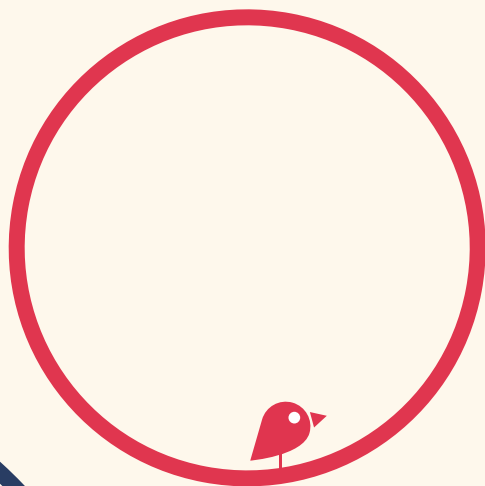
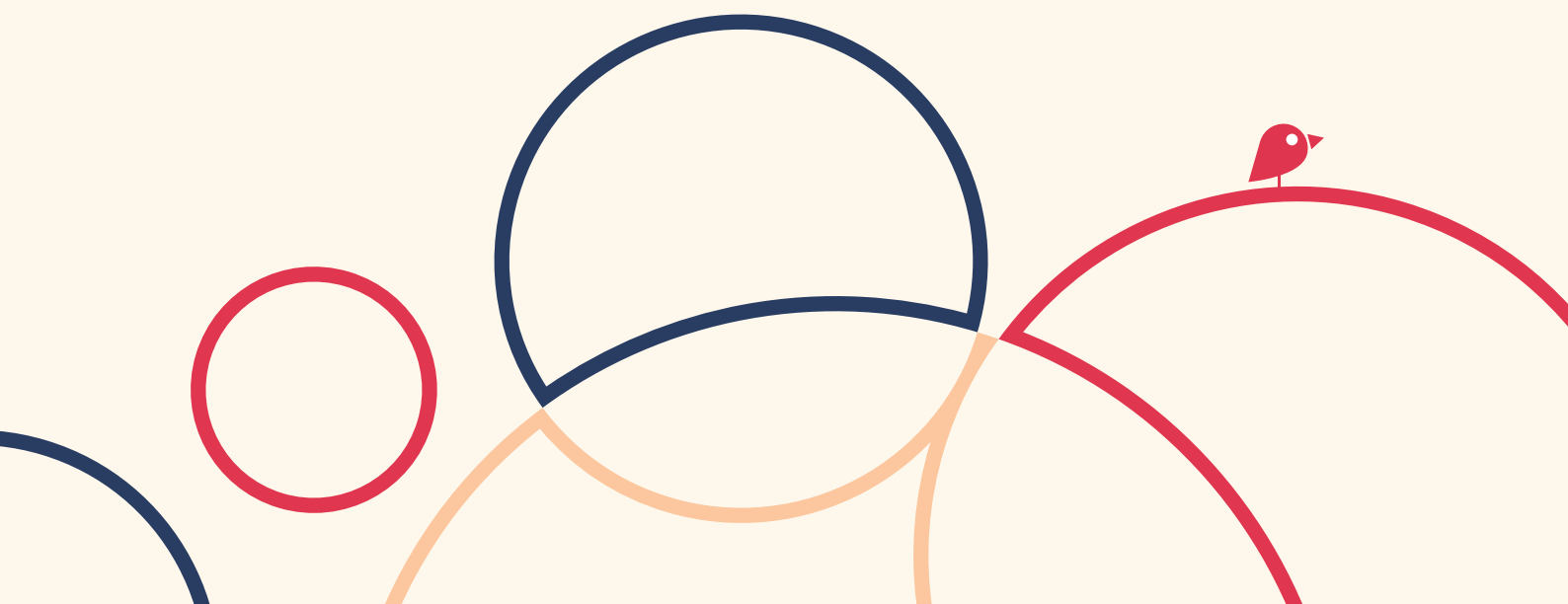


Daring to
set boundaries



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Chair's foreword

01

On behalf of all the Trustees, I am delighted to report that Southside Family Project has had another successful year. This is due to the continuing commitment and skill of our staff and volunteers who, despite increased workloads, uncertainty around funding and personal challenges associated with Covid 19, have often 'gone that extra mile' to continue delivering a high-quality service to families across Bath and North East Somerset affected by trauma and abuse.

Our achievements include:

Successful funding applications, for example for the Family Support and Play Service commission and for Independent Domestic Abuse Advisors, including a new role of Older Persons' IDVA.

Maintaining engagement with our clients during different phases of the Covid 19 pandemic by using a variety of approaches and transitional arrangements.

Implementing a bespoke Outcomes Framework developed from our Theory of Change.

Continuing to offer food support to local families through the Southside Pantry.

Introducing after-school Family Food and Play Hub Groups offering play activities, family support and the provision of a sit-down, cooked meal.

Designing, developing and piloting a lived experience Peer Mentoring Scheme.

Expanding Southside's Volunteer Training Programme.

Ongoing training for Trustees, staff and volunteers.

Establishing Southside Development Board, an initiative aimed at raising Southside's profile and sourcing new income streams.

We are very aware that our important work would not be possible without the support and generosity of all our funders, and we are truly grateful to them for enabling us to maintain, expand and strengthen our services to those living locally in difficult circumstances.

Jill Oldham
Chair of Trustees



Message from our CEO

The 'Loving Boot'...

02



If you haven't at some point in your life felt hurt, angry or bewildered by someone's demands or behaviour or felt that you are being used, judged or unfairly criticised, then I would suggest you are living underground and possibly not human...

How can we stop these hurtful attitudes affecting us? How are we able to stay open to others and manage to protect ourselves, particularly when our self-confidence and self-esteem is making a shaky climb upwards and could plummet in seconds?

I would agree with the researcher Brené Brown that the key is to set boundaries for ourselves with people, or more simply put, to know what is acceptable and what is NOT acceptable, what we will accept and what we will not accept from others. She says that the most shocking part of her research into boundaries was finding that the people who were clear on boundary setting were also the most compassionate and loving people.

One of the hardest challenges we've faced at Southside with our Building Bridges group (comprising family members who have had significant involvement with Social Care and now training to be advocates for other families) is how members set boundaries, how they 'should' respond to people's negativity and difficult behaviour, not give in and let them get away with it or become hostile and angry as a defence, their old, learned behaviour.

As Brené has said: "It's a discovery that surprises a lot of us when we realise that sometimes the most loving thing you can do is to let someone

Message from our CEO

02

know when they are out of line; to have the vulnerability and courage to confront them and let them know where they stand with you. It's not easy, but it's very healthy, for you and for them."

With this perspective comes compassion and understanding. We respect and care enough about ourselves not to become somebody's doormat; we also understand that most of the time people don't do and say 'bad' things on purpose.

Very often there are things happening in other people's lives that we don't realise or know about, and the reality is they're simply struggling under the weight of it, trying to do their best.

The reason this is so powerful for our relationships is because when we allow ourselves to get caught up in or consumed by our own anger and resentment towards someone, we deny ourselves the chance to understand other people and the situation properly; to comprehend more about what they might be going through or feeling... and then to act with compassion and empathy.

I believe that most people behave negatively towards us because they are going through something painful or challenging, not because they want to hurt us or be uncooperative or hostile. The more we can come to understand this, the better our relationships will be, and the more they will trust and respect us. Often what might feel like an attack or insult from someone is really a hidden call for help, understanding and compassion.

At Southside, we have developed a culture and approach that combines a high level of support and a high level of challenge with our service

users and our staff and volunteers. We believe that support without challenge can lead to enmeshment and dependency. One worker told me: "The more trust there is, the more challenge you can do. I call it the 'loving boot.' Why would we want to stop our service users from finding purpose and fulfilment in their lives? That's what Southside gave me."

I am proud that our staff and volunteers are leading the way in setting compassionate boundaries with the people they support, their colleagues and themselves. They care enough to have high expectations of the individuals and families they support. It takes a lot of courage to have highly charged, difficult conversations and put very sensitive 'concerns' into words over and over again.

Penny McKissock, CEO



**"Daring to set
boundaries is about
having the courage
to love ourselves,
even when we risk
disappointing others."**

Brené Brown

Boundaries

“Boundaries are not fake walls, they’re not separation, they are respect...”

Brené Brown

Boundaries, the mere topic leaves me bewildered and a little bemused.

A person with strong boundaries, are they empowered or constrained and confused.

There are so many boundaries for us to consider, they may leave a people pleaser to shudder.

As children we are told to conform, “do as we say,” you often hear adult’s mutter.

Yet still I question, what are boundaries? What is their purpose?

Boundaries are complicated and for many of us, they can feel arduous.

Yet boundaries keep us safe, an invisible wall, and a good source of protection,

Something that is important to us all, especially within our profession.

So I guess it is for us to consider ways to navigate slowly, with caution.

Hold boundaries that protect us yet continue to offer others care and compassion.

Tracey Vowles, Family Support Manager



SOUTHSIDE STORIES

CHAKRII

We have provided support for Malee and her 7-year-old son Chakrii. English is their second language. They had both experienced emotional and physical domestic abuse and mum has severe mental health difficulties. Mum really struggled to effectively parent - did not get off the sofa, did not really cook, or interact with her son, became verbally and physically abusive with her parenting. At school the Chakrii would hit other children, refuse to do any work and would not engage with adults.

From getting to know Malee, the worker observed little understanding of the trauma both her and Chakrii had been through, Malee was unable to link their experience with the difficulties they were both having. Mum has been unable to contain her feelings and experiences and her son has heard many adult conversations that made him feel very unsafe. Malee's childhood and her parents parenting in Thailand had been a very traumatic experience, but Malee did not see this as trauma.

Malee was able to acknowledge the importance of taking her medication to keep herself well and was more emotionally in tune with her son. She can now see the difference in her parenting and the positive impact on her son's behaviour, she is able to be consistent with boundaries such as her son sleeping in his own bed all night, reassuring him and making him feel safe by keeping herself well and being available to him.

Malee has also taken on board that she needs to think about what her son should and should not hear and how she needs to regulate herself. The worker observed mum demonstrating this regulation in the one-to-one play sessions with her son. Malee and Chakrii have engaged in one of Southside's Family Hubs and Malee knows how to access support from our support workers in the Family Hub if things get difficult again. Chakrii said that home is calmer now and school is "not too bad". Malee said that she feels far more confident as a mum.

SOUTHSIDE STORIES

SAM

Sam is 10 years old and is very big and strong for his age. Mum Sally is small and usually slight but is currently just over 8 months pregnant. Sally has had several violent partners and is separated from the unborn baby's dad who was also violent. Sally has said that Sam's father and his family play "mind games" with Sam, promising him the earth and not coming up with the gifts they have promised him. He constantly lets Sam down when he has agreed to meet him.

Our support worker witnessed a situation with Sam and his dad when she met the family in a local park. Dad's younger sister Sharon and her children happened to be there and Sharon asked if Sam could talk to her other sister, on the phone. It quickly became clear that it was Sam's dad on the phone. Sam's face was all smiles, he was delighted to be talking to his dad who this time promised him a holiday. Sally stopped the conversation calmly and took her children home where Sam threatened her with a kitchen knife; not for the

first time. Sally said that the incident had knocked her confidence, she had been increasingly able to be more of a parental presence, calm but assertive with Sam. Sam is now receiving therapeutic support and our worker has reassured Sally and encouraged her to get "back on track" which despite her pregnancy and lockdown, she is doing. The work is ongoing.

Feedback from Sally and Sam:

Sally – "Thank you for staying in there with me and for stopping me losing it with Sam. I laughed about you saying to strike when the iron's cold. I keep that in mind and it really helps. We'll get there. Thank you and I want to thank Southside."

Sam – "I'm just happier and so is mum"

Sally and Sam have made cakes, held a yard sale, with everyone keeping a safe distance, and asked friends to donate to Southside's Food Hubs. They have raised over £300.

How We Make a Difference

03



This was another year of everyone at Southside adapting to the ever changing landscape, with all groups and services back ‘in person’ whenever possible and safe to do so. The significant negative impact of the Covid pandemic and restrictions on people’s mental and physical health, safety and isolation was very clear, and our team focused on ensuring that the children, young people and families we work with could continue to access the help and support they needed throughout this challenging year.

Southside continued to work closely with other local organisations through the Twerton and Whiteway Community Network to provide emergency and ongoing support for individuals and families in our local communities. We also worked closely with other partners to support people across Bath and North East Somerset throughout our targeted Family Support and Domestic Abuse services. Our Theory of Change sets out how Southside makes a difference to help individuals and families facing complex challenges through trauma informed support and services, based on evidence, lived experience, expertise

and insight to ensure that they can build the capacity to change and make progress towards our long-term outcomes of safety; resilience; family wellbeing; identity; relationships and connections.

Southside is embedded in our local communities and highly values the unique expertise that service users have developed through personal experience. Our strengths-based approach enables people with lived experience to share their stories, influence change and use their expertise and understanding to help others.

“ I was drifting until I found Southside, I now have purpose in my life and really believe that I can make a difference in my volunteering role. I didn’t do much at school and got no encouragement, now the sky’s the limit! ”

James

How We Make a Difference

Family Support and Play Service

03



Southside Family Project supports families facing multiple and complex challenges through the Family Support and Play Service for Bath and North East Somerset, working in partnership with Bath Area Play Project (BAPP). Our partnership successfully secured the new contract that started in November 2021 to continue this vital service for local families.

Southside's Family Support referrals in 2021/22 increased by 23% on the previous year: over half with experience of trauma/poor attachment or social isolation, and also with children experiencing significant issues at school with attendance/progress; over a third with mental health issues for parents and/or children. 20% were not in education, struggling with employment or training or on low income and at risk of financial exclusion, a growing issue for families, many already struggling with fuel/food poverty and anxious about unaffordable rises in cost of living.

The Family Support and Play Service supported 642 families dealing with multiple and complex difficulties during 2021/22. By strengthening the attachment between children, young people and their parents/carers, we help families to make positive changes to prevent needs escalating, and in response to the increase in familial violence, we incorporated the Non-Violent Resistance (NVR) approach throughout our work with families.

For Family Support referrals, one of our experienced team of Family Support Workers will work with the family to assess and understand multiple and complex needs, individual to each family member - children, young people and their parents/carers - and to develop a whole family single plan.

How We Make a Difference

03

Family Support and Play Service

The plan will provide whole family support and include a range of therapeutic activities and trauma-informed interventions to support each individual family member's needs. This could include:

One-to-one and group therapeutic art and play for children (and with their parents/carers)

Intensive school holiday groups for children aged 5-11, who have lived with fighting or shouting or bullying between parents/carers at home

After school creative art groups for children aged 5-11

Therapeutic family play sessions

individual child/parent Theraplay creative workshops

After-School Family Food Hub Groups

Nurture Groups (run by our partner, Bath Area Play Project)

home-based therapeutic and parenting support, using NVR approach

Coaching and counselling

We work together with all agencies involved with each child and whole family, with the aim of addressing the full range of needs. The Family Support Worker supports parents/carers to make use of available specialist services to meet their children's and their own needs, helping to overcome any reluctance or avoidance and accompanying them to appointments where necessary. Together with the whole family, the worker regularly reviews progress towards identified outcomes in the plan and develop the support to meet individual needs and build on achievements.

From April 2021, the Family Support and Play Service started using a new Outcomes Framework to measure the identified outcomes in our Theory of Change. We measure twenty-one intermediate outcomes at assessment, quarterly and final review on completion of the support. These intermediate outcomes break down into the following five impact areas:

Improved Feeling of Safety

Improved Family Wellbeing

Improved Sense of Identity and Belonging

Improved Relationships and Connections

Improved Resilience

“ The food was amazing and much better than my school lunch. Please pass on to everyone that put the food and the day together from the children and families who were all so very grateful. ”

Dylan, 12 about our Family Hub summer picnic

How We Make a Difference

03

Family Support and Play Service

We measure 'distance travelled' for each family based on the individual outcomes, and a distance travelled chart is attached to the case study providing the qualitative assessment of the impact of the targeted Family Support work with a family once completed. This provides a clear quantitative and qualitative assessment of impact at an individual family level, and we bring together the data for all families to provide the overall outcomes for our Family Support and Play Service. Out of 50 families supported through intensive work with cases closed and full evaluation data for 'distance travelled' assessment:

66% improved feeling of safety

84% improved family wellbeing

84% improved sense of identity and belonging

76% improved relationships and connections

84% improved resilience



SOUTHSIDE STORIES

ELSA

My name is Elsa, I'm 25 years old and have a beautiful 6-year-old boy. 18 months ago, following a life full of trauma in my childhood that I'd never spoken about, I finally hit breaking point. I knew I needed help and didn't want to feel the way I was feeling anymore, so I reached out and asked for help and that is how I started my Southside journey.

I was abused as a child, physically, sexually and mentally, and up until recently through counselling at Southside, I'm able to talk about it. I was punched and smacked, strangled, pinned up against walls, had water thrown over me, told every day of my childhood that I should have been aborted and drowned at birth, by the one person who was supposed to keep me safe, my mum, and she never did. It was always my fault, for not being better behaved, clever enough or pretty enough, and I genuinely only realised recently that it was never my fault. Not at point did any adult around me ask

why I was kicking off and exploding at school, why I cried every day when I went to bed at night praying to feel loved and more importantly wanted. I did not understand any of it, but to me it was normal, it was my normal. At 14 years old after years of abuse I tried to end my life with every intention of wanting to die.

My parents divorced and I was taken away from my dad, the one person who might have kept me safe. I screamed and cried every single journey of that ride to my new house begging to let me go back to my dad, but no-one heard me. I hit a life of alcohol. At 14 years old I had a serious drinking problem, no-one asked me why. My clothes were dirty, I was always hungry, I was the problem.

All I needed was someone to hear me just once and that is what my Southside support worker did, she heard me, and she helped me in ways I'll forever be grateful. My trauma does not define me, and it never will.



How We Make a Difference

03

Domestic Abuse Services

In 2021/22, police recorded 1,827 domestic abuse crimes across Bath and North East Somerset, 8% increase on the previous year. Of the domestic abuse crimes, 992 involved children and young people. Our Domestic Abuse Service provides crisis support for victims at high-risk of serious harm or death, many experiencing multiple forms of abuse, including physical and sexual abuse, harassment and stalking and coercive control (jealous and controlling behaviours). We also support people affected by domestic abuse who are at lower risk and help them to access the care and support they need to keep themselves and their children safe. Domestic Abuse referrals come through the Police, Lighthouse Victim Care, local GP surgeries through our IRIS (Identification and Referral to Improve Safety) service, and self-referrals.

The impact of domestic abuse on the victims, and their children, is severe and can include long-term physical and mental health issues, including chronic physical health problems, anxiety, depression, suicidal behaviour, low self-esteem, inability to trust others and emotional

detachment. Victims are often isolated from family, friends and their support networks, and struggle with work (or study), impacting them socially and financially. Living in an abusive home will affect children's development, education, health and relationships. Victims often fear for their lives, and their children's lives, and the risk of homelessness. Children affected by domestic abuse can become aggressive, struggle in school, become emotionally detached and/or experience depression or anxiety. We have seen an increase in familial physical violence with growing referrals for families experiencing child/adolescent to parent abuse.

“ I was seriously ready to give up at times, I didn't want to be here. Char has been my rock and has helped me get through the tough times. She is a golden person. ”

Domestic Abuse Survivor

How We Make a Difference

03

For Domestic Abuse referrals, Southside's experienced team of Intake Workers, IDVAs (Independent Domestic Violence Advisors) and Support Workers provide targeted and specialist support, comprehensive risk assessments, tailored and person-centred safety planning throughout the support, empowering individuals to make positive choices for themselves and their children. This can include:

Expert safety planning and advice, with regular risk assessments

Support with court and legal appointments

Arranging refuge placements

Emotional support

Advocacy and support to access mental health and other local services

Advice on housing and debt management

Signposting and referrals to other specialist support

Enabling victims of domestic abuse to move on positively with their lives includes internal referrals to Southside counselling and whole family support, as well as signposting to other local support services, such as VOICES peer support and recovery programmes and The Freedom Programme also through Julian House.

Southside is the lead organisation on domestic abuse locally, working closely with local partners, and a key member of multi-agency strategic forums: B&NES Domestic Abuse Partnership, Early Help Board and Connecting Families Operational Group. We chair the MARAC, rotating with other

organisations and sit on the daily Domestic Abuse Triage meeting along with the Police, Children's Social Care and B&NES Early Help to review and triage domestic abuse cases.

Our 2021/22 Domestic Abuse service monitoring used the previous approach before the Theory of Change evaluation framework was introduced in 2022. Out of 147 victims supported with cases closed following intensive support by our Domestic Abuse service:

89% experienced reduction in abuse, IDVA assessed

87% reported that they feel safer

85% reported improved quality of life

83% reported increased confidence

“ I am getting in touch as I feel compelled to give feedback as a client . Andy has been supporting me for a few months. He has supported me through a very difficult year, in particular with civil proceedings related to a non-molestation order against my ex-partner and perpetrator who has and is causing me immense distress. Andy has been there for me in my times of personal crisis; talked through things when I could not see the wood for the trees, and helped me come up with solutions. He is literally my hero! He is kind and considerate and is a beacon for Southside. ”

Lou, Domestic Abuse Survivor

How We Make a Difference

Family Food Hub Groups

03



The Family Food Hub Groups enabled us to continue bring families together throughout the year following Covid-19 guidelines for services and our safety procedures. We provided groups as early intervention services in pockets of deprivation, enabling parents to come together each week to access peer support from each other as well as support through our Family Support Workers. Meals were cooked by a professional chef at our Hub Group settings in the heart of local communities.

From April-June 2021, the groups ran as a socially distanced café service with a light lunch and meals to take away - 640 meals for over 40 families. During the Summer holidays, we ran Summer Picnics to bring local children and families together safely for outdoor play activities, to connect with each other, enjoy nutritious food and access support to reduce isolation. For the Autumn Term, the Family Food Hub Groups shifted to café style indoors -

tables of six, where they could enjoy a hot lunch (e.g. jacket potatoes and fillings) and the chance to catch up as a group, with crafts and activities for young children. The families also took home an evening meal to eat together.

In 2022, we shifted most of the groups to after-school, starting at 3.15pm so that school aged children can be involved, with choices of creative play activities and experienced staff to support the whole family. Our chef cooks a nutritious meal for the families to then enjoy together before the group ends. This worked well, and the groups thrived (and continue to) with new families joining each week. We set up a new group in Writhlington because of the growing need and number of families we are now supporting there. Within a few weeks, there were over 50 children, young people and parents at the group - families were clearly very keen to access help through the groups, connect with each other and our staff and volunteers.

How We Make a Difference

03

Building Bridges



Southside's Building Bridges programme empowers, trains and supports volunteers to use their lived experience to advocate for individuals and families affected by domestic violence/abuse and influence local and national services and policy making.

Southside's Building Bridges project was developed in partnership with B&NES Children's Social Care to promote the engagement and participation of families with personal experience of Social Care processes. Southside recruited parents who could volunteer to provide insight from their unique perspective - all had lived experience of disadvantage, trauma and particularly the child protection system. All were domestic abuse survivors and they also had experience of homelessness, time in care and one had spent time in prison.

The volunteers' separate journeys and experiences have all led them to Southside

services and this support has helped them to understand and start to deal with the trauma they've experienced, learn how to keep themselves - and their children - safe, build their resilience, confidence, self-esteem and make positive choices.

These volunteers are experts in their own right: from their lived experience, they know what worked to support them and what needs to improve. The team of volunteers has now grown and is a diverse group with 22% BAME (both Black and Mixed Heritage) and 11% Disabled.

This insight has been even more important during this crisis, and the Building Bridges volunteers met with B&NES Social Care each month throughout the year, online when Covid-19 restrictions prevented face-to-face meetings, to consult and advise on service development using their lived experience and expertise.

How We Make a Difference

03

Young Advocates

Established in 2013, Southside's Young Advocates project has a track record of providing opportunities for young people with experience of disadvantage and trauma to advocate for and support other young people in their community experiencing difficulties. Throughout the Covid-19 crisis, the Young Advocates group continued to meet virtually, provide peer support and advocacy for local services and emergency response support for young people in local communities. This project is focused on the most deprived communities in Foxhill, Twerton and Southdown/Whiteway.

During 2022, the Young Advocates project is providing support for young people whose mental health and wellbeing has been significantly impacted by the Covid-19 pandemic. The young people undertook undertaking training that met their needs and interests, and they co-designed the new training programme to include listening skills and mental health awareness, delivered by a qualified Counsellor; coaching skills, delivered by a qualified Coach; and healthy relationships, delivered by a Southside IDVA.

The Young Advocates understand the challenges that other local young people face. They aim to build trust and engagement through sharing their personal experience and providing opportunities for young people with lived experience to train as peer mentors and gain skills, confidence and experience in supporting young people in their community.



“ Proud to have been part of Southside for so many years, but an achievement that meant the most to me was sharing experiences with the person who inspired me the most; Penny McKissock. Southside will forever be the place I call home. The only one I have. ”

*Kai-Ashley Fletcher, Co-Founder
Southside's Young Advocates*

How We Make a Difference

03

Staff and Volunteers -
Southside's most valuable resource



Southside's staff and volunteer team are highly skilled, experienced and trained in understanding the impact of trauma in childhood or adult life, with regular supervision and opportunities for training and development. Many of the team have insight and understanding through their personal lived experience of some of the complex challenges faced by families and individuals we support.

During 2021/22, our team continued to adapt and show their resilience and creativity in response to the evolving crisis and the impact on individuals and families. We find the right people for the challenge of this specialist work, and ensure that they can grow and learn, with support, coaching and clinical supervision to manage the emotional burden of this work. We challenge staff and volunteers to reach for their full potential, just as they support and challenge the individuals and families that they work with.





In December 2021, Ann Burridge, a long-standing trustee of Southside sadly died at the age of 86. Ann was one of the original teachers at Keynsham Grammar School and Wellsley County Secondary School when they opened in 1956, and was an Ofsted Inspector for many years and was President of the National Association of Inspectors and Schools Education.

Ann was a trustee of Southside for twenty years and brought with her a wealth of experience and knowledge about the education system. She was a dedicated trustee who was always calm, fun and “rolled her sleeves up”. Ann retired as a trustee in 2020, having supported Southside through two decades of growth and support for thousands of local families throughout Bath and North East Somerset.



“ I will remember Ann constantly reminding us of our purpose. Ann would put a photograph of a family on the meeting table and when we got bogged down in less important issues, she would point at the photograph and bring us back with ‘Just remember and never forget, THIS is why we’re here.’ Ann will be greatly missed. ”

Penny McKissock, CEO



SOUTHSIDE STORIES

MILLY

Milly is 8 years old and lives with her mum Jodie and sister Emily. She last saw her dad in a contact centre when she was 3 years old, he was very drunk and abusive, and contact stopped.

Mum Jodie was just sixteen when she had Milly and had severe post-natal depression. She said that when Milly was born, she was terrified that social care would take Milly, she still has that fear, and it reminds her of being taken into care when she was five.

Mum and Milly joined our therapeutic group for children and parents and during the third session called Icebergs and Volcanos that represent the times that we have big feelings where we explode like a volcano or when we suppress feelings under the surface like an iceberg. Milly was able to talk about her sadness at not seeing her dad.

Milly got very angry in the session saying that she was bored but immediately having checked that mum and our worker were listening was able to talk about her fear of being left alone and how the neighbours frighten her. Her mum has talked openly to Milly about the crimes and stabbing that have happened in their neighbourhood. Milly told mum to stop telling her because it terrifies her. Milly drew a detailed drawing of a monster with many eyes and thorns over his body, the speech bubble said, "I'm coming to get you Milly!"

Milly still struggles to communicate with mum, but they have both said that they love coming to the group and that they use the emotion puppets at home to show when Milly is sad, angry, or happy. Mum's negative, dismissive and critical approach to Milly has shifted as mum has gained insight into her own behaviour.

And sometimes it doesn't work...

04

There is tremendous pressure to describe our work, our support, and interventions in wholly positive terms. Looking back at my 40-year career in community work and reflecting on Crysse's poem on page 31, I am reminded of the mistakes I've made. The support group hastily organised and run by volunteers who were not ready to take that responsibility, I assumed that the organisation we were working with understood our approach of valuing lived experience, they didn't. Their approach was the "expert model", our volunteers' confidence plummeted. This experience taught me far more than the successes I have been involved with.

The case studies in this review could sound too good to be true, they are not, but the reality is that sometimes however hard we try it doesn't work. There is one woman I will call Debbie who is resilient, courageous, highly intelligent, and compassionate but she can't quite let go of her past, yet! She has had a very tough childhood, at 15 years old both of her parents were in prison, she was left to fend for herself with disastrous results. As an adult she served two prison sentences, during one she was told that her daughter would be placed in care in a note that was slipped under her cell door.

Despite our efforts and Debbie's own self-sabotaging behaviour, to a person at Southside we love her and see her wealth of potential. We won't give up.

Penny McKissock, CEO

" I thoroughly enjoyed reading your Annual Review, and was blown away by what a difference you've made to the people and families you've been working with – you must all be so proud. And the case studies were so powerful, and so refreshingly honest! "

OneFamily Foundation



What is a Family Support Worker

People invariably ask me- what exactly do you do?
When they hear my job role, I sometimes think that too!
So let me tell you a couple of things about what it can involve
And one or two of the situations that I strive daily to resolve...

Several families can find life a challenge, through no fault of their own
Circumstances can lead to their whole world being completely thrown
It must be exceedingly difficult for some to seek our support
As if an admission is a failure, so I will firstly build a rapport

I am not there to be a judge and not one to condone
There has to be a balance, so initially I will make that known
Then I will ascertain the support that suits them best
Often practical or emotional help- always at their request

My input is not to tell them what they should or should not do
But more to be a bolster alongside what they're going through
It might be their child's behaviour, or they are struggling with debt
Or due to their own issues their children's needs are not being met

Regardless of the problem, my job is to largely assist
And ensure that in time they thrive- as opposed to merely exist
Empowering the whole family is always part of the deal
As I recognise at the beginning of the work, that their anguish is genuinely real



What is a Family Support Worker

It's not just turning up each week to see how they are doing
There's lots of other things I do to prevent more trouble from brewing
The present climate has ultimately caused a lot of added distress
So, I am always searching for solutions to reduce any further stress

There are occasions when it is a challenge, and a lot that you invest
You want the clients to be able to change, as they all deserve the best
In knowing that the people involved are no longer floundering and adrift
Is the most rewarding feeling in experiencing their positive shift

To be a family support worker takes a special kind of approach
Empathy, patience, resilience, difficult subjects that you have to broach
But it is most definitely worthwhile, regardless of any heartache
Because if I can just help one dear soul, think of the difference that can make

Pat, Senior Practitioner





“ To you amazing lot! I am not one to be soppy as you know but a BIG thank you for being an awesome team to work with, the support, the opportunities and development of myself would not have happened without my colleagues, managers and supervision.

The investment you've put into me has given me knowledge, confidence and purpose. I feel privileged to have worked with Southside and on a personal note life has not always been kind to me and the support you've given me has been amazing.

I will be taking all that I have experienced and learnt in my almost 18 years(!) with me. Keep doing the fantastic work you do. ”

Roz

“

Although life is never perfect we are in a good place now. I feel more prepared now and have a lot more ability to help myself and Bonnie. Bonnie says I'm less shouty now! ”

Zoe

“ Loved Never Lose Hope, Storms Make People Stronger and Never Last Forever in your fantastic report showing the amazing work you do and how much more is needed in Bath. ”

*Lizzie Heffer, Thrings Solicitors,
Director of Marketing*

“

You've done so much for me, and it's been brilliant, and I've done lots of things like feeling confident to wear make up again, ride my bike to work, go out with friends, join a gym and a yoga class. I'm looking at courses at Bath College, I can tackle things better in my life for me and my children. My GP said that I was his most improved patient! Thank you, it, it's more than I can put into words, I'm getting back to my old self. ”

Jenny

“

Steve, What a year it has been for so many of us getting through Covid. You have been there for me unwaveringly while I struggled to get well and my hope began to wane. You kept me going and thank you from the bottom of my heart!

Here's to good stories with good endings, joy and laughter and... of course good health. ”

Pete

“

Looking back, I realised that I hadn't really been “helped” but rescued over and over again. It wasn't until I ended up with Southside that my life started to change. There was no rescuing! Lots of support and encouragement but also challenge. I hated the worker to start with, but she didn't give up on me; I gradually realised that I could be a survivor not a victim. I now have a little girl who is the centre of my world, no partner but I'm not in a hurry. ”

Lou

“ I would like to end with Crysse’s poem. Crysee was an informal mentor for me in the last months of her life. Crysse helped me to understand the value of mistakes or errors and the learning that comes from them... ”

Penny McKissock, CEO

Mistakes and Inspirations

Errors and inspirations, I think that sometimes they are the same.

I could list my mistakes and it would read like the litany of my life.

And every folly has brought me bliss. Every time I climb a perilous crag instead of following route signs, I find another hand outstretched. And the views...

How could I ever see these rainbows and sea falcons, the distant misted mountains, blood red moon and awesome dawns, from that sedate, sensible paths that leads without mistake from schooling until death?

I choose the clumsiness, the confusion, the impetuous risk.

I will get drunk at noon and dance at funerals, especially my own, I will climb waterfalls and slide down torrents over boulders.

I will collect my mistakes in a big scrap book and label it MISTAKES AND INSPIRATIONS. And I will use an indelible pen.

Crysse Morrison 1944-2022

Thank You

7STARS FOUNDATION
 ARNOLD CLARK COMMUNITY FUND
 AVON AND SOMERSET POLICE AND CRIME COMMISSIONER
 BATH & NORTH EAST SOMERSET CLINICAL COMMISSIONING GROUP
 BATH & NORTH EAST SOMERSET COUNCIL
 BATH HALF MARATHON FUND
 BBC CHILDREN IN NEED
 FOUR ACRE TRUST
 THE CHARLES HAYWARD FOUNDATION
 THE NANI HUYU CHARITABLE TRUST
 KEYNSHAM TOWN COUNCIL
 LLOYDS BANK FOUNDATION ENGLAND & WALES
 MEDLOCK CHARITABLE TRUST
 MINISTRY OF JUSTICE
 ONEFAMILY FOUNDATION
 PEASEDOWN ST JOHN PARISH COUNCIL
 QUARTET COMMUNITY FOUNDATION
 REALITYHOUSE
 ROPER FAMILY CHARITABLE TRUST
 THE SOBELL FOUNDATION
 ST JOHN'S FOUNDATION (SUMMER HOLIDAY ACTIVITIES FUND)
 SIR JULES THORN CHARITABLE TRUST
 VIRGIN MEDIA O2 TOGETHER FUND

SOUTHSIDE DEVELOPMENT BOARD

& all friends, families, partners, volunteers,
 trustees, community and individual supporters.

Southside Financial Review

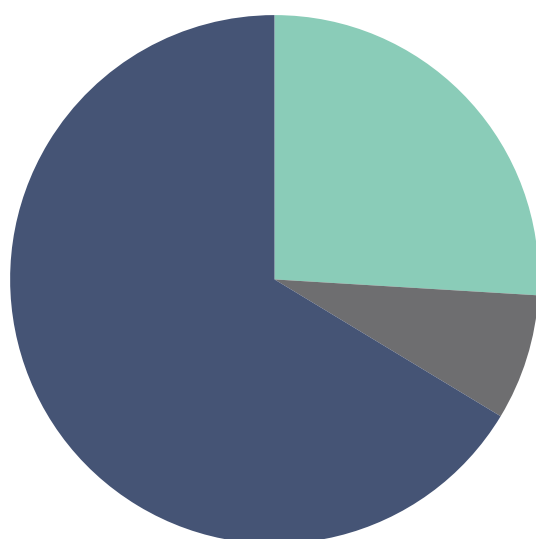
07

In 2021-22, Southside Family Project successfully secured the funding needed to continue to respond to the surge in need from the impact of the Covid crisis on individuals and families in our local communities. The organisation generated an unrestricted surplus of over £23,000 but an overall deficit of £5,368 because of expenditure of restricted funding awarded in 2020-21 for use in this financial year.

The figures below are extracted from our audited Statement of Financial Activities and Notes. The full audited accounts are available on the Charity Commission Register:

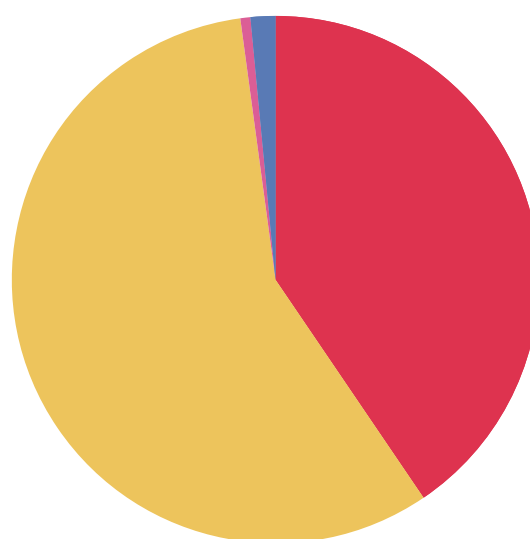
register-of-charities.charitycommission.gov.uk

Income



- Contracts – 66%
- Grants – 26%
- Gifts & donations – 8%
- Interest – 0.01%

Expenditure



- Specialist Family Support – 57%
- Domestic Abuse – 41%
- Raising Funds – 1%
- Sustainability Activities – 2%



Income:	£784,031
Expenditure:	£789,399
Net income for the year and net movement in funds:	-£5,368

Funds held at 31 March 2022	
Restricted Funds:	£37,525
Unrestricted Funds:	£195,510
Total:	£233,035



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Registered Charity no. 1069637