

Registered Charity No. 1121205 - Registered Company No. 6291384



Children's Trusts in Lancashire
Lancashire Prevention Fund



Continuing the work of
the Lancashire Children's Fund

Annual Report

for the year ending March 2011



TWINKLE HOUSE

Making Sense of Your Senses



BREAKING NEWS

Twinkle House has been awarded a Queens Award for Voluntary Service, the MBE for the Voluntary sector. See our website for the full story at www.twinklehouse.co.uk



Who We Are

Twinkle House is a Registered Charity and a Company Limited by Guarantee. The Charity is managed by the Board of Trustee/Directors who are nominated and elected at the Annual General Meeting. Members of the Charity are made up of service users.

Trustees / Company Directors

Jane McDermott	-	Chair
Rebecca J Baker	-	Company Secretary
Ken Todd	-	Trustee
Gavin Wright	-	Trustee
Dawn Mahood	-	Trustee

Staff

Jill Appleton	-	Manager
Paula Kerr	-	Child Development Worker / Sleep Practitioner
Becky Tipton	-	Administrative Assistant / Health Trainer

Volunteers

Christopher Owens	-	Sensory Studio Assistant	
Debbie Pinnington	-	Sensory Studio Assistant	
Jason Holmes	-	Sensory Studio Assistant	
Karen Wheeler	-	Sensory Studio Assistant	
Kelly Leyland	-	Sensory Studio Assistant	
Rachael Fisher	-	Sensory Studio Assistant	
Margaret Smith	-	Reception	
Patricia Henderson	-	Reception	
Emma Wright	-	Reception / Policy Support	(Left – gained part-time employment)
Alicia McCormick	-	Sensory Studio Assistant	(Left – gained full-time employment)
Catherine Nixon	-	Sensory Studio Assistant	(Left – gained full-time employment)
Jennifer Harrison	-	Sensory Studio Assistant	(Left – gained full-time employment)
Louise Bullock	-	Sensory Studio Assistant	(Left – gained full-time employment)

All volunteers, staff and Trustees have Criminal Records Bureau clearance at Enhanced Level. Twinkle House operates Equal Opportunities and Child and Vulnerable Adult Policies [Copies of all Policies and Procedures available on request]

Contact details

126 Sandy Lane Centre, Skelmersdale, Lancashire, WN8 8LH.

Telephone: 01695 455625

Email: enquiries@twinklehouse.co.uk **Website:** www.twinklehouse.co.uk.



Support Service



Making a Difference Through Practical Tailored Support

Twinkle House provides a sensory-based support service for children and young people with sensory impairment, disabilities and additional needs, including those with social, emotional and behavioural difficulties. Also providing emotional support, advice and signposting for their parents and carers. Income is generated by providing a small number of sensory based relaxation sessions to adults with learning and mental health difficulties.

Our mission continues to be “Improving the well-being of those requiring personalised practical support”

Our clients' needs continue to vary, however our service is still largely accessed by clients having Autistic Spectrum Disorder (ASD) many of whom have severe difficulty in communicating their every day needs, and have very limited social skills. Having these impairments often leads to frustration for the client who may display difficult behaviour towards themselves and others. Their behaviour can also be disruptive to their schooling and family home life, causing much distress for all concerned. People with ASD find the 'normal' world over stimulating and difficult to make sense of. To help counteract this, we provide an acceptable environment in which we can offer our specialist support, helping our clients make sense of their senses, and offering support for particular difficulties they are experiencing. Other service users present with conditions such as Attention Deficit Hyperactivity Disorder, Down's syndrome, Cerebral Palsy, Social Emotional and Behaviour Difficulties, stress and low self esteem, sensory and visual impairments and many more difficulties. Many children and young people we support do not have a 'diagnosed' condition and may be going through the process of being stated, often with little practical support. Our service does not exclude those who are undiagnosed; our self referral process ensures they receive early intervention and preventative support when they need it most.

Our unique tailored approach provides practical solutions to individuals or small groups to help them develop key life skills, thus improving their overall emotional well-being. Our support enables clients to be more able to cope with their condition and improve their ability to get their needs met on a daily basis. The environment in which we work is adaptable, calming, safe and acceptable to meet their varied needs. Our support reaches out to parents and carers who are supported with strategies, advice, information and resources to make their caring role and family life easier to manage, enabling them to be happier and more able to self-support, having improved overall well-being for the family.

Activities Available Include:

- One-to-one or small group sessions that are sensory based and supported by our highly experienced team of staff and volunteers
- Tailored support working towards stated aims and objectives using quality strategies and resources
- Anxiety and Behaviour Management support for children and young people
- Provision of tried and tested Relaxation Technique support and strategies to use at home or in school
- Soft Play facility (used for constructive play, role play, shape and colour recognition)
- Specialist Resource Library (for members to access a wide range of specialist resources, aids and books at very low cost)

- Information and support service to parents, carers, and other organisations
- Support with sleep difficulties through our newly developed on site Sleep Clinic that we aim to develop as an outreach service

Benefits of using the service have shown [collected from service evaluations and regular feedback from service users during the past year]

Improved overall well-being for the family and wider family, for the service user; More able to remain in school and achieve set targets, Improved concentration, self esteem/confidence, attention span, literacy/numeracy, focussing, speech and language, communication skills, social interaction skills, motor skills [both fine and gross]; strengthened eye muscle; more relaxed; happier children and therefore happier families; improved knowledge of facial expressions; better special awareness; families are better informed about conditions; more informed about other services around their area; and more control of their lives.

Achievements and Successes

- Directly supporting 3,137 beneficiaries during the last financial year
- Provided holiday short break support to children and young people with disabilities in West Lancashire
- Supply of information and resources to parents/carers, schools and other agencies
- Community support in terms of fundraising activities and donations raising £32,945 throughout the last financial year
- Raising our profile through a number of social functions and social media including production of a short film highlighted on television
- Having a team who are dedicated to the cause and continually striving to promote and develop the services of Twinkle House
- Continuing to develop quality partnerships with schools in West Lancashire

Objectives for the year 2011/2012

Key objectives for the year ahead include:

- Continuing to develop our expansion plans with new location and premises
- Developing an outreach service providing greater levels of support to the wider community
- Developing our support to reach more schools in West Lancashire
- Working towards a Quality Inclusion Mark



Chair's Report



It gives me great pleasure to confirm that once again we have had a wonderful year at Twinkle House, having improved our support to the local community and our partnership working with many local schools, enabling us to reach more children and young people in need of our specialist support service. As a well established service, we are increasingly recognised for the benefit we provide to our clients and their carers; it is with this reputation and experience of our work that we hope to continue securing funding for our future developments. Service user involvement is at the heart of our organisation's continued development; ensuring that we provide assistance that is accurate to fulfil their individual needs.

On behalf of the Board I would like to thank our team for their assistance over the year, including, the Board of Trustees for their support with the governance of the organisation, Jill Appleton (Manager) who leads our organisation and remains dedicated to the service and enthusiastic in supporting its development.

Paula Kerr (Child Development Worker) who continues to provide exemplary support to service users and their parents/carers with the valued assistance of our committed volunteer team.



Becky Tipton (Administrative Assistant) who continues to raise the profile of Twinkle House with young people in West Lancashire through her work on the organisation's activities and administration.

Thank you to our volunteers who give their time on a weekly basis, bringing their individual specialism to the organisation, that without them we would not be able to provide;



A big thank you to the entire team, "well done"

Part of the unique nature of our Charities' work is in its flexible approach to the needs of its service users, including children and adults with physical and learning difficulties and those with additional needs, and in our provision of specialist equipment for the benefit of our service users needs.

However, we are only able to provide these facilities thanks to the generosity of those who fund our work, and those who kindly donate to support our much needed service. It is their belief in the service that we provide that enables us to continue having a positive and defined benefit to the lives of those clients and their families that use our service.

We are looking forward to another successful year and remain very positive about our future developments providing outreach support in the community where it is needed.

JANE Mc DERMOTT
Chair



Manager's Report



We feel very blessed and privileged to report that Twinkle House has had a very successful year with lots to celebrate. Despite a great deal of insecurity about future funding in the latter part of 2010 including news that our local authority were no longer supporting our work from the end of March, we were able to celebrate our success in receiving news of funding secured from two of the largest charitable funders in the UK.

The past year has been a very unpredictable and insecure time for many organisations and services for people with disabilities and we continue to hear news that due to the difficult economic climate, Charities and voluntary sector organisations are closing down or in a poor financial state due to cuts in funding and reduced support from local authorities, major funders and supporters.

It has been a period where competition for funds has been fierce, where actions and timing have been a key issue and a time when only the fittest and most determined organisations will survive. We are proud that our service has made it through these difficult times, by taking the right actions at the right time, with successful outcomes that have ensured we will be protected to provide our service in the years ahead. However, we acknowledge that we too could have been one of the many organisations that have closed or near closing and our thoughts and sympathy are with those organisations that have ceased to continue.

BBC Children in Need agreed to continue funding the post of our Child Development Worker for a further three years which is a great compliment to the work that we do and the success we have in making a real difference through our support. More good news came from The Big Lottery Reaching Communities Fund who agreed to support a large proportion of our service costs and help us improve our support to local schools for a period of four years. Hearing of these two major funders supporting our Charity was an incredible boost for the team, and for our service users who were very concerned that our service may cease to exist. Although we have the support of these two major funders, we still need to raise a considerable amount of funds each year to ensure we cover all of our service costs. We aim to achieve this by applying for small grants and continuing our fundraising efforts in the community.

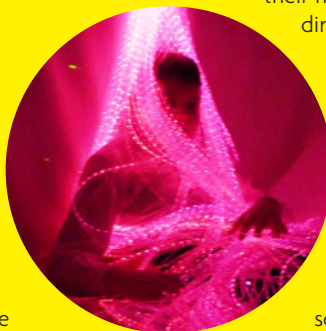
We have continued to raise our profile by taking part in the Media Trust's series 6 productions. We feel very fortunate to have been chosen to take part in the production of a short film about our work that was shown on national television and at an awards ceremony in London earlier this year. We have worked with local Computer Company; Danoli Solutions who have developed a new and comprehensive website that is of greater quality and more interactive than the last. We have designed and produced new

promotional service brochures and banners to help inform people about our service at events and meetings.

"Thank you to our dedicated team of staff and volunteers" for their support over the past year, they are an absolute asset to the work we do, and a credit to themselves for the tireless effort they make to support the work of the Charity.

"Thank you so much, you are a great team".

"Thank you to our Board of Trustee/Directors" who give up their free time to provide valuable advice, guidance and direction in the management of the Charity. *Thank you* to all of our Board members for their trusted support throughout the year; you are all very much appreciated.



Statistics

From April 2010 to March 2011 we have directly supported 3,137 beneficiaries (1,620 clients and 1,517 carers) through our service, on average supporting 30 children and young people every week including school holidays. We have provided support through individually tailored support sessions that are meaningful and specific to the user. Our statistics do not account for wider family members and others who also benefit.

Our Funders and Supporters

"Thank you" to all of those who support the work we do, we could not provide our service without your vital help, no matter how small you may think, the generosity of people in our local community that come out time and again to offer their support just blows us away. Your help goes towards making a massive difference to the lives of those we support. Thank you for recognising our worth and recognising their needs.

JILL APPLETON
Manager



Financial Information

Twinkle House Limited - Summary Financial Information Year ended 31 March 2011

INCOME	2011 £	2010 £
Grants Received	125,460	110,203
Income Generated	6,370	8,682
Donations and Fundraising	26,571	19,786
Total incoming resources	158,401	138,671
EXPENDITURE		
Staffing and Volunteer Costs	81,017	74,639
Premises Costs	17,529	22,815
Running and Office Costs	8,548	12,407
Resources / Equipment	18,746	5,744
Total resources expended	125,840	115,605
Surplus for the financial year	32,561	23,066
BALANCE SHEET	2011 £	2010 £
Bank balances	82,220	49,908
Creditors	(750)	(999)
	81,470	48,909
THE FUNDS OF THE CHARITY		
Unrestricted income funds	42,598	28,400
Restricted income funds	38,872	20,509
	81,470	48,909



Funders & Supporters



2010 - 2011

Funding and Donations have been received from many individuals, other charities, organisations, Trusts, Foundations, retailers and local schools whose support has greatly helped Twinkle House to maintain its services free to children. Some of our funders request to remain anonymous. We would like to send out a big **“Thank You”** to all who have funded and raised funds for Twinkle House.

- Albert Hunt Trust
- Alchemy Foundation
- Amelia Rose
- Amf Bowling
- Andrew McMaster
- Anna Stockton
- Arriva Buses Skelmersdale
- Aughton Christ Church Wives Group
- Aughton Town Green School
- Baily Thomas Charitable Fund
- Barry Williams
- BBC Children In Need
- Beccy Tipton
- Becki Southern
- Big Lottery Reaching Communities Fund
- Blades & Glory Hair Skelmersdale
- Bodfach Trust
- Brenda Lowe
- Bridget Wainwright
- Burgess Family Skelmersdale
- Burscough Village Primary
- Busy Bee Public House Skelmersdale
- Carlene Tomaselli
- Charity Paintball
- Clare Gavan
- Community Guides Skelmersdale
- Co-operative Bank (Cfs) Skelmersdale
- Co-operative Foundation
- Co-operative Skelmersdale
- Debenhams Wigan
- DI Dresser Uk Limited Skelmersdale
- Everton Football Club
- First Class Nursery Ormskirk
- Forshaw Family
- Garfield Weston Foundation
- Glenburn Sports College Skelmersdale
- Great Bear Distribution Skelmersdale
- Henry Smith Charity
- Hotter Comfort Concept Skelmersdale
- Jade Geoghegan
- James Tudor Trust
- Jem Buildings & Diy Supplies Liverpool
- John Moores Foundation
- Joseph Stockton
- Kelly Hall
- Kelly Shirley School Of Dance Burscough
- Kenny Madden
- Kerry Tipton
- Kilhey Court Standish
- Kwik-fit Ormskirk
- Lancashire Aiming High For Disabled Children Fund
- Laura Williamson
- LEEANNE STOCKTON
- Linda Fiddler
- Linda Johnson
- Liverpool Football Club
- Liverpool Playhouse
- Loyal Orange Institution
- Lucia Carmichael
- Lucy Boden
- Mahood Brothers
- Marie And Derek Duckworth
- Mark Dobson
- Matalan Head Office Skelmersdale
- Mcdermott Family
- Mckinnon Family
- Merseycats
- Mike Leather
- Mossock Hall Golf Club
- Mr J Roberto
- Mr X
- Mrs C Wright
- Mrs Frances Langley
- Mrs Wainwright
- Nic & Macey Lowe
- Nick Brough
- Nicole Photography Skelmersdale
- Nye Bevan Skelmersdale
- Ormskirk Hospital Maternity Unit
- Ormskirk Hospital Therapy Department
- Our Lady Queen Of Peace High School Skelmersdale
- Paul Harding
- Percy Bilton Charity
- Pilkington Foundation
- Pilkington Will Trust
- Procter & Gamble Skelmersdale
- Rachael Leather
- Rachel Toohey
- Railway Tavern Skelmersdale
- Rebecca Baker
- Rock Fm Cash For Kids
- Room 47 Ormskirk
- Rufford Arms Hotel Rufford
- Samantha Trainor
- Sandpiper Bickerstaffe
- Sayers The Bakers Skelmersdale
- Sca Hygiene Skelmersdale
- Skelmersdale Office Supplies
- Skelmersdale & Ormskirk College
- Sophie Andersson Photography
- Splash World Southport
- St Anne's Union Of Catholic Mothers
- St Pascal Baylon Church Liverpool
- St Richards Primary School Skelmersdale
- Stefan Brown And Family
- Tipton Family
- Tony Murphy
- Val Boulton
- Vicky Blakey
- Vivalis Skelmersdale
- Watertight Plumbing Services Crosby
- Wilkinson's Store Skelmersdale
- WLBC Sports Development Team
- WN8 Directories Skelmersdale

And Others' Who Wish To Remain Anonymous.



Thank you all so much for your much needed support!



Service User Comments

I think Twinkle House is great. I really enjoy coming here. There are lots of fun things to do. I like going on Word Shark and listening about space. When I leave Twinkle House I feel happy and relaxed.

Cameron - Child

I like Twinkle House and I look forward to it every week.

Woody Jones - Child

Twinkle House has helped me to calm down in school and at home.

Connor Marsh - Child

Twinkle House has taught me ways to calm down and ways to breath. I find myself counting up to ten when I get angry. I feel happy when I talk to Paula because I know she listens and tries to help me.

Emma - Child

I will really miss Twinkle House because I play there and it makes me feel happy and the staff are very friendly.

Jason - Child

Twinkle House is great. It makes me feel great and I really love it.

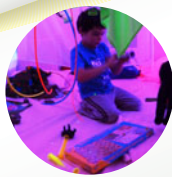
Alex - Child

When I play in the soft play I can do sculptures and it makes me feel happy. I feel better about my maths.

Jack - Child

I love the Smart Board and seeing the fish. I feel happy when I come here. I love building a climbing wall with my friends. It makes me feel excited.

Bradley - Child



Paula is very helpful. You feel relaxed talking to her. After my chat with Paula I felt a hundred times better in myself about my child's sleep problem.

Mary Edwards - Parent

It is a great help to be able to leave Jack independently at Twinkle House for a couple of hours. Jack loves to play and be involved with other children who have similar disabilities in a secure, friendly and stimulating environment.

Vicki Blakey - Parent

Twinkle House gives me my sanity back

Pille Sephton - Parent

Lawrence has really enjoyed and benefitted from coming to Twinkle House. Through the play strategies he has had help learning to share, stay on task, concentrate and listen to instructions. He feels safe and confident here. We have passed on some of the strategies to Lawrence's teacher at school and we have also used them at home, where it's been a great help and support. We have complete peace of mind that he is being looked after, is understood and very happy.

Alison Woodward - Parent

Levi has enjoyed coming to Twinkle House and I have noticed he has become more open towards people he does not know and has much more confidence with people in general. He has used his imagination using soft play which is something he does not do at home. Also Levi has learnt a concept of time and can stay more focused on activities for longer as he has been taught to stay and remain on the task at hand. He is learning patience which is one of his weaker points.

J Wareham - Parent

The projector and CD Stories work amazingly well. Within 4 weeks of accessing the service Max was staying in his bed and falling asleep within the hour. This is 'AMAZING' as this process normally took 4-5 hours!

Linda Seagrove - Parent

Keep up the hard work guys, you work wonders

Samantha Trainor - Parent

Ewan absolutely loves his visits to Twinkle House, enjoying not only the stimulating lights, sounds and games but also the relaxation techniques. Ewan is prone to tantrums because of his autism and Twinkle House has taught him how to calm himself down, a skill vital to his social abilities. We find the staff very caring, helpful and fun, and I can relax knowing Ewan is in good hands. We wish we could have a Twinkle House session every day!

Julie Rainford - Parent

My son Nathan would really benefit from weekly sessions at Twinkle House. There is so little provision in the area that he enjoys, but Nathan clearly enjoys his time here. I feel comfortable leaving him in a safe environment with capable staff who understand his needs. Many thanks all.

Sindy Sung - Parent

Reece really looks forward to his sessions at Twinkle House. It gave him something to look forward to and gave him the opportunity to mix with children who have similar needs to him, which is something he needs. Sessions really improve Reece's communication and social skills in a safe environment. I hope future sessions during school holidays will be available as they are a much needed asset to the community.

Claire Townley - Parent

Joseph loves coming to Twinkle House. He recognises where we are when we come in which is fantastic. He really enjoys all aspects of the lights and games Paula plays with him. Coming here is helping him to develop his non-verbal communication as well as his hand eye co-ordination with the switches.

Anna Stockton - Parent

Children from Brookfield Park have been asking their teacher all week, "when is it Twinkle House time?" They were delighted when they found out they were coming a few days earlier. They really enjoy their sessions. Thank you.

J Thompson - TA Brookfield Park Primary School

Sarah and Georgina love their sessions at Twinkle House. Sarah was very anxious on the journey down but soon calmed down when she came into Twinkle House. She was singing away and really relaxed.

Care Worker from Beaversway Care

Cameron is more attentive in class when he has been to Twinkle House and is more relaxed after a session. He benefits from the adult input. It has improved his self esteem, he values the special time he has away from school.

SENCO - St Richards Primary School

Dana is a lot happier and comfortable in the surroundings. She loves it here and has started using PEC'S brilliantly. She is so used to Paula and will now sit and play. She uses the choose board which has helped with her speech. Dana has made lots of progress since starting at Twinkle House.

Gaynor Brady - Parent



Our Mission Statement

"Improving the well-being of those requiring personalized practical support"