



## Secretary Report 2020

### Membership and Communication

Little Hiccups continues to grow and has a professional reputation with the families. We've done very little advertising so the growth is mainly through professional recommendations (physios, nurses, etc) word-of-mouth and our reputation. Social media seems to be an important method of communication for the families and the Private Group of Facebook has certainly seen this with families seeking advice or passing on goods through there.

Little Hiccups continues to offer a variety of services: The Family Fun Days (with events selling out in days or even hours!), Outreach, Stay n Play and Hydrotherapy are popular. There has been a downturn since March 2020 due to Covid-19 lockdown and no sessions/events occurring but we've still had the odd new membership.

This year has seen the launch of the new website (SSL secure) and the creation of an online Registration form on the website that will be stored digitally. Families have to register before they can book on events (also done through the website so reducing Yapsody costs). This streamlines the process and ensures that only eligible families book on. There will be a period of crossover and I predict a fall in Membership numbers as 'old' families that have not attended Little Hiccups for some years do not subscribe to the new online service.

*Membership Numbers can be found in Appendix 1*

*Family Fun Days can be found in Appendix 2*



Little Hiccups, c/o 63 High Ridge Park, Rothwell, Leeds LS26 0NL

Tel: **07831 230741** Email: [info@littlehiccups.co.uk](mailto:info@littlehiccups.co.uk) Web: [www.littlehiccups.co.uk](http://www.littlehiccups.co.uk)

Registered Charity No: 1170147 Company Limited by Guarantee No: 9692276

## **New Direction / Expansion**

2019-2020 was our 10th birthday and we managed to achieve a lot in the space of the year. We ran a very successful holiday for 10 families who were all very appreciative and the feedback was incredibly positive. We have decided that this would not be feasible to fund on an annual basis but would like to do maybe every 5 years. We have also fundraised for the year and smashed our £10k annual target. Many families have managed to get involved and fundraise alongside us with the theme of 10 - so visiting 10 parks, etc.

We've also launched our new website and are trialling online booking, registration and e-commerce. It is much easier to ensure that the information is kept up to date.

In terms of everyday Hiccups services, this year they were all running successfully with a couple of learning curves on the way which were taken on board and used to improve future experiences. We've had Incident Reports completed but there were no major issues and all were recorded and dealt with following our Policies and Procedures.

This year we have also expanded our sports section to include Accessible Yoga. We have only run one set of sessions again but the feedback was very positive and we would certainly like to run more.

Hydrotherapy has started to run smoother although the sports centre has had a change in management and we are currently in negotiation for the processes that are required. Its inspired us to seek new awards!

In February this year we were pleased to attend the Child Friendly Leeds Awards 2020 and became a Winner in 'Best Place in Leeds for Children and Young People'.

Unfortunately, in March 2020 the country went into lockdown due to Covid-19. All services with the exception of Counselling and Outreach were required to stop. We managed to continue the offer of Counselling and Outreach via streaming or telephone but these were not very well taken up. The Little Hiccups private facebook group remains strong and well used with parents communicating with each other through there. Risk Assessments and Policies have all been updated that are relevant to the upcoming challenges of social distances and we are looking at our services and how we can continue to run Little Hiccups through this time. At the time of writing this report (July 2020) we are also just about to trial reopening All Terrain Buggy hire with new Risk Assessments and processes in place.

*Incident Report Updates can be found in Appendix 3*

Next year we will look at redeveloping and adapting Little Hiccups services with a socially distancing environment and for those self isolating at home. Meanwhile, we will need to consider a steady income and create fun and exciting fundraising challenges that comply with government regulations. We will also look at spreading the word of Little Hiccups with positive news stories and attempt to become more prominent in the local newspapers. Hopefully, this will also encourage more Corporate Sponsorship. I think it is also important that our focus, once starting back up again to events, is smaller groups (to enable easier social distancing) but also to support other small Charities/Businesses that may have struggled with the lockdown. We also want to start Condolence and Compassion packs for those that lose a child (hopefully not a well used service) and for those that have to go to hospital. The packs will contain small home comforts and a postcard from Little Hiccups. I've started collecting items for these and am aiming for 50. Hopefully this year as well, Little Hiccups will be moving Business Address so it will be imperative to ensure that everything is up to date for that. We are also looking at a Grant for a Travel Bed for hire similar to the Buggies and the potential of starting Child Forums and Sibling Support Groups.

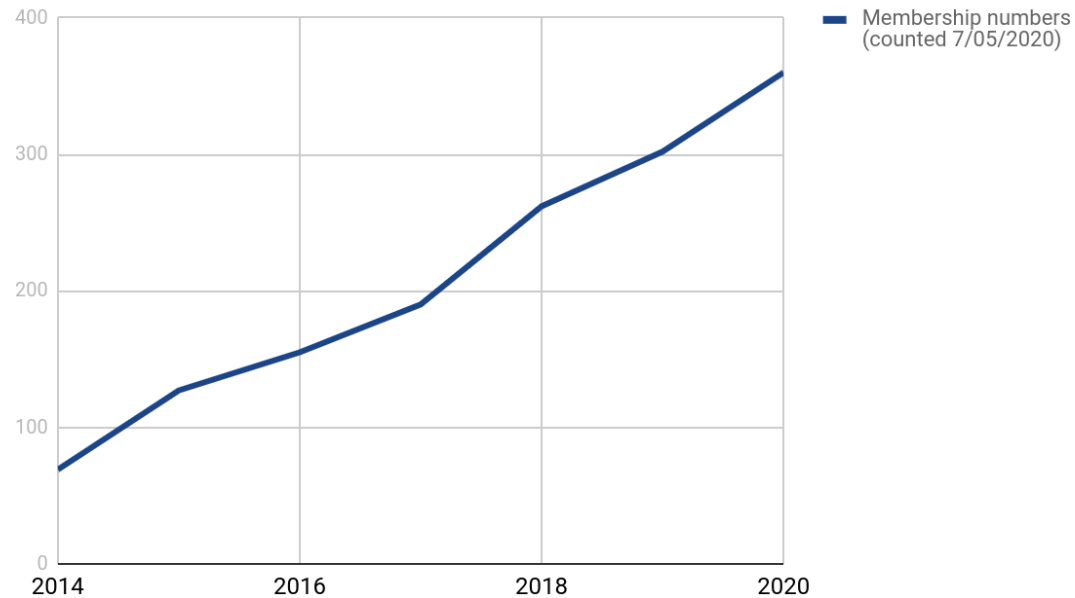
Miriam Watson-Pratt

Secretary

**Appendix 1**  
**Membership numbers (counted 7/05/2020)**

<b>Attending Members</b>	<b>2014</b>	<b>2015</b>	<b>% inc</b>	<b>2016</b>	<b>%inc</b>	<b>2017</b>	<b>%inc</b>	<b>2018</b>	<b>%inc</b>	<b>2019</b>	<b>%inc</b>	<b>2020</b>	<b>%inc</b>
Completed Registration Forms	35	98	+64%	122	+20%	187	+35%	311	+66%				
Families on Contact Form	69	127	+46%	155	+22%	190	+18%	262	+38%	302	+13%	360	+19%
Online Registration												18	+100%

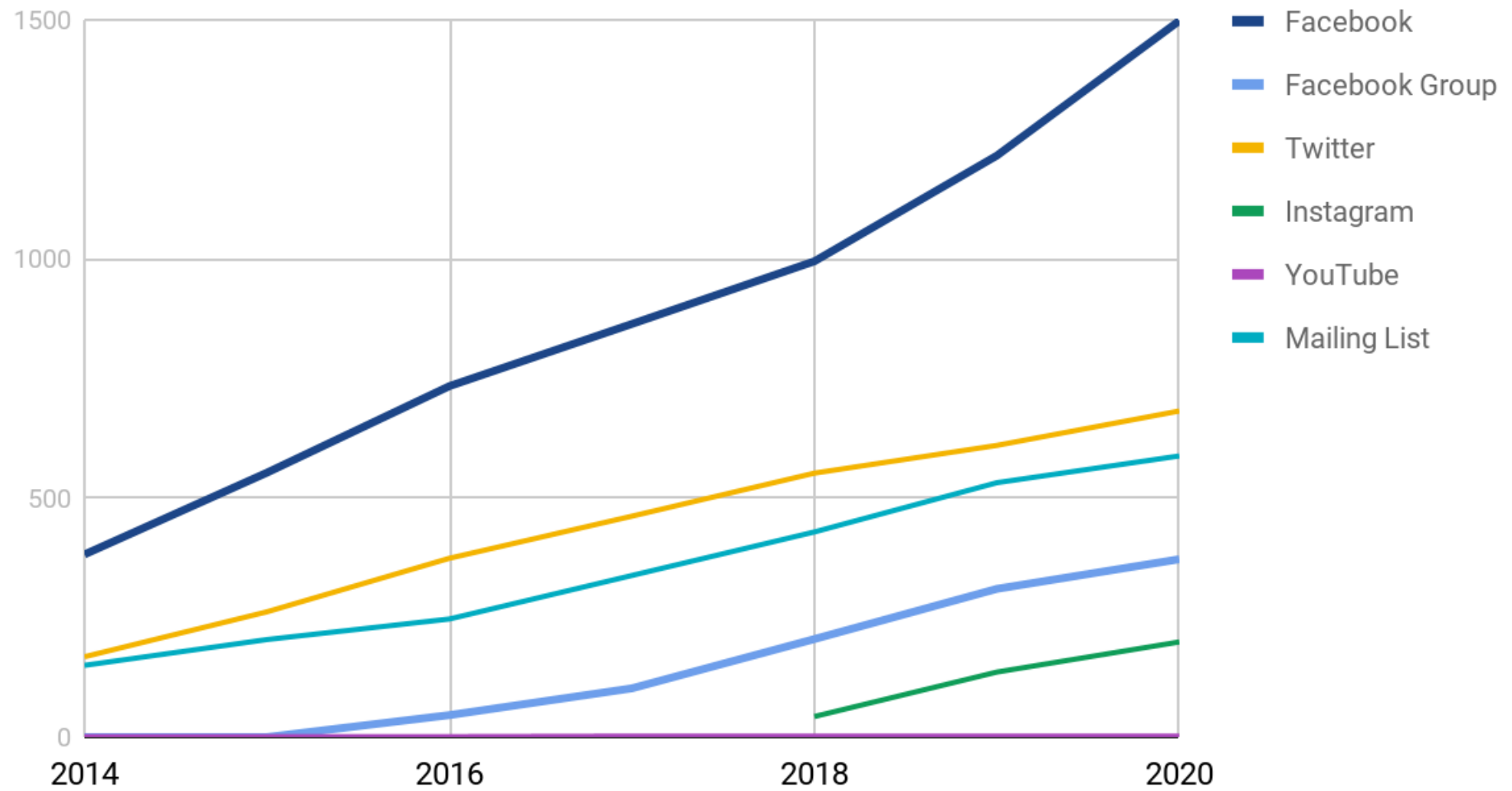
## Points scored



Social Media	2014	2015	% inc	2016	%inc	2017	%inc	2018	%inc	2019	%inc	2020	%inc
Facebook	382	553	+31%	734	+25%	864	+15%	995	+15%	1216	+18%	1498	+23%
Facebook Group	-	-	-	46	-	102	+55%	205	+101%	310	+34%	372	+20%
Twitter	168	262	+36%	374	+30%	462	+19%	552	+19%	610	+9.5%	682	+12%
Google+	27	42	+36%	47	+89%	49	+4%	49	0%	Closed	0%	Closed	0%
Instagram	26	Closed	-	-	-	-	-	43 reopened account	0%	138	+69%	199	+44%
Blogger	6 posts 1120 views	11 posts 1420	+45% posts +21% views	28 posts 4248 views	+61% posts +67% views	46 posts 9,646 views	+39% posts +56% views	60 posts 15,936 views	+30% posts +65% views	82 posts 19,675 views	+27% posts +19% views	Closed - on website	n/a

		view s											
YouTube	1	1	0%	1	0%	2!	+50%	2	0%	2	0%	2	0%
Mailing List	150	204	+26%	247	+17%	338	+27%	429	+27%	532	+24%	588	+10%

## Points scored



## Appendix 2 – Breakdown of Family Fun Day events.

*These figures represent the amount booked not attended.*

	2014	2015	2016	2017	2018	2019
<b>May</b>	<b>Showcase Cinema</b> Adults: 33 Children: 37 <i>Total: 70</i>	<b>Disability Rocks</b> Standard ticket: 26 Under 5's: 5 <i>Total: 31</i>	<b>Purple Party at Blacksmith Arms Pub</b> Adults 21 Children: 17 <i>Total 38</i>	<b>Sensory Space Leeds</b> Adults 15 Children: 15 <i>Total 30</i>	-	-
<b>June</b>	<b>Disability Rocks</b> Adults: 27 Children: 27 <i>Total: 54</i>	<b>Chill Factor – skiing</b> Stand up skier: 38 Sit down: 8 <i>Total: 46</i>	<b>Lazer Zone</b> Adult: 21 Children: 12 <i>Total: 33</i>	<b>Boss Baby @ Showcase Cinema</b> Adult: 38 Children: 43 <i>Total: 81</i>	<b>Soft Play at KidZone</b> Adult: 37 Children: 39 <i>Total: 76</i>	-
<b>July</b>	<b>Dino Jaws</b> Adults: 51 Children: 54 <i>Total: 105</i>  <b>Farsley Library</b> Adults: 13~ Children: 14 <i>Total: 27</i>	<b>Shabang</b> Adult: 31 Children: 24 <i>Total: 55</i>	<b>Mimika Theatre</b> Adult: 32 Children: 28 <i>Total: 60</i>	<b>Shebang</b> Adult: 64 Children: 59 <i>Total: 123</i>  <b>Watersports at Yeadon Tarn</b> Adult: 14 Children: 18 <i>Total: 32</i>	<b>Creepy Crawlly</b> Adult: 71 Children: 79 <i>Total: 150</i>	<b>Party - Circus themed</b> Adults: 95 Children: 95 <i>Total - 190</i>
<b>Stay n Play</b>						Adult: 11 Children: 13 <i>Total: 24</i>
<b>August</b>	<b>Wildlife Park</b> Adults: 24 Children: 22 <i>Total: 46</i>	<b>Skelton Grange</b> Adults: 11 Children: 20 <i>Total: 31</i>	<b>Sensory Fun Bus</b> Adults: 15 Children: 10 <i>Total: 25</i>	<b>Children's Tea Party @ Iveridge Hall</b> Adults: 35 Children: 26 <i>Total: 61</i>	<b>Children's Tea Party at Iveridge Hall</b> Adult: 47 Children: 41 <i>Total: 88</i>	<b>No event due to Hiccups Holiday</b>
<b>Stay n Play</b>						Adult: 19 Children: 20

						<i>Total:39</i>
<b>September</b>	<b>Sports Day</b> Adults: 10 Children: 8 <i>Total: 18</i>	<b>Cannon Hall Farm</b> Adults: 30 Children: 28 <i>Total: 58</i>	<b>Indoor Sky Diving</b> Adults: 23 Children: 35 <i>Total: 58</i>		<b>Bowling at Bansley Bowl</b> Adult: 20 Children: 29 <i>Total: 49</i>	<b>Rainbow Factory</b> Adults: 30 Children: 28 <i>Total - 58</i>
<b>Stay n Play</b>						Adult:5 Children:5 <i>Total: 10</i>
<b>October</b>	<b>Nell Bank</b> Adults: 20 Children: 29 <i>Total: 49</i>	<b>Rainbow Factory</b> Adults: 17 Children: 20 <i>Total: 37</i>	<b>The Works</b> Adults: 23 Children: 8 <i>Total: 31</i>	<b>Skiing with Disability Sports</b> Adults: 32 Children:45 <i>Total: 77</i>  <b>A Spooky Visit to the Donkey Sanctuary</b> Adults: 22 Children:28 <i>Total: 50</i>	<b>Canal Boating with the Safe Anchor Trust</b> Adult: 37 Children: 33 <i>Total: 70</i>	<b>Skiing with Disability Sports</b> Adult: 26 Child: 52 <i>Total: 78</i>
<b>Stay n Play</b>						Adult: 3 Children:2 <i>Total:5</i>
<b>November</b>	<b>Cinema</b> Adults: 29 Children: 33 <i>Total: 62</i>	<b>Showcase cinema</b> Adults: 19 Children: 17 <i>Total: 36</i>	<b>Trolls at The Showcase Cinema</b> Adults: 58 Children: 58 <i>Total: 119</i>	<b>Paddington 2 at The Showcase Cinema</b> Adults: 48 Children: 62 <i>Total: 110</i>	<b>Smallfoot at the Showcase Cinema</b> Adult: 48 Children: 66 <i>Total: 114</i>	<b>Abominable at the Showcase Cinema</b> Adults: 45 Children: 56 <i>Total: 101</i>
<b>Stay n Play</b>						Adult: 9 Children:12 <i>Total:21</i>



<b>December</b>	<b>Sundown Adventureland</b> Adults: 72 Children: 65 <i>Total: 137</i>  <b>Christmas Party</b> Adults: 43 Children: 46 <i>Total: 89</i>	<b>Sundown Adventureland</b> Adults: 37 Children: 33 <i>Total: 70</i>  <b>Christmas Party</b> Adults: 68 Children: 66 <i>Total: 134</i>	<b>Sundown Adventureland</b> Adults: 59 Children: 59 <i>Total: 118</i>  <b>Christmas Party</b> Adults: 88 Children: 85 <i>Total: 173</i>	<b>Sundown Adventureland</b> Adults: 104 Children: 96 <i>Total: 200</i>  <b>Christmas Party</b> Adults: 93 Children: 100 <i>Total: 193</i>	<b>Sundown Adventureland</b> Adult: 140 Children: 144 <i>Total: 284</i>  <i>Also Sundown run one this year</i>  <b>Christmas Party:</b> Adult: 106 Children: 108 <i>Total: 214</i>	<b>Sundown Adventureland</b> Adult: 100 Children: 106 <i>Total: 206</i>  <b>Christmas Party</b> Adult: 106 Children: 109 <i>Total: 215</i>
<b>Stay n Play</b>						Adult: Children: <i>Total:</i>
	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
<b>January</b>	<b>Xscape Soft Play and Glow in the Dark Golf</b> <i>Children: 41</i>	<b>Wall Climbing at Leeds Wall</b> Normal Hoist: 29 Special Chair Hoist: 8 <i>Total: 37</i>	<b>Storytelling at the Rainbow Factory</b> Adults: 28 Children: 33 <i>Total: 61</i>		<b>Adventures at Clip n Climb:</b> Adult: 69 Children: 86 <i>Total: 155</i>	<b>Fundraising and Adventures at Clip n Climb:</b> Adult: 58 Child: 69 <i>Total: 127</i>
<b>Stay n Play</b>						Adult: 9 Children: 9 <i>Total: 19</i>
<b>February</b>	<b>Family Photoshoot</b> <i>Families: 12</i>	<b>Photoshoot at Leeds City Museum</b> <i>Families: 15</i>	<b>Oxygen Freejumping</b> Adults: 58 Children: 64 <i>Total: 122</i>	<b>The Deep in Hull</b> Adults: 58 Children: 63 <i>Total: 121</i>	<b>Soft Play at Kidzone</b> Adult: 41 Children: 49 <i>Total: 90</i>	<b>Family Photoshoot</b> <i>Families: 18</i>
<b>Stay n Play</b>						Adult: 16 Children: 26 <i>Total: 42</i>

<b>March</b>	<b>Music Sessions and Sensory Leeds</b> <i>Families: 10</i>	<b>Harrogate Town Football Club</b> Adults: 18 Children: 13 <i>Total: 31</i>	<b>Family Photoshoot</b> March 12 <sup>th</sup> : 12 families March 19 <sup>th</sup> : 11 families <i>Total: 23</i>	<b>Family Photoshoot</b> April 15 <sup>th</sup> (rearranged) and March 22 <sup>nd</sup> : 18 families	<b>Family Photoshoot:</b> 10 <sup>th</sup> and 17 <sup>th</sup> March: 18 families	<b>Lush:</b> Children - 23 Adults - 24 <i>Total 47</i>
<b>Stay n Play</b>						Adult: 6 Children: 7 <i>Total: 13</i>
<b>April</b>	<b>Stockheld Park Easter Adventure</b> Adults: 27 Children: 26 <i>Total: 53</i>	<b>Harrogate Town Football Club</b> Adults: 18 Children: 13 <i>Total: 31</i>  <b>Music Sessions at Sensory Leeds</b> Adults: 15 Children: 14 <i>Total: 29</i>	<b>Yorkshire Wildlife Park</b> Adults: 68 Children: 72 <i>Total: 140</i>	<b>Indoor Skydiving at Airkix</b> Adults: 40 Children: 39 <i>Total: 79</i>	<b>Relaxed Session at Lush</b> Adult: 22 Children: 18 <i>Total: 40</i>	<b>Cancelled due to Covid-19</b>
<b>Stay n Play</b>						<b>Cancelled due to Covid-19</b>
<b>May</b>				<b>Ponderosa Rural Therapeutic Park</b> Adults: 56 Children: 52 <i>Total: 108</i>	<b>Cannon Hall Farm</b> Adult: 51 Children: 49 <i>Total: 100</i>	<b>Cancelled due to Covid-19</b>
<b>Stay n Play</b>						<b>Cancelled due to Covid-19</b>
<b>June</b>					<b>Forest School</b> Adult: 35 Children: 48 <i>Total: 83</i>	<b>Cancelled due to Covid-19</b>

Stay n Play						Cancelled due to Covid-19
-------------	--	--	--	--	--	---------------------------

### Appendix 3 Incident Report Updates

	Exclusions	Hate Incidents	Health & Safety	Complaints/Grievances	Data incidents/breaches
<b>2018-2019</b>	1	0	1	1	0
<b>Comments</b>	Exclusion - Non Payment. Procedure followed. H&S - Allergy Risk at Stay n Play. RA updated and new processes in place Complaints - ongoing				
<b>2019-2020</b>	0	0	0	2	0
<b>Comments</b>	Complaints - poor Vegan food option at Christmas Party. Royal Armouries admitted fault and apologised. Hydrotherapy - family that had opted for no photos was in the background of a photo that went on social media via another family. Was immediately removed when asked, an apology was issued and a refund for the Hydro sessions as they opted not to attend anymore.				