



**Beacon
Family
Services**

CIC Social Impact Report 2023



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Message from our CEO



Welcome to Beacon Family Services' Social Impact Report for 2023.

The last year has been characterised by regular reports about the crisis in children's mental health. I am concerned about this crisis because children are our future leaders, parents and workers. My hope is that they will better address some of the challenges my generation is struggling with. To do so we will need our children to be determined, free thinking and creative as well as kind, connected and resourceful.

In this report we will share stories of how supporting parents makes a difference to children and their wellbeing. We hope commissioners and leaders reading this, especially leaders in education, will feel hopeful that the social contract between schools and parents can be rebuilt if we work relationally.

To bridge the gap between need and access, Beacon Family Services are committed to innovation and sustainability. By continuously evolving our approach and adapting to the changing landscape of mental health, we're not just addressing the needs of today, but also laying the groundwork for a more connected tomorrow.

"The parent- child connection is the most powerful mental health intervention known to man kind."

Bessel Van Der Kolk

Worryingly, the Children's Commissioner estimates up to a quarter of all primary and secondary aged children miss out on learning on account of poor mental health. That is, potentially, 1 in 4 children, or more than 10 children in every class. While there is no definitive number being placed on how many children aren't attending school regularly, we know numbers have been rising.

I don't like the term 'persistent absenteeism' because it blames children and parents. Nor do I like the term 'emotionally based school avoidance' as it neutralises the issue. Children are too anxious to attend school and teachers are leaving the profession at the highest level ever. These are signs that the system is not working. It should be a huge alarm bell for all of us that children, and teachers, are feeling very unsafe at school.

50% of lifelong mental health needs are established by the age of 14. *

At Beacon Family Services, we understand the profound and positive impact of healthy parent-child and teacher-child relationships on mental health outcomes. That is why we are dedicated to supporting relationships as an early and preventative approach to addressing childhood anxiety. We know this approach is not only effective, but also sustainable in the long term.

As you explore our report, we invite you to join us in our mission to build strong relationships between parents, carers, teachers and children to help them feel safe and secure. It is through a network of supportive relationships that we will help more children to thrive.

Warmly,

Charlotte

Charlotte Jenkins

CEO and Founder of Beacon Family Services CIC

* Kessler RC, Berglund P, Demler O, Jin R, Merikangas KR, Walters EE. (2005). Lifetime Prevalence and Age-of-Onset Distributions of DSM-IV Disorders in the National Comorbidity Survey Replication. Archives of General Psychiatry, 62 (6) pp. 593-602. doi:10.1001/archpsyc.62.6.593

Perspectives from the Board of Beacon Family Services

In our mission to champion children's mental health, Beacon Family Services draws strength from the diverse expertise and insights of our board members, each offering unique perspectives that shape our path forward.



Sarah McAuley, serving as a Parent Representative, shares her firsthand experience with Beacon Family Services' transformative impact on her children. Sarah emphasises the role of play in developing confidence and managing emotional challenges, citing personal success with the play-based strategies our therapy taught her family. These techniques have helped prevent emotional escalations, reducing stress for both children and parents.



Jim Barton, Executive Director of Change at His Majesty's Prison and Probation Service, underscores Beacon Family Services essential role in bridging service gaps within the community. With a background in managing complex operations, Jim highlights the success of Project Salam as a beacon of our commitment to social change. This initiative exemplifies how our evidence-based interventions foster significant community and individual improvements in Birmingham and beyond, especially for families overlooked by statutory services.



Katrina Jamieson, Chief Financial Officer of Center Parcs, brings a strategic financial perspective, praising Beacon Family Services rapid growth and effectiveness, validated by substantial governmental grants and heartfelt family testimonials. Katrina stresses the importance of addressing long-term impacts of the pandemic on children's mental health and the integration challenges faced by children from conflict-ridden regions. She advocates for a focused recovery of pandemic-induced damages and enhanced support for immigrant children, aligning with Beacon Family Services ongoing initiatives.

As we move forward, our board's collective vision is keenly focused on leveraging both traditional and innovative approaches to enrich our services. They urge continued expansion of services that foster face-to-face engagements, which are crucial for holistic development and emotional well-being.

Our board's collective vision reinforces our commitment to addressing underserved needs and fostering resilience in children and families. Their insights not only guide our strategic direction but also resonate with our community's aspirations, ensuring that our initiatives remain both responsive and impactful.

In conclusion, the board's unified message is clear: sustain and amplify the efforts that have proven so effective. Under great leadership, and with the dedication of skilled staff, Beacon Family Services is poised to continue making significant strides in promoting mental health and emotional well-being among children, particularly those facing the greatest challenges.

Our Purpose

Beacon Family Services CIC is committed to improving mental health and wellbeing for children and families.

Globally, children's mental health is at a crisis point. According to the Global Mind Project report published in March 2024, the UK ranks the lowest of 71 countries for mental health. According to the Children's Commissioners report also released in March 2024, 1 in 5 children and young people in the UK aged 8-25 suffer with a probable mental health disorder. The report also suggested that of those children referred to Children's and Young People's Mental Health Services (CAMHS), only 32% receive support.

Over-stretched and underfunded, the demand for children's mental health services in the UK continues to outstrip the availability of support from the NHS.



“We need fresh, long-term thinking when it comes to children’s mental and emotional health and wellbeing. Much of this work must be done upstream, creating an environment and a world – both online and offline – where children grow up feeling happy, safe and supported. This means every child feels loved and nurtured, lives free from poverty, and is able to focus on learning. With enough focus on prevention, children should never come close to crisis.”

Dame Rachel de Souza, Children’s Commissioner for England

Using cost-effective and innovative therapeutic approaches, Beacon Family Services CIC worked directly with parents, carers and their children to help over 1,400 children and young people in 2023 to feel safe and secure.

Through group-based therapeutic approaches, Beacon Family Services continues to bridge a much-needed gap in provision while building and strengthening the relationships between children and trusted adults. These relationships are seen as an important determinate of good, long-term mental health by experts and are a key focus of all our work.

Our Year in Review

2023 was a year of strengthening the work of the past five years. We have worked with new partners to deliver training and provide support, translated our resources for refugee families, upskilled team members, secured additional funding and increased our capacity and reach.

In 2023, Catherine Eveness, a Beacon Associate, incorporated Beacon NeuroConnect CIC to provide therapeutic support for families in Somerset and across the South West of England. In addition to the work of Beacon Services Resources, established in 2021 as Beacon Family Services research and development wing, Beacon NeuroConnect has provided increased capacity and resource for in-person support.



January

Beacon Family Services provides Theraplay® training to Spurgeon's Children's Centre staff at BCFC St Andrews' Football ground

March

Beacon Family Services launches Cards To Help You Connect (CTHYC) in Arabic to support families across the UK

May

Beacon NeuroConnect CIC is incorporated expanding Beacon Family Services' reach by providing neuro-affirming, play-based therapeutic services to families in the South West of England

June

Beacon Family Services team members, Peppy Hills and Pete Brindley, achieve their foundational Theraplay® certificates.

July

Beacon NeuroConnect begins delivering free-to-access support for families across Somerset after being awarded funding from the Open Mental Health Network

September

Beacon Family Services' National Lottery funded 'Play Attention' first year ends, supporting 500 parents and carers and 750 children to feel their family relationships and adult's understanding of their child were improved.

October

Beacon Family Services is awarded funding by the Department of Levelling Up, Housing and Communities to continue 'Project Salam' into its third year

Beacon Family Services' National Lottery funded 'Connect for Kids' Group hosts its first Duke of Edinburgh Award volunteer

November

Beacon Family Services celebrates its 5th birthday

Team member, Kate Edwards, achieves her intermediate Theraplay® certificate.

December

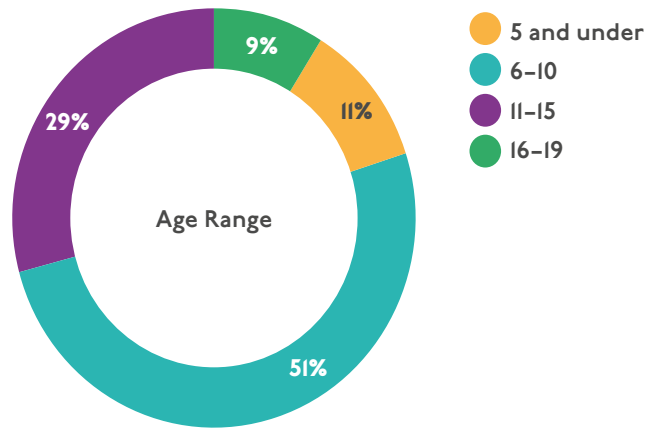
Beacon Services Resources is awarded Kickstarter funding by software developers, o2h Technology, to advance their innovative App, lumin&us™

Our Impact in 2023

In 2023, Beacon Family Services CIC worked with 195 families and delivered 468 therapy sessions. This represents an additional 4319 hours of therapy delivered to families in need which would not have been available through the NHS.

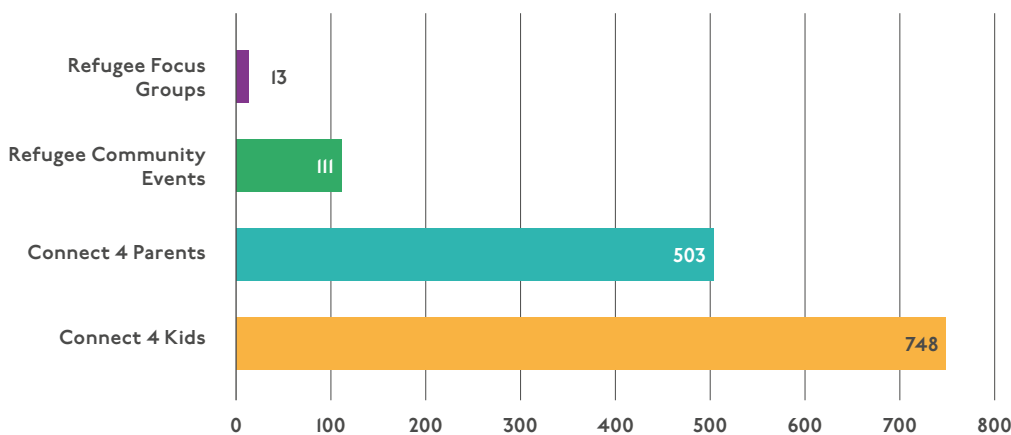


In 2023, Beacon Family Services worked with children and young adults between the ages of 1-19 years old. The majority of our work in 2023 was with primary school aged children between the ages of 6-10 years.

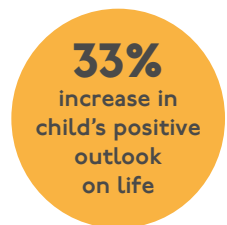
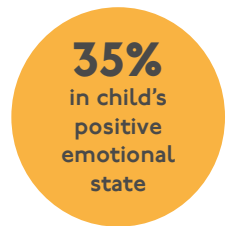


Beacon Family Services delivers a number of different programmes with thanks to generous funding. The chart below shows the amount of families attending each of our therapeutic events and workshops offers.

Number of families attending therapeutic events and workshops



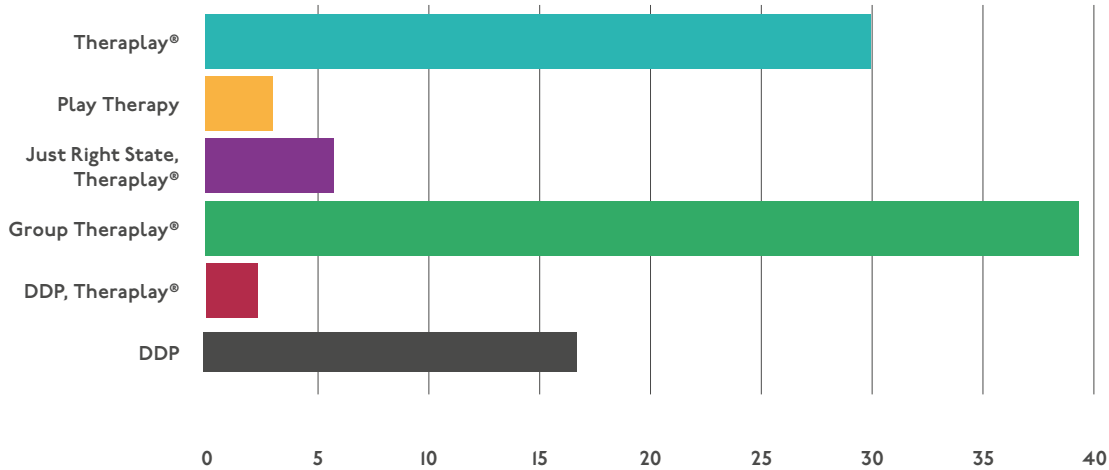
Feedback from our 'Connect for Kids' workshops using the Sterling Children's Wellbeing Scale



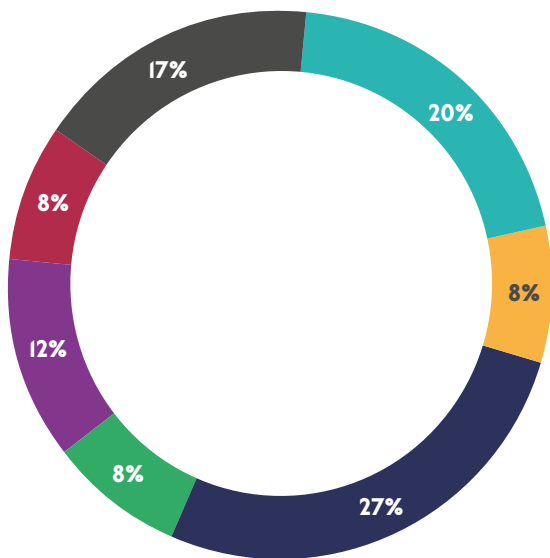
Our Impact continued...

We deliver our services in a number of ways working with individual families and also delivering group sessions. The majority of our services in 2023 were delivered through Group Theraplay®.

Types of commissioned therapy delivered to families



Understanding and improving our impact is very important to us at Beacon Family Services. We are proud of the difference we make to families. In 2023, parents and carers reported that the biggest changes had been in an improvement in their child's social/emotional health (27%), enhanced parent/child closeness (20%) and reduced parental stress (17%).



- Enhance parent/child closeness
- Improve access to professional mental health
- Improve child social/emotional health
- Increase available early help
- Increase parental self efficacy
- Reduce parent/child conflict
- Reduce parental stress

lumin&us™ downloads in 2023

593

Apple App Store downloads

2,046

Google Play downloads

2,639

Total downloads, averaging 293 downloads a month

Rated



on Apple App Store

In 2022/23, the NHS planned to spend **£12.8bn** on mental health services, which was **8.1%** of the total NHS budget and 5% of the UK's GDP. Conservatively, the financial cost of mental ill health in the UK is **£117.9bn** representing an equivalent spend of around £1,700 per person.

In addition to the impact we have with families and children, Beacon Family Services is also providing additional resource for mental health support, saving the NHS nearly **£5,000,000** in 2023 alone through clinical therapy sessions and access to our lumin&us™ App.

£5,000,000
of savings to the NHS

Case Studies

Beacon Family Services steadfast support is an anchor in the storm, guiding families to calmer shores. Hear about our impact directly from families, professionals and organisations below.

What families think about us

CASE STUDY 1

We first came to Beacon Services when we were able to access Adoption Support Fund support through our post-adoption social worker. We had a number of worries at the time about our son's difficulties with play, attachment, communication and sensory needs and really did not know where to start in order to understand what he really needed.

We met once with Charlotte at her practice but we were suddenly forced to adapt and switch to online sessions during the COVID pandemic. During these sessions we engaged in play therapy and we got to know each other. Our son responded really well to the fun play sessions and, although they were sometimes challenging for us at the time, Charlotte guided us through every step and supported us. Charlotte was able to record the sessions and review her key observations with us. Myself and my husband were also able to have Dyadic Developmental Psychotherapy (DDP) sessions in the evening which really aided us to reflect on our own parenting challenges, worries and joys.

Honestly, we don't think that we would have been able to manage without Beacon Services. As difficulties with our son and his school increased exponentially, Charlotte gave us huge swathes of support. During this incredibly stressful time, she advised us in a non-judgmental advisory capacity where she helped us to formulate our thinking around the challenges associated with advocating for our son.

Charlotte spent many hours supporting us at online or face-to-face meetings with the school. She wrote reports, liaised with other professionals on our behalf and offered free training for our son's school. It was so reassuring that she was happy to just be at the end of the phone any time we needed her. What we also appreciated was that she constantly reminded us of all the positives and the joys of being parents to our unique son.

"It's good at Charlotte's. I liked the den building and the sensory play. The lentils game was good."
Child of Family 1

The biggest change has been with us as parents. Charlotte has given us many insights into our son's world as she observes it. We learned a huge amount about attachment and our son's sensory needs that helped us to support him at home. We learned that our son was actually fine as he was and that our acceptance of his differences was the key lever for change in our family.

I'd tell families, 'Honestly, don't worry and give it a go'. You will never regret seeking help. We were so worried at

the start, but it has been a transformative experience for us as a family and we have come through the other side much stronger and happier.

CASE STUDY 2

After losing my husband – and my son's father – I began to question my parenting and faced the challenge of how to parent a young boy on my own. I also had the worry of getting things right and was wondering if I was enough for my child now.

The therapist provided me and my son with Theraplay® and worked with us for about 10 months. They introduced fun play between myself and my son and showed us how we can communicate and just enjoy each other in simple ways.

The sessions with our therapist helped me to process some of my grief alongside helping build confidence in me as a parent. I feel much more confident and able now to parent my son without as much worry as I did previously about getting things right all the time. It helped encourage me that often he just wants the closeness of me and we don't have to do lots of boisterous play for it to be meaningful to him.

I have seen changes in me as a parent and now feel more confident and comfortable in my parenting ability. I also learnt how to not worry as much about the everyday frustrations we all have as parents and how that looks to children because I don't have to get it right 100% of the time.

My son loved his sessions with our therapist, he knew the time was going to be fun and it was his special time with just mummy! He still talks now about enjoying the games we played and the snack and drink he would get before leaving.



Case Studies continued...

What professionals think about us

CASE STUDY 3

Dr Philip McAleese

Beacon Family Services' Clinical Supervisor

As Beacon Family Services' Clinical Supervisor I offer individual and team supervision. This is from my professional role as a Dyadic Developmental Psychotherapy (DDP) Consultant and Consultant Clinical Psychologist with experience of supporting children, young people and families within NHS and private settings.

The major focus of my work has been to support children and young people who have experiences of separation, trauma and loss and the majority live with their families through foster care or adoption and in residential or secure settings.

My main focus is supporting Beacon Family Services' therapists to hold in mind PACE-ful and intersubjective connection with those who they support, working to develop safety, connection and exploring when there are themes, pulls and issues which stand in the way of this.

Through these relationships families develop a sense that their therapist 'gets it' - they understand something of the family's experience and, in so doing, they are able to come closer to finding ways to build trust and safety for their child when this is fragile at home, in school, in friendships, in life.

What are your overall impressions of the therapy provided by our team to the families we work with?

Knowing this work in detail, it has been a delight to support the team to consider their work through a relational lens, whereby acceptance and empathy is at the core of what each member of the team offers.

I see the care which individual members of the team offer to the families they support and this care is evident throughout the service at all levels.

What evidence do you have that Beacon Family Services is having an impact with families?

I see the impact Beacon Family Services has on families when they feel increasingly resourced to manage their day to day; when the presenting needs lessen for young people, children and their families, and when resilience and confidence in parenting are the features of family life. However, a real impact also comes when parents, young people and children feel safe enough to share their worries, their fears, their challenges - then we can join relationally and work together to find ways through and deepen relational trust and connection.



"I personally have had a really good experience working with Beacon Family Services and rate them very highly as a provider. Everyone I have been in contact with has been professional and friendly and quotes and reports have always been returned quickly. One of my families has worked with one of the therapists for quite some time and I know she has been a great support to them during a really challenging time. She has formed good relationships with the parents and the two young boys (5 and 6) and has been able to support the boys in expressing their emotions and talking about what they are struggling with. The family value their sessions and have found them helpful. Things are improving slowly for the family- they are bonding together and are able to take time to reflect."

Referring Social Worker

What organisations think about us

CASE STUDY 4

Adoption Central England (ACE)

How did you first become aware of our therapy services?

Beacon Family Services is a 'known' provider with Adoption Central England on our 'approved' list of providers. They were a local provider to a family who needed some support to understand their adopted son, his needs and support their confidence in parenting.

What were your expectations or desired outcomes when engaging our services?

I hoped that the family we referred would get the support they needed to understand their adopted son, his needs and support their confidence in parenting.

How would you describe the impact of our therapy on the family you referred to us?

There is a marked difference in the parents' confidence and understanding. The parents are increasingly able to advocate for their son in a positive way and have shared that within their family home there is significantly less conflict and 'upset'.

Both parents feel that they can respond to their children in a different way, which has really strengthened and built on their relationships and connections within their family.

The impact of the work has been very beneficial and positive, with a visible reduction in 'meltdowns'. The family do genuinely feel that the work has been life-changing for them.

In what ways do you believe our therapy approach differs from other methods or services available to these families?

The work has been both group work accessing the 'Just Right State' programme and individual Theraplay(r), offering the family time and opportunities to connect with others and hear the experiences of others as well as having space for the own individual experiences to be considered.

The work has very much been at the pace of the child and family and has really been flexible to support the family as they have faced other challenges over the time of the work. This has been valued greatly.



Are there any particular aspects of our approach that you found particularly beneficial or noteworthy?

The therapist's understanding, experience and support to the family has been amazing. Beacon Family Services have been able to support the family and young person in a very child-centred way.

Throughout, the support has really been shared in a kind, gentle and very down-to-earth person-to-person way which feels really lovely to see.

How do you perceive the value added to families by lumin&us™ resources and our blog?

I feel these do support families to look back, think back and connect.

Is there anything else you would like to share about working with Beacon Family Services?

Thank you to Beacon Family Services for your support, responsiveness, and commitment to the families you are supporting.

Spotlight on Staff

With our focus on building and supporting relationships our staff are our greatest asset. This year our team has continued to grow and develop their professional skills so we can offer evidence based support that works.

Peppy Hills

Project Lead for Project Salam



Peppy embodies the passion and dedication that defines our team. With a rich background in creativity, dance, and play therapy, Peppy has been instrumental in supporting the relational well-being of refugee families since September 2021. Her approach, deeply rooted in cultural sensitivity and personal connection, ensures tailored support that resonates with each family's unique needs.

One of Peppy's most cherished moments was a community event where a Syrian mother expressed her gratitude for the safe and welcoming space provided for her children. This moment highlights the profound personal impact of our work, demonstrating the trust and safety that our programs foster among the families we support.

Beacon Family Services is committed to the professional development and all round well-being of its staff. Peppy values the comprehensive supervision and the continuous learning opportunities available, which allow her to refine her skills and deepen her practice.

"It's the equivalent of a greenhouse for supportive reflected thinking, professional and personal growth and a lovely warm space to work in".

This approach ensures our staff thrive and enhances their ability to make meaningful social impact. Through leaders like Peppy and initiatives like Project Salam, we continue to prove ourselves as an exciting workplace, deeply invested in the well-being of its employees and the communities we support.

Kate Edwards

Associate Theraplay® Practitioner (Intermediate)



With a BSC in Social Policy, a Diploma in Social Work, Level I DDP training. In 2023, Beacon Family Services provided funding which allowed Kate to achieve her intermediate Theraplay® practicum.

Kate is highly-esteemed and much valued member of the team. Her empathetic approach helps to create a sense of safety and trust for families, enabling them to fully engage in the Theraplay® approach.

In 2023, Beacon Family Services supported Kate's work by providing clinical supervision with a Theraplay® practitioner, group supervision with a Clinical Psychologist and the time, space and reflection which is essential to delivering good practice. Kate is proud to support the work of Beacon Family Services and feels that it provides a valuable service to the families she works with.

Laila Mourad

Family Support and Project Worker



Laila holds a BA (Hons) in Youth, Community and Families. She is passionate about supporting families and strengthening their family bonds, reaching child/parent out in their own comfortable zone, create a joyful environment for them by play and organising family community events.

Resettled in the UK from Syria, Laila feels that her role within Beacon Family Services has offered her a stable salary and a type of financial freedom that has helped her to be independent in supporting herself and her children. She values the team and the support they offer.

In 2023, Beacon Family Services invested in Laila with training in Safeguarding Awareness, Childhood Challenging Violent and Aggressive Behaviours, Theraplay® Group Training, Excel Training, Sensory Processing and Understanding Anger.

Speaking three languages, Laila can connect easily with different people from different cultures and is a real asset to the Beacon Family Services team.

Extending Our Reach

Project Salam

مشروع السلام
Project Salam

Over the past two and a half years at Beacon Family Services we have transformed our approach to supporting Arabic-speaking refugee families through Project Salam. Initially, we anticipated that interpreters would be our primary tool for ensuring clear, culturally sensitive communication and creating safety during Theraplay sessions.

The presence of Arabic-speaking interpreters and translated documents was met with visible signs of comfort and gratitude among parents. This enhanced communication and emotional connection.

One parent shared, “At first, I was unsure about having two people in the session, but the calm and respectful demeanor of the interpreter made a big difference. It made me feel comfortable and more relaxed.” Another noted, “The way you handle our sessions makes me feel good; I can be open with you. You are approachable and respectful.”

As we got to know more and more families we realised there was a gap in accessible culturally and linguistically appropriate resources for Arabic-speaking refugee families. Families were facing substantial barriers to accessing mental health services due to the lack of resources in their language.

By translating essential documents, therapeutic tools, and creating visually and culturally representative materials, we have made significant strides in making our services more accessible and relatable.

During 2023, in partnership with Birmingham City Council’s Resttlement Team, we distributed 100 packs of our ‘Cards To Help You Connect’ translated into Arabic. Our You Tube videos about Neurodivergence, uploaded in December 2023, had 250 views in the first month.

This uptake is a clear indication of the previously unmet need for accessible mental health resources within this community. Our approach is already reducing the stigma associated with discussing mental health and emotional wellbeing. Families can explore these topics privately and at their own pace, which is crucial in communities where mental health may be a sensitive subject.

The ability for parents to access these resources when needed empowers them to take proactive steps in managing their family’s mental health in a way that respects their autonomy and cultural values.

At a Project Salam focus group one parent explained, “It’s perfect, I can depend on myself. You are the leader, not your children translating for you.”



As a result of these initiatives, more refugee families are engaging in therapy and participating in our programs, leading to better mental health outcomes and enhanced family dynamics. Our commitment to cultural sensitivity and accessibility is not just about providing services but also about creating spaces where families feel seen, understood, and supported.

The use of our translated cards extends beyond individual sessions to broader community impacts. After learning about our project online, a Salvation Army social worker used our resources with a Sudanese refugee family in Belfast, helping the mother in reconnecting with her child and ultimately regaining full parental responsibility.

“The cards reignite the fun of being with your child and it’s the simplicity of them, no fancy theory to understand first just clear and simple directions with minimal props or resources needed. The games are so accessible and tangible, so easy and there’s no sense of the parent being assessed just supported to connect and enjoy their child.”

Through Project Salam, Beacon Family Services continues to lead by example in the sector, demonstrating the effectiveness of culturally aware practices and the importance of communication in fostering healthy communities. This effort not only supports our mission to aid in the resettlement process but also ensures that every family has the tools they need to thrive in their new environment.

Resources can be found on our website [here](#) or by contacting us [here](#).



Extending Our Reach continued...



Beacon NeuroConnect

Support for families in the South West of England

In September 2023 we launched Beacon NeuroConnect CIC, based in Somerset, to support families and those affected by developmental trauma with a specific focus on neurodivergence.

Navigating the complexities of raising a neurodivergent child can be an overwhelming journey for parents. The challenges extend beyond the child's unique needs to encompass emotional, social, and educational hurdles that can often leave parents feeling isolated, misunderstood, and unsupported.

Traditional support systems may not always cater to the needs of neurodivergent families, leaving a significant gap in accessible, effective support. Parents told us they are looking for a community that understands and helps them building resilient family relationships.

The Beacon NeuroConnect team, led by Catherine Eveness, understand the intricacies of parenting a neurodivergent child because they've been there. They offer more than just advice; they provide a safe, empathetic, and informed community where parents can feel understood, supported, and empowered.

In their first few months Beacon NeuroConnect provided 189 hours of support to 36 families, spanning various age groups, benefitting parents, siblings, friends, and other family members.

Many families find it easier to engage in online or telephone support rather than in-person groups. The feedback from families has been overwhelmingly positive. Families have expressed gratitude for the support, highlighting the importance of understanding, acceptance, and practical help in navigating the challenges of neurodivergence.

As we look to the future, we remain dedicated to supporting neurodivergent families and fostering a community where everyone feels understood, accepted, and valued.

We'd love to share more of our impactful work with you.

If you'd like to learn more, talk to us or support our initiatives, please get in touch with us at:

neuroconnect@beaconservices.org.uk
01460 200277



Developing lumin&us™



To increase our reach and help as many children and families as possible, Beacon Family Services is harnessing the power of technology and investing in innovation. lumin&us™ has enabled Beacon Family Services to break down barriers to access and ensure support is available to those who need it, when they need it most.

“The Luminus app is a wonderful way of translating and communicating ideas that support connection and relationships in families. The app really captures the spirit of fun and creativity which can be so hard to hold onto when trauma has impacted children and their relationships. Because the app is designed to support the adult user to both tune into themselves and to discover play-based ideas to support their child, having all this as resource that is close to hand and so accessible when needed is perfect. When families feel at a loss to know what to do for the best, I can well imagine them dipping into the app and finding some helpful ideas to build on - which could help some families hold onto hope.”

Clinical Psychologist Dr Billy Smythe

In response to additional demand for our relationally-focused we have continued to develop and improve their innovative, therapeutic resources in 2023. Through these resources, Beacon Family Services has increased capacity, reduced per person cost and provided support to more families and schools at an early and preventative stage.

This economical, innovative response to increased demand remains freely accessible to all and has seen a remarkable increase in users since it's launch.



Accounts and Funders

As a Community Interest Company (CIC), we remain committed to improving the lives of children and families, as well as the organisations supporting them. Our therapeutic interventions continue to foster attachment relationships, particularly in instances where a child’s mental health or experiences of trauma have impacted these crucial bonds.

In terms of financial sustainability, Beacon Family Services has continued to grow each year since its incorporation in 2018. Through strategic diversification of income streams, including grants, trading initiatives such as Regional Adoption Agencies and school partnerships and the innovative use of resources like Cards to Help You Connect, we continue to thrive.

In the fiscal year under review, we have witnessed continued growth in revenue. This has allowed us to invest in our IT infrastructure improving engagement with families and commissioners as well at the working environment for staff.

Grants play a significant role in funding our operations, alongside sales, primarily driven by the Adoption Support Fund. This transition reflects our agility in responding to evolving funding landscapes and underscores our commitment to financial sustainability.

Income Statement	1/11/21–31/10/2022	1/11/22–31/10/2023
Revenue	£141,507	£227,105
Income from commissioned therapy and school support	£93,371	£115,312
Grant income	£48,136	£111,793
Running Costs	£134,493	£184,480
Surplus	£7,014	£42,625



We continue to require additional grant funding to ensure equitable access to our services for all families, especially those with limited resources unable to access limited NHS resources. We are particularly grateful to funders:

- ◆ The National Lottery
- ◆ Innovate UK
- ◆ Heart Of England Community Foundation
- ◆ Birmingham City Council
- ◆ Open Mental Health Network
- ◆ Social Enterprise Support Fund
- ◆ Clarion Futures

Our collaboration with local organisations through initiatives like the Early Help partnership reinforces our collective efforts in meeting the diverse needs of our community.

Moreover, we remain dedicated to nurturing our team of therapists through ongoing training and development initiatives. This year, we supported three of our therapists in furthering their expertise through participation in the Theraplay® practicum, reinforcing our commitment to excellence in therapeutic practice. We are continuing to evolve our comprehensive supervision and professional development package for existing staff.

Moving forward due to our surplus we have been able to improve staff benefits including increasing our pension contribution to up to 8%. This supports us to retain the staff we invest in so they can offer long term relational support to families. We are also able to grow our team of therapists and key business support.

As we look to the future, we are confident in our ability to build upon our achievements, forge new partnerships, and continue making a meaningful impact in the lives of children and families across Birmingham and beyond.



Beacon Family Services

At Beacon Family Services our mission is to provide parents/carers, professional colleagues, organisations and schools with the support they need to build relationships that help children feel safe and thrive.

Demand for our services continues to grow and we know that those families using our support want to continue using it and recommend us to others.

We will be growing our impact through:

- ◆ Continuing to support families in need of therapeutic support
- ◆ Providing workshops for parents and professionals can exploring their children's needs and get the kind of help and support they find useful
- ◆ Providing Connect for Kids Groups where parents and children get help and support to build social and emotional connection.
- ◆ Developing the next version of our app, **lumin&us™** to we can reach more parents with helpful support sooner.

Much of our success over the past four years has been the result of working in partnership with parents, organisations and individuals who share our passion for supporting families.

We appreciate every bit of help and support we receive, and we would be grateful if you could lend your support to help us help more families.

There are a number of ways you can help.

- ◆ [Join our mailing list](#)
- ◆ Talk about our work and share it with others
- ◆ Download our lumin&us™ App
- ◆ [Read our blog](#)
- ◆ [Join our board](#)
- ◆ [Work with us](#)

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