



Brighter Futures



2024  
**Impact, Annual Report**



Registered Charity No: 204

# Impact & Annual Report

**Creating brighter futures by supporting  
parents, families and young people in Jersey.**

**2024**



Brighter Futures

# OUR VISION, MISSION AND VALUES.

## OUR VISION

- For all families in Jersey to live safe, happy and healthy lives, supporting them in times of challenge to realise their full potential.

## OUR MISSION

- To support families facing challenges and difficulties
- To help to create strong family relationships, where parents can support each other
- To support parents in their role as their child's key educator
- To deliver a targeted service through the provision of evidence based programmes and one to one support.

## OUR VALUES

- **COMPASSION, TRUST AND NON-JUDGEMENTAL**

We are committed to creating a compassionate, non-judgemental environment for the families that we work with. Brighter Futures promotes choice, dignity, consideration and respect.

- **COLLABORATION AND EQUALITY**

We are committed to ensuring that the families who use our service are involved in developing our service.

- **QUALITY**

We believe in evaluating our services and improving our practice. We are committed to integrity, objectivity, fairness and ethical business practices.

- **CO-OPERATION AND PARTNERSHIP**

We are a strength based educational model and are committed to working with other organisations to improve, develop and expand services for families facing challenges in Jersey.



## WHO WE ARE.

Brighter Futures is a **local charity** supporting parents, families and young people in Jersey.

We provide 1:1 coordinator support alongside a number of **FREE** programmes and services.

Since 2008 we have supported more than **4,000** families, benefiting over **15,000** Islanders.

## WHAT WE DO.

Brighter Futures **works alongside** the **main carer**, our educational model provides them with the **tools to thrive**.

Supporting approximately **150 families** at any one time, we focus on **3 key areas**;

**1 Parent and child relationships**, helping our clients recognise and value their role as their child's first and most important educator

**2 Well being and positive mental health**, supporting social and emotional wellbeing, allowing increased resilience with the outside world to give our clients a brighter future and a hope

**3 Personal development and second chance learning**, providing the skills our clients may need in order to progress and succeed in education, work and life

# OUR PROGRAMMES.

All of our programmes are research and evidence based.

Regular observations are carried out, to ensure that they stay true to their purpose, and deliver expected results to meet the needs of the whole family to make sustainable change.

We use a 'Parents Voice' questionnaire that enables us to monitor client satisfaction rates with the services provided and ensure the best fit to the ever changing needs of the clients.

## We know that what we do works.



# WHAT DIFFERENCE DID WE MAKE?

# 138

**During 2024, 138 clients completed their journey with Brighter Futures**

# 94%

**of clients reported an increased level of wellbeing**

# 125

**We welcomed 125 new families and worked with an average of between 130 to 150 families every week.**

# 1482

**Crèche spaces were used in 2024. The crèche enables parents and caregivers to attend the charity's courses while their children play and learn with our crèche team.**

# WHAT DIFFERENCE DID WE MAKE?



## Our Growing Together group:

This group focuses on three critical aspects of child development:

- 1 Improving family relationships
- 2 Improved communication & language skills
- 3 Improving physical development

This project supports children develop these essential skills. The Growing Together (GT) programme focuses on developing healthy, positive relationships and child development.

## How did our families do throughout the year?

- 1 **75%** Experienced significant progress in family relationships  
**16%** Have started to experience progress.  
**9%** Are yet to experience progress
- 2 **61%** Experienced significant progress in communication & language.  
**30%** Have started to experience progress.  
**9%** Are yet to experience progress
- 3 **76%** Experienced significant progress in physical development.  
**17%** Have started to experience progress.  
**7%** Are yet to experience progress

# FAMILY STORIES.

## What our clients say about us

We sent a question to some former clients, asking 'What difference has Brighter Futures made to your life?' These families have remained in touch over the years after being discharged from Brighter Futures. This is the same for every coordinator who holds a client base in Brighter Futures. It is a privilege to work alongside these families, and this feedback below came back immediately from all six families, as they want to help us to continue our work.

This is evidence that we do not work with 150 families per week – but many more, as our clients will contact us for support for many years after being discharged.

The relationship is not for 2 – 3 years....it can be for many years more.

**EVIDENCE** is not always **STATS** – it is found in the voices of Brighter Futures families.

### Discharged 7 yrs ago

I was a client of Brighter Futures since the birth of my son in 2015.

The team supported me incredibly. I was struggling financially and they would provide vouchers when they could or help with items from their pantry.

Not only was there practical help, there was also a lot of support. I went through a very difficult period in 2017 and I don't think I would have got through it if I hadn't received the help and support from the charity. I was shown compassion and understanding.

My son enjoyed the play groups there and I also took part in the courses that they had on offer. Seeing that other parents were going through similar issues.

not just to me but many families and I really think that **The charity really is a lifesaver** they deserve to have our help so that other families can receive the same.

If it wasn't for Brighter futures, some families wouldn't be together now, one included.

### Discharged 5 yrs ago

How did Brighter Futures change my life?

It didn't change my life it Saved my life!

You allowed me to be a mother, allowed me to find a job first time applying and thriving at the job so much so that I won the customer service excellence award for Government of Jersey voted by the public.

I have since followed my passion for fitness and am now a Personal Trainer in full time employment at the gym and thriving at that also (humbling 🙏 of course).

From not wanting to live and just surviving to thriving and loving life.

### Discharged 4 yrs ago

If it wasn't for Brighter Futures people our kids wouldn't have the life that we have now.

**You showed us courage and never give up on us, and you never gave up on me.**

It's a great place to go and I would recommend it to anyone struggling for support, because when you're there you don't feel as struggled, it's like a weight off your shoulders. You don't judge and you are like family.



# **BRIGHTER FUTURES LUNCH & LEARN.**

## What's it all about?

Every year, Brighter Futures works with businesses and organisations to align their CSR objectives with its essential work.

**One of the ways businesses can find out more about the charity and our programmes is by inviting its team in for a lively 'Lunch and Learn' session.**

Charity representatives visit places of work when employees are on their lunch breaks and hold an interactive quiz about what the organisation does and how it functions within Jersey. These sessions, which take around 40 to 50 minutes, are delivered to many industries and workforces and are particularly helpful when seeking support or community partners who can demonstrate an alignment between the values of their organisation and those the charity and programmes support.

Input is minimal from the companies themselves and all they need to do is provide lunch for their staff and Brighter Futures colleagues who rock up and present.

Usually, the quiz is presented via a PowerPoint presentation and the use of the Slido app, enabling an interactive session where questions are open for discussion and the answers provided along the way give essential knowledge about our work.

The quiz goes through the common myths about Brighter Futures and how it's not just for children but for families as well. Its aim is to get people more in tune with what the charity is and does.

**To find out more or to book a lunch and learn event at your premises, please contact our Fundraising team on:**  
**[fundraising@brighterfutures.org.je](mailto:fundraising@brighterfutures.org.je)**

# A MESSAGE FROM OUR CHAIR.

Martin Fricker

After the challenges of the COVID years and then the difficulties as families readjusted to “normal” life, 2024 has been a much more stable year. We have supported 150 families at any one time which we feel, with the staff and financial resources we have, to be the optimum number to ensure we offer the level of service that families need to help transform their family life. This number has not resulted in significant or long waiting lists.

The Board completed its strategic review in January 2024 and has worked throughout the year to implement the action points that arose from it.

As well as more formal programmes, we have also offered a range of other support initiatives during 2024 including Mindfulness, Yoga, a Summer Breakfast Club to ensure our clients and children received food and play to start the day, Kairos Arts, Baby Walking Group, external trips to various wonderful sites in the Island and a gardening group at the RJAHS to name but a few.



# OUR CHAIR, CONTINUED.

Martin Fricker

Our perinatal programme has now been in place for over a year, and we have been supporting up to 20 families at any one time. It is proving very effective to work with the family before a baby is born and then continue working with them as the baby grows. This programme which we have long wanted to offer ensures full support for families during the crucial 1001 days.

Our events have contributed to the £1.1m we need to raise each year to run Brighter Futures. We are eternally grateful to those who organise and support these events in addition to those organised by the Brighter Futures fundraising team.

We continue to be indebted to the many individuals, companies, Charitable Trusts and Foundations that support us with donations of both money and services. Without their ongoing and generous support, we would struggle to deliver the comprehensive range of programmes and support that we do.

We are also grateful to the Government of Jersey who, recognising the importance of what we do, awarded us a significant one-off grant towards the end of the year.

In closing, I would like to thank the Board for their time and support and all the wonderful staff at Brighter Futures, who work tirelessly for too little reward to help families in Jersey. They are a truly remarkable, selfless group of individuals who have continuously demonstrated their commitment to supporting others who need help. Brighter Futures, our clients and the Island of Jersey are indebted to them.

# TREASURER'S REPORT.

Ashley Frazier

We have been fortunate to receive a number of sizeable donations from Trusts and Foundations during the year, alongside the funding we received from the Government of Jersey early in 2024.

Whilst trusts and grants continues to be the largest contributor of funds at 40% for 2024, the percentage is down slightly on the 2023 amount of 43%.

Our regular Standing Orders decreased during the year, which is a reflection of individuals having to be more careful with their money. However, with some large donations from the Community, the percentage has increased from 2% to 7% between 2023 and 2024.

As well as our usual events including the Gladwell & Patterson Ladies Lunch (which raised more than £100,000), White Collar Darts and Ruth's Walk, and we held our second 6-a-side football tournament, generating £11k of income.



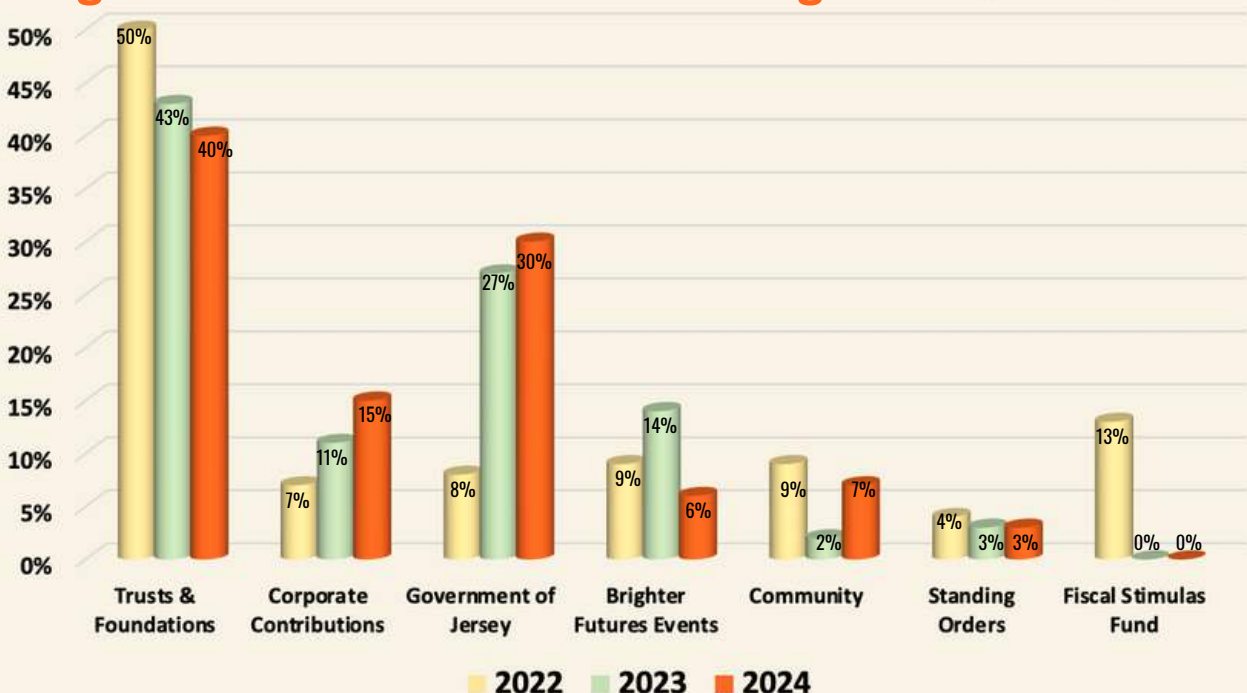
# TREASURER'S REPORT, CONTINUED.

During 2024, we introduced a pension scheme for our incredible team, which is a much-needed benefit for all of the hard work they are doing.

Our team continue to develop their skills, and have attended a number of Training sessions during the year including with Kairos Arts, SPELL, Heart Math and Management & Leadership Training.

The Communicare hub opened in September 2024, and it will be exciting to see our new site helping more families “out West”. This is a project we have been working towards for some time and, with only 9% of families who are supported by Brighter Futures being from this part of the island, we hope the new site will enable more families to access our services.

## Brighter Futures Sources of Funding 2022 / 2023 / 2024



# A THANK YOU FROM OUR CHIEF EXECUTIVE OFFICER.

Fiona Brennan

## Brighter Futures has achieved a milestone!

After some years of searching for a venue “out West” to create a further hub for family support, we were able to make our wish come true by taking space at Communicare, St. Brelade, in September. The hub is being well used by families and has enabled us to meet those who struggle to get to us at The Bridge.

However, the Bridge remains at the heart of our operations, and what a busy year it has been! Our team continues to support more than 150 families per week, underlining the essential work we do to help the families who need us with free courses and Coordinator support, underpinned by our crèche. Whatever the length of their journey with us, Brighter Futures will support families and the main carer.



# CHIEF EXECUTIVE OFFICER, CONTINUED.

I remain in continued discussions with politicians who understand how much our lifeline support means to families, and we were fortunate to receive one-off funding from CYPES during 2024 that went some way towards our £1.1 million per annum running costs. It will cost us £7,000 to support one family during 2025, an increase of 6% from 2024.

Our supporters come in all forms. We are hugely grateful to our Patrons, Ambassadors, Volunteers, Board members, donors, and our amazing team. You champion us in the community, give your time and help us to facilitate events that increase knowledge of our work.

## This year's event highlights included:



**White Collar Darts 2024**



**Football for Futures 2024**



**Gladwell & Patterson Ladies Lunch at Gouray Lodge.**

# BRIGHTER FUTURES AND OUR HUBS.

Did you know?

Brighter Futures offers our services to everybody in Jersey, but we have found that the number of people accessing our services from both East & West could be much higher, so by bringing our services closer to their homes, our reach will increase.

We've got two external hubs: one in the East of the island at Georgetown Methodist Church and another at our new hub at Communicare in the West of the island.

It can be quite a challenge to get to St Helier if you haven't got transport - if you have a child with you, it can be a challenge even taking the bus. If you drive, then you have to consider things like petrol use and, with the cost-of-living still being an issue for many, you've got to watch the costs.

## What do we offer?

In both hubs, families can access our **Growing Together group**, which is an interactive learning group focused on three key areas:

Personal/social and emotional development, language and social communication skills, and physical development.

It's a fun, interactive environment for parents/ carers and their children featuring various activities such as water, sand, messy play and music.

Like all of our groups, Growing Together is free of charge, so any family referred to Brighter Futures can attend, if appropriate.

## Thank you to our main hub sponsors:

### East

ROY OVERLAND CHARITABLE TRUST



### West

WITH FUNDS FROM DORMANT BANK ACCOUNTS



Jersey  
Community  
Foundation



**£7,000**

It currently costs £7,000  
to support a family  
for a whole year.

Our estimated overall running  
costs in 2025 are

**More than**  
**£1,000,000.00**



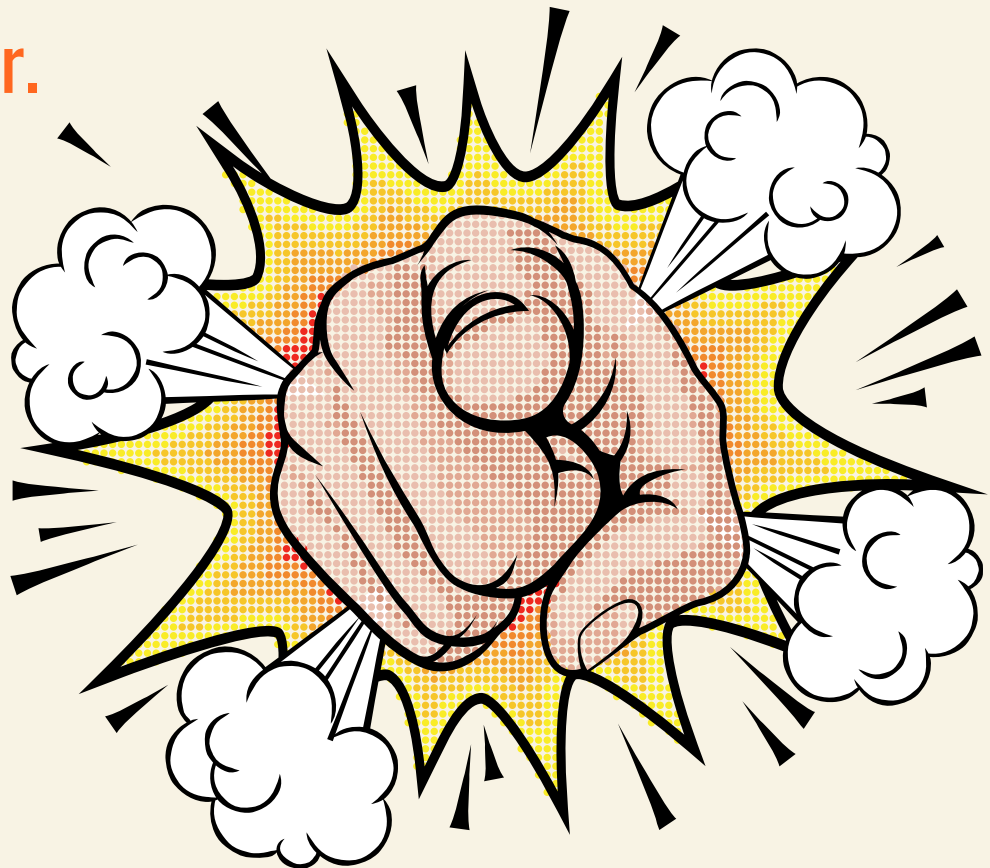
## Did you know.....

that by making **regular payments** of £5, £10 or £15 per month to us will help support even more families in Jersey.

## Your donation really could be life changing.

Events are great but you never know exactly how much they will bring in, whereas regular donations, of any amount, really help us plan. And the more we can plan, the more we can support families in Jersey.

You could be the difference a family is waiting for.





# BECOME A REGULAR SUPPORTER.

Either fill out the below form or simply scan the QR Code and complete the secure on-line booking form.



Please fill in the whole form including official use box using a ball point pen and send it to:

**Brighter Futures Ltd**

The Bridge  
Le Gyt Road  
St Saviour  
Jersey  
JE2 7NT

Name(s) of Account Holder(s)

Bank / Building Society Account Number

Branch Sort Code

Name and full postal address of your Bank or Building Society

Reference



## Instruction to your Bank or Building Society to pay by Direct Debit

Service User Number

FOR Brighter Futures Ltd OFFICIAL USE ONLY This is not part of the instruction to your Bank or Building Society **IMPORTANT** - Please complete these details:

Account Holder(s) Name & Address

Name:		
Contact name	First:	Last:
Address:		
Town:	Postcode:	
Email Address:		

### Instruction to your Bank or Building Society

Please pay PSL re Brighter Futures Ltd Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with PSL re Brighter Futures Ltd and, if so, details will be passed electronically to my Bank / Building Society.

Signature(s)

Date:

Banks and Building Societies may not accept Direct Debit Instructions for some types of account.

This Guarantee should be detached and retained by the payer.

## The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit PSL re Brighter Futures Ltd will notify you 3 working days in advance of your account being debited or as otherwise agreed. If you request PSL re Brighter Futures Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by PSL re Brighter Futures Ltd or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society.
  - If you receive a refund you are not entitled to, you must pay it back when PSL re Brighter Futures Ltd asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.



# Brighter Futures

## Patrons:

The Bailiff of Jersey, Sir Timothy Le Cocq  
Dr Karen Kyd



THE BRIDGE | LE GEYT ROAD | ST SAVIOUR | JERSEY  
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[www.brighterfutures.org.je](http://www.brighterfutures.org.je)

Tel: 01534 449487

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