motivated both staff, volunteers and children and we have all had great fun!

With the help of The Baily Thomas Charitable Fund, Joanna Brinsden, one of our Early Years Practitioners trained as an Attention Autism Advanced Practitioner and led all our teams be really creative, inspiring children with social communication difficulties to want to join in and learn.



to

Things can get quite messy in these activities with lots of foam, paint, glitter, water etc being sprayed around. Exploding volcanoes are very popular!

Some staff have also had training on **sensory processing disorders**.



Many of our children find the world a thoroughly confusing, overwhelming place and we continue to research and experiment with ways to help them deal with sensory overload.

Getting **out and about** in the local community is often an exciting part of our curriculum.

Whether it's a walk to the park or shops or a bus ride to the beach or a garden centre, Springboard children have ventured far and wide this year.



### **Inclusion and Traded service**

Continuing to remove barriers

We have been extremely busy supporting children in local pre-schools, nurseries and child minders. Springboard inclusion support is highly valued and the level of work remained high even when mainstream settings were facing financial uncertainty. We soon reached capacity and by the end of the year were providing **1-1 support for 170 hours a week**.

We have also delivered a growing number of **training courses to Early Years' staff**, and have recruited a new trainer to ensure we can meet demand.

We continued to develop our supported work experience project for young people with a learning disability. St Anne's School, West Wick, offered a placement for one day a week, and this has been very successful all year. Plans are underway for an internal placement at our Clevedon centre, and we are promoting the opportunity locally.

Contributing to multi-agency partnership working and community involvement in North Somerset

We worked closely with the North Somerset Early Years as part of their Area Senco Team, providing **500 hours support and advice around inclusion to other settings**.

We also facilitated all this years' **Link programme workshops**, which help ensure smooth transfer to school for children with additional needs.

## Family Support

Empowering families by giving support, information and guidance

During 2016 we established **joint initial / home visits** of Key Workers and Family Support workers in order to develop parental awareness of Springboard's Family Support Service. This helps to ensure the uniformity of the Family Support Services offered across our settings. In feedback one parent said:

"The home visit from my child's key worker and another member of the team was incredibly important. I felt I really got to know the team, as people, not staff in uniform and thus bridged an unseen gap in my relationship with Springboard. I was unaware of the value of this until after the event. It gave me a much better understanding of where Springboard was coming from, and I think they understood us more too. All which helps in the care and development of our daughter. Thank you"

Over the year the Family Support Team offered our regular **SPLASH programme of Parent Workshops** - 'The Starting Points' and 'Moving on to School'.

Due to the high demand for help with completing DLA applications we also developed a '**DLA Workshop**' to give the families general information on completing these forms. When asked what they had found useful about our Starting Points workshop parents feedback was:

"Everything. Gave me a great insight to all that Springboard does"  
"All (of it) and time with other parents"

This year we were able to extend and enhance the SPLASH programme by offering our parents/carers a '**Sleep**' workshop by a sleep practitioner from Cerebra and a series of 5 Government funded workshops on SEND called 'Birth to Five' delivered by the organisation 'Contact a Family'.

**Fun days** - in March 35 families enjoyed a 'Family Party' donated by Fuzzy Ed's Soft-play centre in Weston, it was a great fun and an opportunity to make new friends from our other Springboard settings.

With funding from the James Tudor Foundation, we continue to provide support to families through a variety of regular events.



**Stay & Play** sessions continue to be busy with many new families being introduced to Springboard via these drop-in sessions.



The monthly **Springboard4Families Support Group** meetings for parents/carers have become an established event and advisors from Supportive Parents have been a welcome addition to these meetings.

"I don't know what I would have done without Springboard. It's been a huge part of our journey and will continue to be for as long as possible."

With Henry Smith Grant funding we have been able to provide **holiday play-schemes** during the Easter and Summer breaks, sessions were taken up by 24 families over the Summer holiday and 21 families over the Easter holiday, providing valuable respite for families and consistency of play and support for the children.

This Grant also funded the second stage of our '**Film Project**' which allowed us to capture examples of music therapy sessions, messy play and physical play activities at Springboard which will be used for presentations, workshops and training sessions.



Party time - in July we held a **Teddy Bear's Picnic** at Ashcombe School field and celebrated the 30<sup>th</sup> Anniversary of Springboard.

## Staff training

Developing and evolving as an innovative organisation

To ensure we develop this work successfully we commit significant resources to enhancing our teams' skills. Not only does this benefit the children and families we work with, it is hugely motivating for our staff and volunteers.

We have also invested time in training staff to work with children with complex medical issues. We have a growing number of children that need a high level of medical care e.g tube-fed, on oxygen with diabetes or epilepsy. Parents need confidence in our staff team before leaving their child with us and it is important that all staff feel able to take on these responsibilities.

In total, we provided 429 hours of training for playroom and inclusion staff covering an impressive range of topics:

### Internal courses

Manual Handling, Positive Behaviour Management, Traffic Light Behaviour Management, Implementing Speech & Language Therapy Programmes, Sensory Processing, Dance, Education Health Care plans, Writing Individual Progress Plans, Attention Autism, Gravity Feeding / Button Awareness, Cochlear Implants & Hearing Aids, Hearing Impairment, Tracheostomy, Bolus Feeding, Basic Life with Trachi Care, Diabetes, Safeguarding Awareness, Makaton

### External courses

Attention Autism, Introduction to Sensory Processing, PECS, Paediatric First Aid, Emergency First Aid, Think Family, Signs of Safety, Interagency Child Protection, Early Help Best Practice, Making a Difference, Portage, Early Language Development, Fire Warden, Value of Play

### Visits to other Settings

The Puzzle Centre, Buckingham

### Volunteers

In association with the North Somerset Youth Offending Service, Springboard provided opportunities for young offenders to undertake reparation work, under supervision, during school holidays.

This included indoor and outdoor decorating and garden maintenance at Clevedon and has helped us keep the facilities in really good order.

## Looking Forward: 2017 - 2018

As ever, we face an exciting and challenging year in which we plan to continue to provide an excellent range of services, develop new ideas, and secure the necessary funding for this.

This is taking place in the context of huge management structure changes as we adapt to life without our founder, Ann Ramsey in the office.

Everyone is really stepping up to the mark on this – we cannot over-state our appreciation of their commitment to Springboard and the value this brings to everyone we work with.

### Attention Autism programme



During 2016 – 17 we concentrated much of our training around specialist strategies for children with social communication difficulties as highlighted in our Operational Plan.

Staff continue to be motivated by this and the impact has been evident in the improvement in children's engagement in group activities. Joanna Brinsden, is now an Advanced Attention Autism Practitioner and will be supporting all staff and volunteers to continue delivering the programme effectively

### Services in Worle

Our new Worle group and dedicated sessions at Clevedon will give us a focus for continuing to develop strategies for children with social communication difficulties. This work will be shared with all our setting and inclusion staff as these skills will be needed across the whole organization.

### Staff and Volunteer Training

All playroom and inclusion staff are expected to keep their **paediatric first aid** qualification up to date. This entails 12 hours training every 3 years. We spread this out over the 3 years so that we don't all need training at the same time.

We have also started training on how to use the **Early Help Assessment**. The EHA is a national scheme designed to help deliver more effective early intervention and is a tool for the identification and initial assessment of children considered to be in need of additional support. We shall continue with this programme of training over the next year and embed it into our practice in line with the requirements of our North Somerset SLA.

We are also intending to look at training some of our staff, starting with Family Support Workers, in **Theraplay and Dyadic Developmental Parenting**, research and programmes that use playful approaches to build relationships between parents/carers and children, often used with children with developmental delay.

They are attachment-based child and family practice for building and enhancing attachment, self-esteem, trust in others, and joyful engagement. They consider the importance of touch for children's well-being and regulation, the effects of complex trauma on a child's brain and behaviour and strategies for successful implementation.

**Visits to other settings**, both locally and nationally are often very useful for gathering new ideas and we would like to promote this as part of training programme each year. We have made contact with several other Opportunity Groups during the year, including Dingley's Promise in Reading and Forest of Dean Children's Opportunity Centre in Coleford. We hope to do some exchange visits next year.

**Our Training and Competencies Framework** is currently being developed and a small version of it will be trialled over the next year with all staff as part of their appraisal and supervision programme. This asks them to rate, in discussion with their line manager, their level of competency in various areas of their practice and consider in which areas they would like to further develop their skills.

## Financial review for the year to 31<sup>st</sup> August 2017

This section should be read in conjunction with our Financial Statement which includes:

- Financial Review
- Our funders
- Investment objectives and risk
- Reserves Policy
- Financial policies
- Statement of Financial Activities
- Balance sheets
- Notes to the Financial Statement

## Our Fundraising Success

Every year, Springboard relies on the continuing efforts of dedicated fundraisers and generous donors. In 2016/17, our supporters rallied to our plea for support in wonderfully imaginative ways and to our surprise and delight helped us raise £102k.

So many people and organisations responded to our cry for help back in the autumn, of the need to keep our vital services afloat. We cannot thank you enough.

Good publicity is often generated by online activity which is a key tool for charities and these days and can lead to increased levels of fundraising. Our increasing use of Facebook and Twitter is getting us noticed.

A good example of this was the surprise visit by the Broadchurch actor Jodie Whittaker.

She was filming in Clevedon and to our great surprise responded to our persuasive Tweets and messages and found time to drop into our playroom to meet the children.

Jodie is a Mencap Ambassador, with a personal interest in childhood disability, which showed in her care and genuine interest in the group of children she met. She thoroughly enjoyed her visit and it was a great privilege to meet her. Of course we had no idea that she was soon to be announced as the first female Dr Who, but we all thought she was really down to earth. A visit to remember.



Of the many events that we organised ourselves, one of our most memorable would have to be our 30<sup>th</sup> Anniversary Ball. We have held this special event every other year since 1994 and it is an opportunity to celebrate with our families, staff, volunteers and supporters and of course to raise funds.

As well as the small Springboard team of tireless organisers, we were supported by the music group Rumdog Billionaire, former Springboard parent Gordon Cockle as auctioneer and a stand-up comic Lee Riley AKA Lost Voice Guy.

It was an evening to reflect on our past 30 years, with a number of former families chatting to us about their children who are now adults! It was a great reminder of just how long we have been helping children and families and that we are needed now as much as we were all those years ago.

As well as raising well over £8,000 from the Ball – our best ever - we were presented with a cheque for £26,000 by GWR St Phillips Marsh Depot Team, proceeds from their highly successful Open Day in May 2016.

Chairman of North Somerset Council Cllr Charles Cave chose Springboard as his charity and presented us with a cheque for £7,360

One of the major businesses we engaged with this year was Bristol Airbus and their special promotion with the Bristol Post to win £10,000. Although we came 15<sup>th</sup> out of 80+ local charities, we had such great support from everyone sending in single or pages of tokens. It would be fair to say that cutting out sheets of newsprint and then gluing them with a Pritt stick quickly loses its charms! But thank you to everyone who took the time and trouble to send them in: an experience to remember.

## Supporters this year included:

Bristol 10k runners  
Cadbury Garden Centre bucket collection  
Carole Nowers and Tall Pines Golf Club  
Clevedon Athletic Club  
Clevedon Brunel Beavers  
Clevedon Prom Bowling Club  
Consti Quiz Night  
Crab Apple  
Gill Constable and Carole Craddock -  
London Marathon  
GWR Flying Scotsman visit

Jill Hastings-Ward Swansea Half Marathon  
Mr Dainty  
Newcombe Family Mexican evening  
Portbury Open Garden  
Sacred Willow Spa  
Steam Open Garden Yatton  
Tickenham Golf Club  
TSB Weston Branch  
Waitrose in Weston bag packing  
WR Santa Special



**This year's GWR Santa Special was enjoyed by all!**

One of our strategic aims for this year was to increase the number of individual donors. Boosted by the threat of a reduction in our services, we gained a significant number of regular monthly donors – this has made a big difference as it is regular income which we can include in our financial planning, so is a great help.

Another strategic aim was to increase our support from local businesses, something where we had little experience. Our trustees agreed that we could engage support from a marketing company who helped us to write better letters of introduction, build up our file of case studies and launch a major online campaign #getonboard. Despite having a great logo we had mixed success due to our lack of expertise in promotion, but we learned a lot of new skills and gained confidence in our online presence.

This may be my last year of reporting on fundraising for Springboard, but I can assure you it won't be my last in supporting events, activities and people.

One of the parts of my role I enjoy most is meeting groups of people in the community who are interested in supporting Springboard and talking to them about my favourite specialist subject. It is a great privilege to represent a dynamic, caring and life-changing organisation and share with them, my passion and love for it and the people who make it happen.

Thank you to everyone who supports us in any way. Springboard is needed now more than ever. It's a cliché, but your support really does make a difference and is truly appreciated.

**Ann Ramsey**  
**Honorary President**

## Our Team

Day to day management of Springboard and its activities are delegated to the staff team.

In July 2017 the following staff were in post:

### Weston and South Weston Teams

Becky Peddle, Sally White,  
Jo Greatorex, Charlotte Plaister,  
Sarah Moir, Becky Ogden, Julia Haines  
Chloe Leech, Pat Bosley,  
Jenny Lea-Hewlett,  
Jackie Perks-Burt, Gemma Tippet,  
Rebecca Meredith,  
Sharon Lammiman, Dave Peddle

### Clevedon Team

Becca Young, Jan Strefford,  
Julie Wiggins, Louise Brent,  
Jackie Pascoe, Julie Webster  
Joanna Brinsden, Tracey Maidment  
Lauren Overton, Sam Housley,  
Sarah Worle

<b>Joint Chief Executive Officer:</b>	Ann Ramsey
<b>Joint Chief Executive Officer:</b>	Joanne Harris
<b>Traded Services Manager:</b>	Liz Smith
<b>Family Support Manager:</b>	Sue Davies
<b>Senior Administrator:</b>	Joanne Kingscott
<b>Administrator Weston:</b>	Belinda Butler
<b>Admin Assistant (Clevedon):</b>	Emma Pigrem
<b>Supported Work Experience Mentor:</b>	Tracey Maidment
<b>Bank Staff:</b>	Louie Richards, Gill Constable, Abbie Tudor, Julie Wright, Mary Mulligan, Christine Newton-Coram, Jacky Turpin, Chloe Williams, Joanna Thomas
<b>Makaton Tutors:</b>	Mandy Jennings, Joy Grimsby.
<b>Maintenance Worker:</b>	Brian Tyrell
<b>Cleaner (Clevedon):</b>	Jill Ley

## Our Volunteers

Volunteers are a huge source of support and inspiration for Springboard – you'll find them everywhere – in the playrooms, term time and at the holiday play schemes, at Stay and Play, in the garden, fundraising and on the Trustee Board.

They have given us over 4,770 hours of support this year. Calculating at the national living wage (and much of the volunteers' contribution are worth much more!) this amounts to a minimum of a staggering £34,000

Many thanks to our volunteers who included:

Fran Appleby, Rhamat Ara,  
Hannah Bailey, Roxann Boulton,  
Susan Button, Gill Constable,  
Diana Charles, Mollie Croom,  
Nicola Currell, Imogen Dodd, Jackie Gall,  
Maddie Glover, Daisy Gray,  
Jackie Gregory, Olivia Grogono,  
Lou Hand, Cathi Hemming,  
Juliette Himsworth, Sarah Jones

Jessica Keedwell, Pam Kelly, Myra Long,  
Barbara Maggs, Mary Mulligan,  
Gemma Ogden, Chelsea Park,  
Mollie Parsons, Kerry Phillips,  
Carol Price, James Prichett,  
Louie Richards, Lisa Summerfield,  
Cheryl Winn, Jane Wood, Beth Wookey,  
Julie Wright

Many of our volunteers stay with us for a considerable time. In July this year we said farewell to Diana Charles who supported the Clevedon playroom weekly for 25 years!

**Our Trustees** during the year have been:

Rachel Standing	Chair until 9.5.17
Louise Petersen	Vice Chair/ Chair from 9.5.17
Don McCallum	Treasurer
Diane Scarborough	Trustee
Linda Shaw	Trustee
Samantha Knight	Co-opted Trustee from 19.9.17
Lisa Baker Murray	Co-opted Trustee from 19.9.17
Gemma Langley	Co-opted Trustee from 19.9.17

**We would also like to thank**

**Our Patrons:** Jemma Cooper, Rupert Graves, Marco Pierre-White

**Our Ambassadors:** Sonya Cassidy, Diane Scarborough, David Piggott, Judith Brine, Anita Simmons, Sarah Jones.

**Our Independent Examiner:** Mark Pooley, FCA; Institute of Chartered Accountants in England & Wales, Hollingdale Pooley Chartered Accountants, Bramford House, 23 Westfield Park, Bristol, BS6 6LT

**Our Solicitor:** Wards Solicitors, 1 – 3 Alexander Road, Clevedon, BS21 7QF