

Annual Report



ABOUT SPRINGBOARD

Springboard Opportunity Group is a charity supporting North Somerset children with disabilities and additional needs, from birth to 5 years.

Since 1986, our mission has been to improve the opportunities for these children, and to support their families.

We provide a vital service to over 100 children and families each and every week.

We are governed by a Board of Trustees, mostly made up of parents, and many of our staff and volunteers are also parents of former Springboard children.

Funded in part by a contract with North Somerset Council and the North Somerset Clinical Commissioning Group, we rely on grant funding, local fundraising and individual donations to continue to develop our services and provide support to local families.

We offer specialist play sessions at our purpose-built centres in Clevedon and Weston-super-Mare, and at the For All Healthy Living Centre in South Weston.

We offer weekly Stay & Play sessions for families with young children, who may need extra support.

We work in partnership with parents and multi-agency professionals to provide individual play and learning programmes.

Our Early Years Inclusion Service supports children to attend their local pre-school or nursery, and promotes inclusion for all.

Our Family Support Service provides information and emotional support, and takes early action in order to prevent little problems from becoming big issues.

We benefit from having qualified, skilled and experienced staff who work closely with the children to assess their needs through play and other specialist interventions.

Springboard's Overall Aim:

To improve opportunities for children with additional needs and their families, in North Somerset.

We will do this by:

1. Providing inclusive and positive play and learning experiences whilst building on children's individual strengths.
2. Empowering families by giving support, information and guidance.
3. Contributing to multi-agency partnership working and community involvement in North Somerset.
4. Developing and evolving as an innovative organisation.
5. Continuing to remove barriers.

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Chairman's Report

Highlights of 2013/14

I would once again like to thank everyone who has helped to maintain Springboard as a unique provider of specialist childcare in North Somerset. This is due to the dedication of our staff, our volunteers, our fundraisers and our trustees, which continues to amaze and inspire me.

The highlight of the year for me was our Weston premises again being rated as OUTSTANDING by OFSTED. An external view of our organisation is always to be appreciated. Some excerpts from the OFSTED report are shown in the box on the right. The full report is of course available in the public domain or from our website.

All of this being said, we can't afford to "rest on our laurels". Our funding structure is changing as I'm sure you're aware, but we are confident that this will not have an undue impact. In fact we are looking to expand our service (as always) - such as the increased presence and OFSTED registration at South Weston.

Finally, a big thank you to the parents and guardians of the children that we are here to support. Your obvious trust in us is so important and for this we are very grateful. Together we can perhaps strive to move Springboard's rating from OUTSTANDING to OUTSTANDING PLUS!

Paul Hayes

Springboard Chair of Trustees 2013/14

OFSTED REPORT—WESTON DEC 2013:

"Children thoroughly enjoy a wide variety of experiences across the areas of learning"

"Staff know their children exceptionally well and plan stimulating activities to ensure they make excellent progress from their starting points"

"Staff excel at responding to children's communication"

"Parents value the support staff give them"

"There is excellent support and guidance for knowledgeable volunteers who play a crucial role in enhancing children's experiences"

"Inspirational management of the provision empowers staff to maintain the highest levels of achievement"

Some of Springboard's achievements in 2013/14:

- Explored the possibility of opening a second play session at South Weston.
- Supported the transition of the Toy Library service to a new provider.
- Introduced the post of Room Leaders at Clevedon.
- Promoted the Inclusion Service as a traded service.
- Built on the role of Ambassadors and the use of the Springboard film.
- Considered extending the family support service into new areas of provision.
- Increased the opportunities for fundraising and donations.
- Successfully renegotiated the contract with North Somerset Council.
- Improved our use of ICT and social networking.

Some of Springboard's plans for 2014/15:

- Ensuring we continue to provide high quality services.
- Further develop family support services.
- Working collaboratively with other agencies and settings.
- Develop the skills necessary to function effectively in an increasingly demanding context.
- Promote inclusion for children and their families.
- Provide high quality financial information to facilitate financial management.

Manager's Report

A few key memories from 2013/14

Weston's year has to be remembered for their OUTSTANDING Ofsted. Congratulations to the whole team, led by Jacky Turpin and Becky Peddle for a marvellous effort and continued dedication to providing unique and much appreciated education and care. Chloe Leech was the new member of the team this year and has added much to both Weston and South Weston playrooms.

Other highlights included trips to Baytree, especially to the hydrotherapy pool and also the introduction of an extra session on a Tuesday afternoon in the Rainbow Room. The team are so resourceful when it comes to providing for all our children and families. South Weston has continued to thrive this year and funding found to allow the Monday session to continue. Giving the children 2 sessions a week has made a huge difference, allowing Sally White's team to provide more continuity and develop great relationships with the children and families. We were also very pleased to welcome Gill Constable back as a volunteer. Its hard to retire from Springboard.

It was all change in the Clevedon playroom this year as we introduced the new post of Room leader. Jan Strefford and Julie Wiggins started in September and Becca Young picked up a session after Easter. There was some with initial trepidation but they all rose to the challenge of more responsibility and the playroom sessions ran as smoothly and with as much fun and laughter as ever.

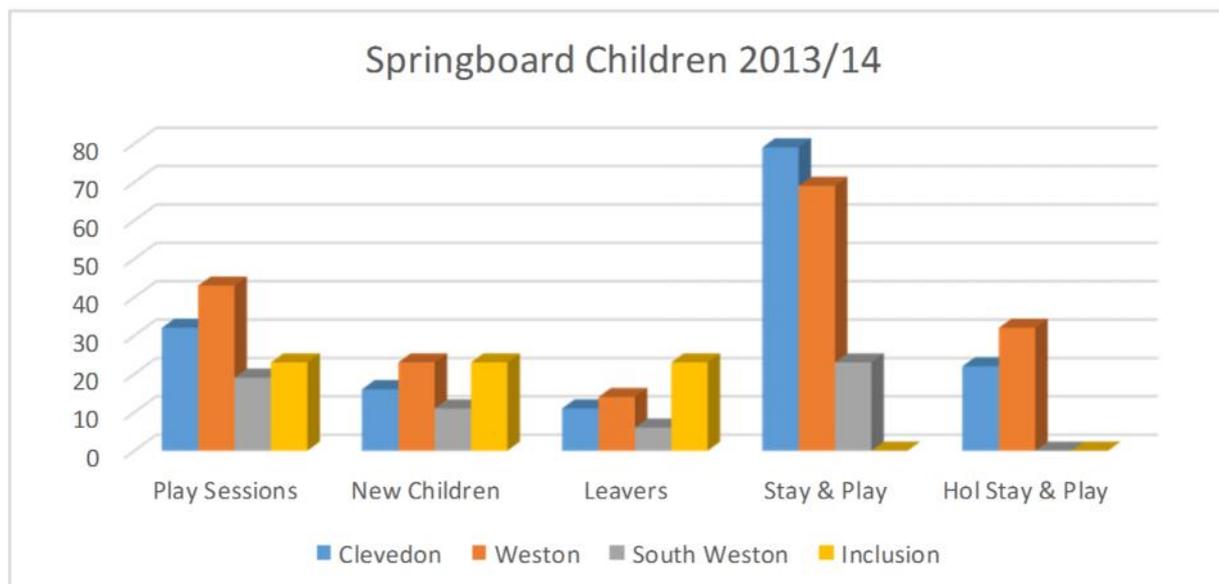
To keep updated on what is going on in our playrooms, now and looking back to 2013/14, take a look at our Blog: ['Get Connected, Stay Connected'](#)

We continued to develop our outside play resources. A gravel digging area and mud kitchen were introduced to encourage lots of sensory messy play. We welcomed Joanna Brinsden to the playroom team and Emma Pigrem as administration assistant. They have both made significant contributions to our service.

Liz Smith started the year as Principal Playleader at Clevedon and was then later appointed to the post of Inclusion Manager as we introduced our traded Inclusion service. Again there was much trepidation as funding streams changed and the 'top-up' process was introduced. We need not have worried. Mainstream settings continued to work closely with us and we ended the year providing more 1-1 support than ever before.

Thank you to all volunteers, staff and supporters. It has been an outstanding year across all areas of the organisation.

Joanne Harris
Springboard Manager



Inclusion Manager's Report

The Inclusion Support Team provide services to preschool settings.

The year started with a large number of children being supported by Springboard in their local mainstream settings, through the 'old' funding system of a Service Level Agreement and also SEN funding. The needs of these children continued to be met as sweeping changes in funding arrangements were introduced by North Somerset.

The time scale for the proposed changes was rapid, with 'Top Up Funding' due to be introduced from April 1st, and as usual at Springboard we reacted positively and quickly!

By January we had an Inclusion Manager and two Inclusion Advisors in post and working closely with the North Somerset Early Years Consultants. Between January and March all 60 children attending Springboard, or receiving any inclusion support, were taken to the 'Top Up' panel. This proved to be a very time consuming process.

In Term 4 a 'Springboard Offer' leaflet was written and distributed to over 100 Early Years settings, including child minders and maintained nurseries. This described the support we could provide for children and settings, and our charges. Coffee mornings were held to give Springboard parents the opportunity to find out about the changes.

By March new inclusion paperwork had been prepared, including service contracts and guidelines for settings. A system was in place for settings to buy in support and training and most importantly, a large number of requests for support had been coming in. In April our traded service started smoothly. Children continued to be well supported, settings adjusted to their status as customers, and there was adequate work for Springboard Inclusion Support Assistants.

The level of work increased through Term 5, until we were providing 48 sessions of 1:1 support in mainstream settings, per week. This took us to capacity and all further requests were put on a waiting list.

"C's methods and techniques have been adopted by staff to ensure continuity for both _ and the other children"

Parent/Carer of child receiving Inclusion Support

The introduction of the new funding system offered new possibilities and opportunities for Springboard including working in a wider range of settings, holiday work, traded advisory visits and traded training. In the May holiday we successfully provided some 1:1 support for a few settings and following on from this a large number of bookings were made for the summer holiday.

'Setting Support' (advisory visits of varying length and frequency) was provided to four settings throughout Terms 5 & 6 as a very positive alternative to 1:1 support. Requests for workshops came in steadily as settings considered how best to increase their skills to support children.

The workload around 'Top Up funding' eased in the summer terms, however some children's allocated funding was due for review.

A Springboard presence was provided at 13 Link Programme workshops, as children were supported in their transition to school.

In July evaluations were sent to all settings and parents who used had so far used the Springboard Traded Inclusion Service so that their feedback could be used to continue to develop the new service.

Liz Smith

Inclusion Manager

"The provision for _ has enabled staff to observe strategies used with _ that are also relevant for other children".

Preschool Leader

"Thank you for your hard work and support. We would definitely choose to use Springboard again"

Preschool Leader

Family Support Report

The main aim of our family support service is to improve the outcomes of parents/carers who have children under 5 with additional needs and disabilities.

Our services are largely funded by a three year grant from The Big Lottery, which comes to an end in July 2014. We support parents/carers to find their way through the maze of advice and services, a large cohort of professionals and dealing with their emotions, whilst better equipping them to continue helping their child and themselves. Whilst we have achieved and exceeded our aims, the needs of parents/carers increase year on year. However, through a gradual process of offering a range of support we have been able to work towards successfully improving their outcomes for themselves and their child.

The year got off to a great start with the appointment of Sue Davies to Clevedon Family Support Worker. Having Sue in place at Clevedon, Becky Ogden at Weston and Sally White leading on family support at South Weston, strengthens our services and gives a consistent approach across the organisation. Sue also took on the post of Training Officer for one day per week, where she leads on planning and delivering workshops for parents/carers and volunteers.

Our family support team continue to deliver a range of activities alongside our play/learning colleagues. Main activities over the past year include:

Provided written and verbal information to 117 parents/carers of children with additional needs, offering them support in understanding and managing their child's needs and their situation.

84 Stay & Play sessions with 231 attendances by families, including 10 Dad's Stay & Play sessions attended by 12 male carers.

20 Family Workshops/Training Sessions attended by 45 parents/carers and covering a range of subjects such as Moving on to School, Behaviour Management, Language and Communication and the Value of Play.

As part of the final evaluation of the Big Lottery Fund, we believe that the benefits of our project over the past 3 years demonstrate the effectiveness of our activities in achieving our proposed outcomes.

We feel this is due to:

- a) our activities being based on needs identified by parents/carers during our regular consultation with them.
- b) the expertise of our staff and their knowledge and understanding of the needs of each child and his/her family.
- c) the fact that half our Trustees are parents of children who currently attend or formerly attended Springboard, which helps to ensure that our services remain focused on the needs and aspirations of our users.

Time and again, parents/carers coming to Springboard have expressed a need for:

- Information, advice, support on how best their child's needs can be met
- A sympathetic listening ear and a welcoming and friendly atmosphere.
- Practical and achievable suggestions on how to help their child's development.
- Opportunities to meet other parents/carers facing the same challenges
- Support at meetings with a range of practitioners and professionals .

Over the coming year it is our aim to build on the success of the family support service and to secure funding to ensure not only our current provision but also areas of development.

Joanne Harris
Manager

"I felt that Springboard was a big welcoming haven to us at that we were feeling quite lost and unsure. It was like being embraced in a big hug!"

Springboard Parent

Business Manager's Report

The Support Services team task is to provide support to the staff and volunteers providing services to Springboard children and their families, and to the Trustees who have overall responsibility for the quality and direction of Springboard.

The year has presented us with a fair share of challenges and opportunities and a summary of our finances for the year may be found elsewhere in this Report. The full Financial Statement is available on request.

We were pleased to enjoy the support of the Trustees and the Finance and Premises sub group as we got to grips with these. We enjoyed Angela's commitment and input as Treasurer and were sorry when she left after a year of working in this role.

Determined to ensure our financial procedures were up to the mark, we commissioned Mendip Vale Accountants to undertake a review of these with us. They found our systems were basically sound but recommended certain changes which we implemented with the support of Don McCallum and members of the Support Services Team.

We also made the decision to change our Accountants and are pleased that Mendip Vale Accountants have agreed to do this. We would like to record our thanks to P.W. John Accountants for providing this service for us for so many years.

With the development of new services (Inclusion), new funding arrangements with North Somerset Council (Top Up funding) and so many possibilities for the future, we have given much time to costing our services and identifying ways of being efficient while maintaining our high standards.

A joint meeting with the Trustees' Personnel Sub Group provided an extremely useful opportunity to explore these issues in a more rounded way.

We have had mixed success with Funding Applications, securing only a small amount of new funding. This is an area we shall continue to work on and renew our efforts in the coming years.

This year our funders have included:

- ADM Milling
- Albert Hunt Trust
- Austin Hope & Pilkington Trust
- BIG Lottery Fund
- Children in Need
- Douglas Arter Foundation
- Elizabeth & Prince Zaiger Charitable Trust
- Lloyds TSB Foundation

We have been fortunate that only basic maintenance has been required on our premises in Weston and Clevedon and that we have not incurred any exceptional expenditure in this respect.

Targets for the coming year are:

- To recruit a Treasurer
- To secure increased income from funding applications
- To maintain high standards of financial recording and reporting

Linda Shaw
Business Manager

	Unrestricted funds	Restricted funds	31.8.14	31.8.13
	(£)	(£)	(£)	(£)
INCOMING RESOURCES				
Incoming resources from generated funds				
Voluntary income	321,613	48,953	370,206	405,123
Activities for generating funds	48,971	-	48,971	11,961
Investment income	1,391	-	1,391	5,500
TOTAL INCOMING RESOURCES	371,975	48,953	420,568	422,584
RESOURCES EXPENDED				
Cost of generating funds				
Costs of generating voluntary income	1,460		1,460	8,554
Charitable activities				
Development and education services	374,227	57,331	341,558	411,540
Governance costs	4,158		4,158	2,000
TOTAL RESOURCES EXPENDED	379,845	57,331	437,176	422,094
NET INCOMING (OUTGOING) RESOURCES	(7,870)	(8,738)	(16,608)	490
RECONCILIATION OF FUNDS				
Total funds brought forward	294,179	683,178	977,357	976,867
TOTAL FUNDS CARRIED FORWARD	286,309	674,440	960,749	977,357

Fundraising and Donations

Another busy fundraising year has passed with many activities and events happening all across North Somerset.

At the start of 2013/14, we planned to build on the success of the previous few years but those of us involved in fundraising had no idea that it would be such a successful and eventful year and so much fun.

A few highlights:

- October saw the launch of our short film “Together We Can Do It” at the Curzon Cinema in Clevedon. This was a grand setting for the invited audience of children, families, staff, volunteers and supporters who came to see our creation on the big screen. The film is now in pride of place on our website and is used for promotion and training purposes.
- Jess Heslop and her family and friends organized a scarily successful Halloween Ball at Redwood Lodge. As well as being well supported, the costumes were out of this world, with just about every ghost, ghoul, zombie and monster represented. Jess raised a spooktacular £5000.
- November was the month that our relationship with First Great Western’s Depot Team came to the fore. An open day organized by PLEG and supported by FGW raised £6k, which the company generously made up to the round figure of £10,000.
- A Pop Up Shop in Portishead in November was an experience and although not a great money-spinner, it proved that there is a lot of interest in donations of good quality clothing and toys. It gave us a taste for our own charity shop one day.
- Family Party’s in January and February were well attended and as always Springboard staff gave the children a good time by doing a sterling job with games and singing. Our formal entertainers were a great hit with siblings in particular, although at the Weston one it was difficult to judge!
- In March we had a fun disco night at the Grand Atlantic Hotel which was great fun and saw many of our Mums and Dads on a rare night out without the children.

- May was a busy month with a Barn Dance, 10k runners, and an Irish music night. We also held our Spring Raffle which was well supported by our families.
- Our very own Jo K (then W) ran a Quiz Night in June, held at The Consti in Clevedon. It was well attended but many keen supporters of Springboard who also enjoy putting their memories to the test.
- The year ended with a well attended Family Funday at Weston where over 100 people came along to enjoy the equivalent of our school fayre. It was a fab day thanks to the superb efforts of our Weston team and supporters.

In July we appointed Eve Smietanko to the temporary post of Fundraising Support Officer for 2.5 days per week. Eve’s main focus for the first few months was our Biennial Ball, more of which in next years’ report.

Springboard is very fortunate to be in the hearts and minds of many individuals and organizations who have helped to raise funds for us.

We have a small but growing number of regular donors, giving between £5 and £20 each month. We wish to thank them for their continued support and interest in Springboard.

So whether you are old or new friends of ours — a really big THANK YOU for all your hard work and commitment and in some cases, craziness. Here are just a few:

[Name the Face—Stuart Iles](#) Collecliff Family
[Mr Dainty](#) Karen’s Jewellery [Warrens Farm](#) [Ricos café](#)
[Uzzell Family](#) School Togs [Rupert Graves Fans](#)
[Marks & Spencer Weston](#) [Clevedon Bowling Club](#) Backwell Village Club [Pure Results Fitness](#) Soluetion Tyntesfield Lodge
[St Mark’s Preschool](#) Clevedon Probus [Asda](#) Waitrose
[Yatton Moor PC](#) Hilton Foundation [Clevedon Rotary](#)
[Louise’s Music](#) [Jeanette Duffield](#) Dumolo Family [Christine Williams](#) Attwood Family and last but not least [Jo and Rich Kingscott](#), donations from their wedding

Our staff and volunteers put in many hours to help with fundraising and events and regularly badger their families and friends on our behalf, so also deserve a massive thank you for their ongoing support.

Ann Ramsey
Development Manager

Our Team:

Springboard Board of Trustees:

Chair—to be appointed

Treasurer—to be appointed

Rachel Standing

Jo Gibbard

Rachel Enchill

Paul Hayes

Gill Constable—*Co-opted*

Jane Hart (on sabbatical)

Diane Scarborough

Don McCallum

Louise Peterson

Jacky Turpin

Linda Shaw

Trustees resigning during year:

Sue Goulding

Karen Squintani

Angela Whitfield

Charlotte Cockle

David Dennis

Patrons: *Jemma Cooper; Rupert Graves.*

Ambassadors: *Sonya Cassidy; Diane Scarborough; David Piggott; Sarah Ridge; Judith Brine; Anita Simmons; Karen Small; Angie Pass.*

Day to day management of Springboard and its activities are delegated to the staff team, at 1st July 2015:

Manager: Joanne Harris

Development Manager/Company Secretary: Ann Ramsey

Finance & Business Manager: Ellie Gingell

Inclusion Manager: Liz Smith

Senior Administrator: Joanne Kingscott

Administrator Weston: Belinda Butler

Finance Officer: Tina Ferris

Training Officer: Sue Davies

Admin Assistant (Clevedon): Emma Pigrem

Maintenance Worker: Bryan

Cleaner (Clevedon): Joanna

Supported Employment Mentor: Tracey Maidment

Vols Co-ordinators: Julie Webster; Rachel Enchill

Bank Staff:

Sarah Jones; Sarah Worle; Louie Richards; Jane Burge; Gill

Constable; Rebecca Meredith; Fran Appleby; Jane Hingston; Tabatha Jones; Abbie Tudor;

Makaton Tutors: Many Jennings; Joy Grimsby.

Clevedon Team:

Jan Strefford

Julie Wiggins

Becca Young

Louise Brent

Jackie Pascoe

Julie Webster

Pat Bosley

Joanna Brinsden

Sue Davies

Jacky Turpin

Weston and South Weston Teams:

Jo Greatorex

Becky Peddle

Sally White

Charlotte Plaister

Sarah Moir

Becky Ogden

Julia Haines

Chloe Leech

Jenny Lea-Hewlett

Jackie Perks-Burt

Gemma Tippett

Emily Hassells (apprentice)

Independent Examiner:

Mendip Vale

40 Woodborough Road

Winscombe

North Somerset

BS25 1AG

Solicitor:

Wards

1-3 Alexandra Road

Clevedon

BS21 7QF

*Springboard Opportunity Group,
2a Princes Road, Clevedon, North Somerset BS21 7SZ*

01275 341113 info@springboardweb.org.uk

www.springboardweb.org.uk

Registered Charity 1025787

Company Number 2844191