

Chairperson's Report

2010-11 was a busy year for your in-house Charity. Aside from the fund raising events that we highlight within this report, our services to support colleagues and beneficiaries at a time of need continue to be the Charity's key role. I am proud to report that we assisted in the region of 500 colleagues and families, this year, via financial grants, respite, and information and advice services.

Our Spanish respite accommodation, which has been well used again in the course of the year, continues to be available for a week's rest and recuperation, following illness or bereavement and also on a rent and donate basis.

Last year, I reported a number of new developments that I hoped you would see coming to fruition in 2011. We planned to launch a newsletter, a new logo and generally improve our publicity materials. All of that has been achieved. We also managed to roll out the SFR employee discount scheme to our beneficiaries and they appear to have welcomed this opportunity and a further tie-in with SFR.

We have also strengthened our contact with SFR staff and their families through the introduction of FST Volunteer Area Representatives, who have done a great job - not only in arranging local funding events to support the Trust - but more importantly providing a local contact point for employees and beneficiaries. I hope that our SFR colleagues see these changes as positive!

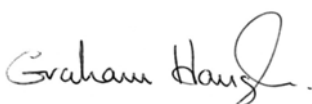
The charitable support I have outlined above cannot be managed from SFR employee payroll contributions alone. Despite SFR personnel having a well earned reputation for being great supporters of charitable causes, we still have a relatively low employee base contributing to our own SFR Charity (46%). I would make my annual plea to any colleague who has not joined the Trust to consider joining your colleagues in contributing...your £1.25 per week would be greatly appreciated!!

Despite that concern for our long term sustainability, SFR employees, serving and retired, continue to surpass all expectations when it comes to arranging fundraising events for the Trust. This year, we received donations totalling £23,775 from a wide variety of events including, the St Andrews Ball, the "It's a Knockout" Family Fun Day, (in partnership with Everyman Charity), our own annual golf event and also local activities, from Burns Suppers to car washes and personal challenges, such as marathons and cycle events.

The expected reform of Scotland's Fire and Rescue Services in 2013 will bring a new challenge to the Trust. The Board of Trustees are committed to maintaining and continuing the Trust's charitable values. As a minimum we want to try and retain what we have in place for our existing members and our beneficiary base, at the point of the Service transferring to the new Scottish Service. There would also be merit in exploring the feasibility of extending our principles to enable other areas of Scotland to join with us in some way, but there are challenges here. 2012 will therefore see a busy year for the Board of Trustees in trying to do what's right for you and the FST. We will therefore consult all members in the year ahead, presenting a series of options and seeking views on how you want us to take the Trust forward. The Board would ask you to consider this matter seriously and respond to the Consultation when it is launched, in Spring 2012.

To conclude, I would like to thank all members for their continued generous support this year. I would also, on your behalf, like to thank and recognise the excellent contribution of the FST Staff, Grace, Vanessa (who left us in Sept. 2011), Alison, our SFR Volunteers, the Trustees, my SFR colleagues and members of the Board, to the continuing success of the charity. 2012 will be a big year for the future of the Trust and we look forward to engaging you in our review of the way forward as well as your ongoing support.

I would also take this opportunity to sincerely thank long serving Trustee, Andy Shuttleworth, (who will step down at the 2011 AGM) for his dedication and commitment to the Trust, over many years. We wish him a very happy retirement. Please accept our Best Wishes to you and yours for the festive season and the year ahead.



Graham Haugh
Chairperson
SFR Family Support Trust



SFR Family Support Trust Services

It is clear that the past year has been a successful and also a challenging one, for all involved with SFR Family Support Trust, in implementing the recommendations from our strategic review, to further develop and secure all aspects of our Charity's work. Our service delivery and related activities have continued to grow, in terms of their range and reach and this is evidenced in the positive results that we have achieved over the past 12 months.

The demand for our direct services to SFR serving and retired members and our beneficiaries has continued to increase. These services include providing financial assistance through our grant making programme, (in the form of **Bereavement, Hardship, Christmas Grants and the Children's Investment Trust**) and usage of our Spanish facility for respite purposes.

This year, from April 2010- March 2011, FST provided a total of 251 individual grants to beneficiaries and members. We also assisted with an equally high number and wide range of enquiries, sign posting and referring individuals to other relevant services such as the Fire Fighters Charity, Citizens Advice Bureau, Retired Employees Association etc.

Our goal is to ensure that all of our financial, respite and information services are delivered in a discreet and confidential manner via FST Trustees, Staff and Volunteers. We provide a "safety net" for individuals and families who are facing financial pressures as a result of ill health, debt, bereavement and other unforeseen circumstances. In the current economic climate, this support offers individuals some breathing space, to find a longer term solution to any issues and difficulties that they and their families may face.

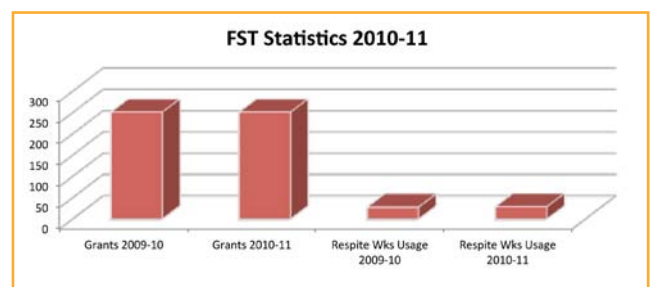
We attribute this steady rise in demand to a number of internal marketing and external networking factors which include; greater visibility through establishing a Charity office at Hamilton HQ, increased awareness and profile of the Trust, improved flow of communication, via formal SFR and also informal channels e.g. Connect, word of mouth and personal contacts/referrals made by our Area Reps, Volunteers and SFR colleagues.

We continue to receive excellent feedback, from colleagues and their families, on the benefits of their usage of the Charity's respite facility on Costa Mijas, near Malaga, Spain. The apartment has undergone extensive redecoration this year (March 2011) to ensure that we maintain the high standard and quality of this, our most important investment. Facility bookings over 2011 have equated to 29 weeks and 112 guests, which closely matches 2010 usage. Again, the facility has been predominantly used for respite, offering a week long period of rest and recuperation following illness, bereavement and for longer term debilitating health conditions with a small number of weeks allocated, when availability permits, to our "rent and donate" scheme.

We have also throughout the year aimed to strengthen the services we deliver to our 250 or so registered female beneficiaries, (all widows & partners of Fire Service personnel). Once again, we have organised long standing annual social events such as the Summer trip to Loch Lomond, (Aug 2010) but unfortunately our much anticipated Christmas lunch event 2010, had to be cancelled (for the first time ever!!), because of adverse weather. However, we attempted to compensate for this disappointment by distributing Christmas hampers, to all concerned, across the whole of the Strathclyde area, with superb assistance from our SFR colleagues in Operations and local Stations.

In addition, our ladies fittingly attended our fundraising coffee morning at Hamilton HQ, to mark the launch of the Charity's first ever fundraising week, in June 2011. This event alone contributed over £500 to our successful week's total of £9,500.

We have as planned introduced our Beneficiaries to usage of the SFR employee discounts and benefits scheme, provide twice yearly mail outs of SFR, FST and REA publications and we have now set up the additional facility for our beneficiaries to access AXA-ICAS Counselling services, should this be required.



Treasurer's Report

I am pleased to report that our formal accounts, for April 2010—March 2011, demonstrate that we have increased our income by £32,057, to £180,557, the result of our very successful Gift Aid reclaim campaign, which recouped **£44,888** for our Charity, from HMRC. This windfall offsets the increased costs of delivering our charitable services, over the same period and we predict future claims will provide an extremely valuable, ongoing source of new income.

As ever, the FST continues to be very well supported by the employees of Strathclyde Fire and Rescue (SFR) with our employee regular giving contributions totalling **£108,565** over the financial year period - this equates to **60%** of total charitable income received. In addition, an **8.5% increase** has been recorded in relation to donations received out with the employee payroll contributions. The Board of Trustees are once again extremely grateful for contributions received from SFR staff and all those connected with the Service, who support the work of our Charity.

Fundraising events held over the year varied in style, format and size. Large scale events such as the St. Andrew's Ball contributed substantial sums to the Charity. Smaller events run throughout SFR, by individuals and Area teams, provide essential local awareness raising opportunities as well as collectively raising impressive amounts of funds for the Trust.

The Board are constantly surprised at the level of commitment and ingenuity shown by so many people throughout SFR and never cease to be amazed at the money raised through your efforts. The accumulation of such events resulted in the fantastic sum of **£23,775** being raised. Additional income was received from investments held with Barclays Wealth Stockbrokers and from interest received from the Bank of Scotland.

The Board remain active in relation to increasing our income in order to provide our services to our Beneficiaries and **ALL** serving and retired employees, including both uniformed and non uniformed personnel. To this end, we embarked for the first time in coordinating and organising a full dedicated week of events, which culminated in the 'FST Fundraising Week' held in June 2011 (which falls within the next accounting period 2011-2012).

Of the **£108,565** employee contributions received, almost **£103,400 (95%)** was paid directly this year to, or on behalf of, serving or retired colleagues and their families in the form of grants. As forecast our biggest financial outlay, in terms of grant payments, was the payment of **£68,000** in Bereavement grants. This represents a decrease of **£12,000** from the previous year and approximately **65%** of all grants paid. One recommendation we have implemented following our strategic review, (AGM 2010), was the decision to remove the income assessed threshold for our annual Christmas grant, to our female beneficiaries (Service Widows). The Board consider that the relatively small additional financial commitment is offset by the parity and goodwill created.

In summary, I am pleased to report the improved financial position of the Trust, this year. We completed the year with a small **surplus of £183, a significant improvement** against the previous year's deficit of £14,380. Our Financial Review Sub Group will continue to work on implementing a number of recommendations from our 3 strategic objectives under our identified priority outcome of **'Sustainability'**.

We are also now sighted on exploring the big challenges that lie ahead, for FST, with the Single Scottish Fire Service reform and addressing the longer term implications of continuing to resource the delivery of our charitable services.



Paul Stewart,
Treasurer

FST Income & Charitable Expenditure 2010-2011



"I would just like to extend a heart felt thanks on behalf of my family and myself for all your help in obtaining the Hardship Grant. Although this is truly a hard and testing time for us it is made a little easier not having as much financial burden hanging over us. Once again thanks for all your help and please pass on my gratitude to the Trustees who made the decision possible." **JOHN (Firefighter)**

"I would like to express my sincere gratitude to FST for recently arranging our visit to the apartment for myself and my family. We had a wonderful relaxing week and thoroughly enjoyed ourselves. The break helped ease the pressure, for all, of my recent treatment and trips to hospital." **ANNE (Support Staff)**

FST Fundraising Week - June 2011

SFR Family Support Trust's first ever week of fundraising events, Saturday 11th - Sunday 19th June 2011, was set up the 3 clear aims to;

- Raise awareness and communicate the Charity's unique features
- Increase understanding and encourage Stakeholder engagement in FST activities
- Raise funds within a designated and recognisable annual time frame

The week promised and delivered lots of fun, a sense of camaraderie and the opportunity for SFR personnel to use their initiative and renowned sense of humour to organise events and bring much needed cash to our own SFR Charity.

The success of the week has helped FST build on its progress of achieving strategic goals under our **Priority Outcomes - Communication & Sustainability.**

A total of 22 events and activities were organised and came in many different shapes and sizes, both at Hamilton HQ and across the Service areas. SFR's Chief Officer & Deputy - Mr Sweeney & Mrs Baird, even donated the use of their car parking spaces for the day, to our raffle.

We estimate that around 800 individuals, connected to SFR (aged from one to eighty years) engaged in our fundraising week activities across the Strathclyde Service Area.

An excellent total of **£9,529.54** was raised to support the delivery of our services to colleagues and their families in times of need.





Highlights from the week

Activities & Events included:

- Coffee Morning Baking & Book Sales
- Children's Photo Shoot with Vintage Fire Engines
- Car Washes
- Quiz & Open Mic Nights (& Dept. Quizzes)
- ACO's Sponsored Walk
- Sponsored Station Walks
- Cycle Challenge
- West Highland Way Challenge
- Golf Event & Golf Auction
- HQ Car Park Spaces & Valet Raffle
- Marathon
- Zumba
- Sports Tii Challenge
- Sport Auctions

Volunteers

Area Representatives

From the outset our Charity has been managed and run by dedicated Fire Service Volunteers, including the FST Board of Trustees. June 2010, however, saw the successful introduction of a more structured approach to our Charity's volunteering activities, with the nomination and recruitment of ten Volunteer Representatives.

Reps are tasked with being the key contact for FST services in their Areas, raising awareness, assisting with fundraising activities and dealing with referrals from colleagues across the Strathclyde Service Area.

To ensure best practice and that FST provides our Area Representatives with role clarity and support, we have adopted a Volunteer Policy, established network quarterly update meetings, devised job descriptions and facilitated peer and individual support from the Charity Officer and a nominated Trustee.

To date, FST Reps have been involved in rolling out various initiatives and activities, e.g. the Gift Aid reclaim campaign, ticket sales for our Summer & Christmas Prize Draw 2010, (which raised approx £3,500), delivering FST area talks, Christmas hamper distribution to beneficiaries, as well as co-ordinating support for Open days and events in their own areas and also organising fundraising events for our week in June 2011 and at other times throughout the year.

The assistance and support that the Reps provide is vital and ensures that we have the ongoing capacity to resource and deliver our charitable services.

Fundraising Week Representatives

In March/April 2011 we received permission from the CMT & SFR Board to set up a short life working group to coordinate activities for FST's first ever fundraising week. Reps were drawn from HQ Directorates and met on a regular basis, to coordinate & organise activities for the week, which ran from the 11-18th June 2011.

Their input, assistance and energy was invaluable and integral to the overall success of the week.

Our sincere thanks to all of our Volunteers and others who have given their time and other resources to support SFR Family Support Trust this year.

Volunteer Area Representatives 2010-11

Marion Barclay

Renfrewshire & Inverclyde

Dougie Boyd

South Glasgow

Jim Devaney & Siobhan Hynes

Hamilton HQ

Jim Graham & Alex McCutcheon

E&W Dunbartonshire

Stephen McGrath

E. Ayrshire & E. Renfrewshire (Ian McMeekin until Aug 2010)

Stephen McGrath

South Lanarkshire

Bob McKean

North Glasgow

Craig MacColl

North & South Ayrshire

John Rae

Argyll & Bute

Jim Reynolds

North Lanarkshire

Gary Wallace

Training Centre



Strategic Work

Having completed the Strategic Review of our activities and stakeholder consultation events during 2010, the FST Board began working, at the beginning of 2011, towards the aims of our Strategic Plan; which focuses on 5 Priority Outcomes and provides an holistic approach to the Charity's developments over the next 3 years.

Our Priorities - Governance, Sustainability, Services, People and Communication are supported by objectives, indicators and activities to ensure that any developments make the best use of our Charity's valuable resources.

A snapshot of the progress we have made towards our goals this year includes:

- A review of our structure and legal status to ensure OSCR compliance and an exploration of the benefits around adoption of the new Scottish Charitable Incorporated Organisation model. Detailed consideration has also been given to the impact that the reform of the Scottish Fire & Rescue Service will have on the future re-sourcing and delivery of our Charity's services.
- Assessing our financial and organisational risks and the identification/set up of in-surance coverage tailored to meet our Charity's current and developing needs.
- Implementing the recommendations of our financial review which includes; Gift Aid reclaim, creation of a 3 year budgetary plan, improvement of internal & external financial procedures, with a transfer to specialist Charity banking, adoption of best practice guidelines and controls for fundraising and donations, with the longer term goal of achieving membership of the Fundraising Standards Board.
- Revising of our grant making framework and eligibility, including removal of the income threshold for Beneficiaries annual Christmas grant, clarification of criteria for Hardship grants, Spanish respite facility usage and Bereavement Grants, to ensure best use of our valuable resources.
- Stabilising our regular giving donor base and increasing income generation opportunities via awareness and profile raising activities e.g. Summer and Christmas 2010 Grand Prize Draws and delivering the first ever Charity Fundraising Week, June 2011
- Strengthening our capacity by establishing & managing a volunteer staffing structure, via our nominated Area Reps and the HQ Fundraising Week subgroup to help coordinate, develop and deliver our services and events across the Service areas.
- The clear setting and agreement of short & longer term objectives for Trustees, FST staff and Volunteers, within their interdependent roles.
- Developing communication mechanisms and marketing tools, to increase stakeholder understanding and engagement in our activities and in turn improving FST's response and recognition of their specific needs. e.g. Development of logo & brand USP, new publicity materials and merchandise, positioning of materials via all SFR virtual & physical outlets, face to face contacts, cheque presentations events and producing donor support & acknowledgement materials.
- Developing our internal office systems and procedures to efficiently meet current and future service needs e.g. establishing the 'Charity Office' (June 2010) as the first point of enquiry and setting up a Charity Information System (CIS), for improved transparency, recording, information creation and retrieval.
- Our identified objectives are subject to regular review and update and require to be flexible enough to recognise and accommodate the Charity's capacity and the ongoing demands of service delivery via a predominantly volunteer and small staff team.



"Just a quick thank you to all who arranged the wonderful day out on Saturday to Loch Lomond. It was only the second time I had managed to the summer outing but am already looking forward to next year! Even the weather didn't behave too badly. Thanks too for the surprise goodie bag. Much appreciated."
AILSA (Beneficiary)

SFR Family Support Trust - A Proud History

Formerly known as the 'Widows & Orphans Fund' (established in 1923), the Trust provides assistance to serving and retired employees of Strathclyde Fire & Rescue and their families in times of hardship and need. Our Charity covers the whole of the Strathclyde Service area and as far as we know is unique in the UK, as SFR is the only Fire Service with it's own dedicated Charity.

Here is a look back, written by Paraig McKay, Honorary President, and extracted from the Aye Ready Magazine, 1988.

"How did it start? After the First World War 1914-1918 and several fires in the City of Glasgow where firemen were killed, (2 firemen at Argyle Street in 1921 and 4 at Graham Square in 1927), the need for help for dependent relatives - widows, orphans and widowed mothers was recognised among the city firemen and salvagemen - thus began the fund as Glasgow Fire Brigade and Salvage Corps Widows and Orphans Fund.

Where does the money come from? In the early days of the Fund, station collectors kept a slate in the station watch room and a weekly sixpence (old money) was paid by each member. Modern technology had rendered the tanner, the watch room and the station collector obsolete, but still the fund goes on. Deductions, Donations and Dividends are now the main source of income. Code 810 should appear on every wholetime payslip throughout Strathclyde.

What is the Fund? On regionalisation the Fund became Strathclyde Fire Brigade and Glasgow Salvage Corps Widows and Orphans Fund and every serving wholetime member throughout Strathclyde became eligible for membership. Like many other aspects of regionalisation in the early days the fund suffered - too much being paid out and too little being paid in. This was obvious by the balance sheet and the level of grants to widows. Although initially described as a "Glesca fund" by colleagues outwith, a gradual recognition that the Widows and Orphans provided for needs not covered by the Fire Services National Benevolent Fund.

It should be stressed that although the 'Widows' is separate from, independent of and unconnected with the National Fund, it is not in competition with, or an alternative to the Benevolent fund and many of the fundraising ventures in the Brigade benefit both Funds.

Benefits Each year at Christmas, every one of over 200 widows 'on the books' receives a Christmas card and an invitation to the Christmas Dinner held in Cowcaddens (maybe in the new Brigade Headquarters next year). All the widows receive a cheque as do any children under 18 years of age. The death grant is paid to the widow of any fireman or retired fireman as soon as word of the death is received. The main benefit derived by many of the widows is the continuing contact with the service in general and with the colleagues of her late husband.

As a young fireman, I learned among other things that the fire brigade is more than just a job and throughout the intervening years I have proved this teaching to be true. The family of the fire service extends worldwide and is recognised as a caring organisation. Why then should be neglected the widows of men who when alive we were proud to claim as friends?

If code 810 does not appear on your payslip, get a form signed and return the complete form. This way your 10 pence will help your fund to continue.

My thanks and best wishes to all who help the Fund and to the editors of this magazine whose title springs from the same source as the Widows and Orphans Fund."

THANK YOU!

SFR Family Support Trust would like to acknowledge and sincerely thank all who have supported our Charity this year and over its long and unique history.

We exist and can provide our valuable services thanks to your ongoing generosity and concern for SFR colleagues and their families, in times of need.

Trustees & Staff

Graham Haugh, Chairperson

Paul Connelly, Secretary

Paul Stewart, Treasurer

Eleanor Craig, Trustee

Andy Shuttleworth, Trustee

Grace Quigley, Charity Operations Officer

Vanessa Slaven, Administration Assistant (until Sep 2011)

STRATHCLYDE FIRE & RESCUE

**family
support
trust**
EST. 1923

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