



Secretary Report 2021

Membership and Communication

It has been another year of lockdown and an inability to meet in person for a lot of our events has had an impact. We've had a boost in new families at Stay n Play with very young children as they struggle with lockdown, isolation and dealing with a child with additional needs alone.

Little Hiccups continues to steadily grow despite lockdown 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.

Membership Numbers can be found in Appendix 1

Family Fun Days can be found in Appendix 2

New Direction / Expansion

Lockdown in March 2020 continued in some form or other and at the time of writing, has been extended until July 19th 2021. It has had an impact on the services that we have been able to offer and we have done our best to adapt as well as we could.

Counselling and Outreach continued throughout via phone or online streaming. The quiet period of counselling started to pick up as children returned to school and parents were able to talk in private. We ran a few virtual Family Fun Days and 'drop ins' for families and parents but these were relatively quiet. The suspicion was



Little Hiccups, c/o The Barrowbys, 170 Barrowby Lane, Garforth, Leeds, LS25 1NG

Tel: **07831 230741** Email: info@littlehiccups.co.uk Web: www.littlehiccups.co.uk

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

that people were 'zoomed out' or unable to attend with their children. It was felt though, that they were important and if they even supported one family then they were worthwhile. We were lucky to have an event at This Green Moon in May for limited numbers as the first set of Covid restrictions relaxed. This was enormously successful and all 30 tickets sold out in less than 30 minutes. Our focus this year and for the next year will be slightly smaller events that are more Covid-safe and that also support smaller, local businesses.

On Sept-Dec 2020 and April 22nd to present day, we also reopened our Stay n Play at Leeds Mencap. Numbers were monitored and restricted. Volunteers took tests and facemasks were encouraged. We were also only in the Sensory Room. The Stay n Play was popular during this period with a number of 'lockdown babies' with families facing isolation and uncertainty during this period. We have had several new families join during this last year, one travelling from Halifax every week to be there.

The All Terrain Buggies reopening was successful with several hires and a summer of hire also planned as people start to move out and about more. During lockdown we were also lucky enough to win a grant from Lloyds Bank for the purchase of two Travel Beds which are now set up and available for hire.

We also started the Compassion packs which are also proving successful. There are two types: a Compassion pack for the loss of a child and a Hospital Pack for those staying in hospital with the child.

The Principle Trust Holidays also started this year with 13 applicants for 4 spaces. Successful applicants were selected anonymously by the panel and informed and all spots have been accepted. We will hope to continue this next year and for many to come.

Little Hiccups has also moved to a new Business address and the majority of places have been updated with the new address although new publications (leaflets/posters/etc) need printing and a few lesser used businesses updated on the way. I would like to take this opportunity to update the printing with our new services and also reduce our environmental impact by making the pamphlets recyclable.

Next year we will need to consider a steady income and create fun and exciting fundraising challenges that comply with government regulations. Especially as we will be losing the fantastic extended annual fundraising by Sentinel Squad UK this year as they move on to support other charities. 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. We would also like to continue with Professional Fundraising as well.

Hydrotherapy and Yoga plans to start up later on in the year as well, ensuring all safety measures are in place. My plan for reopening would be to approach the ones cancelled during Lockdown to see if they would like the slots first then move onto a wider audience if there are spaces.

We would also aim to continue and reopen all our other services fully.

Our Stay n Play may need to be readvertised out. We had steady numbers during the last year but several parents have returned to work and the regulars at the moment will be starting school full time in September.

I would also like to take Little Hiccups in a more environmentally friendly direction. There are a number of ways which we can do this. I think the choices we make when we purchase are important and should be considered. As a charity, there is however a balance between cost and eco friendly that we would have to be aware of. Our use of In Kind Direct for a number of our products is saving items from landfill but we should start to also consider reducing our plastic use where we can and consider other environmental impacts. I would like to strive for an eco friendly goal that we can all achieve.

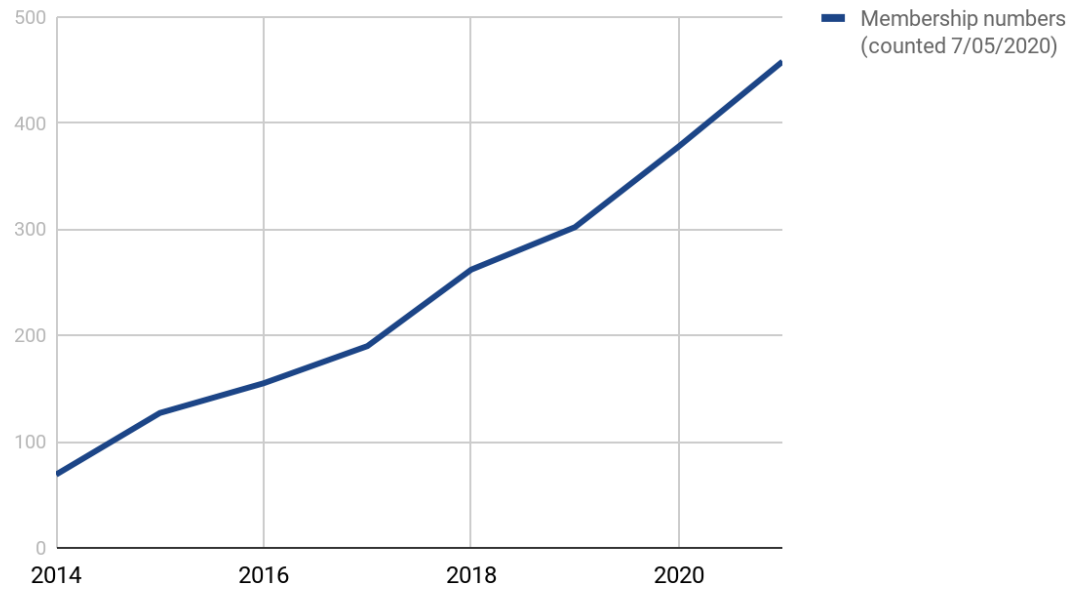
Incident Report Updates can be found in Appendix 3

Miriam Watson-Pratt
Secretary

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

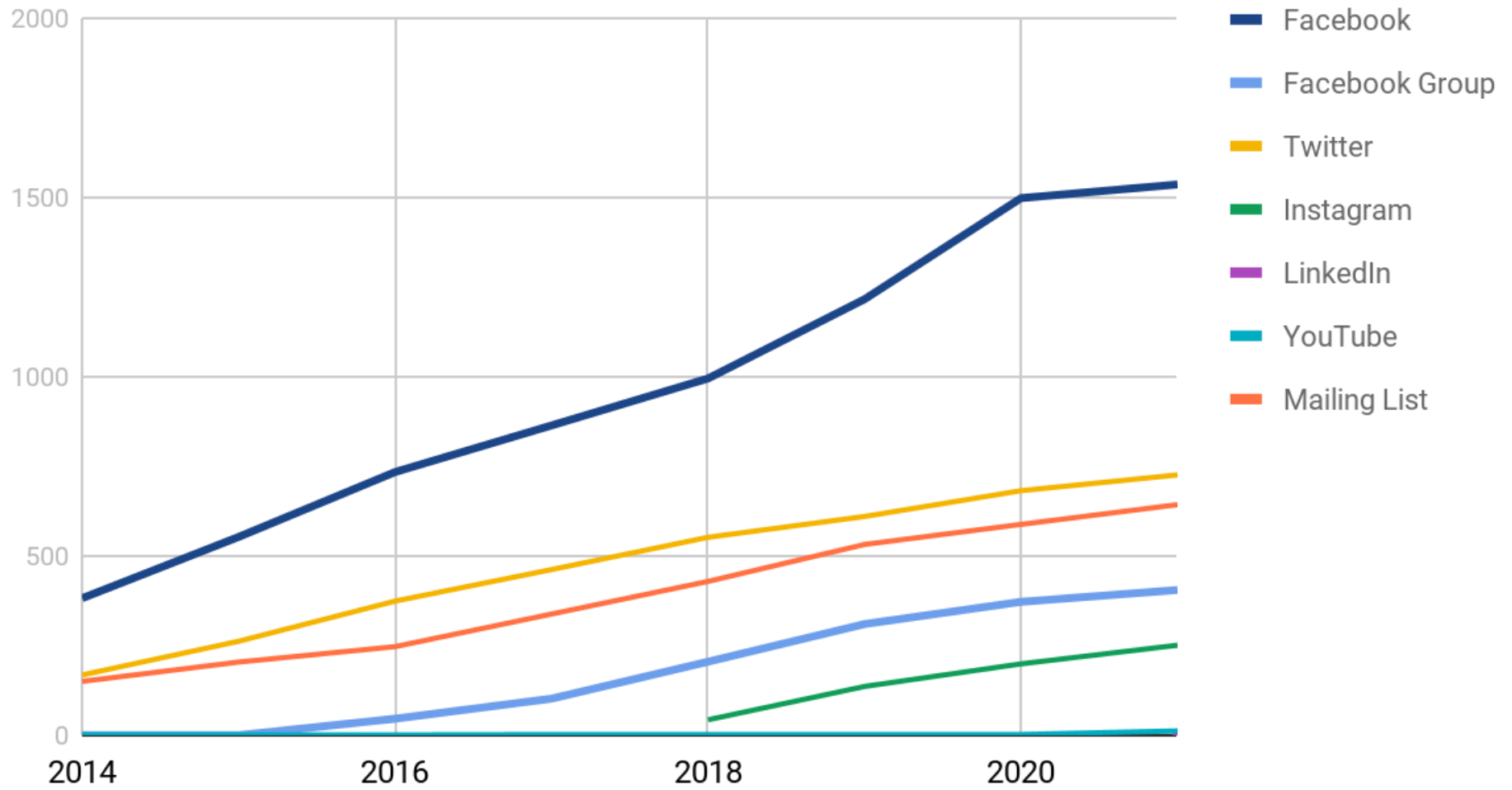
Attending Members	2014	2015	% inc	2016	%inc	2017	%inc	2018	%inc	2019	%inc	2020	%inc	2021	%inc
Completed Registration Forms	35	98	+64%	122	+20%	187	+35%	311	+66%	-	-	-	-	-	-
Families on Contact Form	69	127	+46%	155	+22%	190	+18%	262	+38%	302	+13%	360	+19%	360	0%
Online Registration												18	+100%	80	344%

Points scored



Social Media	2014	2015	% inc	2016	%inc	2017	%inc	2018	%inc	2019	%inc	2020	%inc	2021	%inc
Facebook	382	553	+31%	734	+25%	864	+15%	995	+15%	1216	+18%	1498	+23%	1536	2.5%
Facebook Group	-	-	-	46	-	102	+55%	205	+101%	310	+34%	372	+20%	405	8.9%
Twitter	168	262	+36%	374	+30%	462	+19%	552	+19%	610	+9.5%	682	+12%	726	6.4%
Google+	27	42	+36%	47	+89%	49	+4%	49	0%	Closed	0%	Closed	0%	Closed	0%
Instagram	26	Closed	-	-	-	-	-	43 reopene d account	0%	138	+69%	199	+44%	251	26.1%
LinkedIn	-	-	-	-	-	-	-	-	-	-	-	-	-	1	100%
Blogger	6 posts 1120 views	11 posts 1420 views	+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	Closed - on website	n/a
YouTube	1	1	0%	1	0%	2!	+50%	2	0%	2	0%	2	0%	12	500%
Mailing List	150	204	+26%	247	+17%	338	+27%	429	+27%	532	+24%	588	+10%	643	9.3%

Points scored



Appendix 2 – Breakdown of Family Fun Day events.

These figures represent the amount booked not attended.

	2014	2015	2016	2017	2018	2019	2020	2021
Jan		Xscape Soft Play and Glow in the Dark Golf <i>Children: 41</i>	Wall Climbing at Leeds Wall Normal Hoist: 29 Special Chair Hoist: 8 <i>Total: 37</i>	Storytelling at the Rainbow Factory Adults: 28 Children: 33 <i>Total: 61</i>	-	Adventures at Clip n Climb: Adult: 69 Children: 86 <i>Total: 155</i>	Fundraising and Adventures at Clip n Climb: Adult: 58 Child: 69 <i>Total: 127</i>	Cancelled due to Covid-19
Stay n Play							Adult: 9 Children:9 <i>Total:19</i>	Cancelled due to Covid-19
Feb		Family Photoshoot <i>Families: 12</i>	Photoshoot at Leeds City Museum <i>Families: 15</i>	Oxygen Freejumping Adults: 58 Children: 64 <i>Total: 122</i>	The Deep in Hull Adults: 58 Children: 63 <i>Total: 121</i>	Soft Play at Kidzone Adult: 41 Children: 49 <i>Total: 90</i>	Family Photoshoot <i>Families: 18</i>	Cancelled due to Covid-19
Stay n Play							Adult: 16 Children:26 <i>Total:42</i>	Cancelled due to Covid-19
March		Music Sessions and Sensory Leeds <i>Families: 10</i>	Harrogate Town Football Club Adults: 18 Children: 13 <i>Total: 31</i>	Family Photoshoot March 12 th : 12 families March 19 th : 11 families <i>Total: 23</i>	Family Photoshoot April 15th (rearranged) and March 22nd: 18 families	Family Photoshoot: 10th and 17th March: 18 families	Lush: Children - 23 Adults - 24 <i>Total 47</i>	Cancelled due to Covid-19
Stay n Play							Adult: 6 Children: 7 <i>Total:13</i>	Cancelled due to Covid-19
April		Stockheld	Harrogate	Yorkshire	Indoor	Relaxed	Cancelled	Cancelled

		Park Easter Adventure Adults: 27 Children: 26 Total: 53	Town Football Club Adults: 18 Children: 13 Total: 31 Music Sessions at Sensory Leeds Adults: 15 Children: 14 Total: 29	Wildlife Park Adults: 68 Children: 72 Total: 140	Skydiving at Airkix Adults: 40 Children: 39 Total: 79	Session at Lush Adult: 22 Children: 18 Total: 40	due to Covid-19	due to Covid-19
Stay n Play							Cancelled due to Covid-19	Adult: 12 Children: 11 Total: 23
May	Showcase Cinema Adults: 33 Children: 37 Total: 70	Disability Rocks Standard ticket: 26 Under 5's: 5 Total: 31	Purple Party at Blacksmith Arms Pub Adults 21 Children: 17 Total 38	Sensory Space Leeds Adults 15 Children: 15 Total 30	Ponderosa Rural Therapeutic Park Adults: 56 Children: 52 Total: 108	Cannon Hall Farm Adult: 51 Children: 49 Total: 100	Cancelled due to Covid-19	This Green Moon Forest School Adult: 17 Children: 13 Under 5: 0
Stay n Play	-	-	-	-			Cancelled due to Covid-19	Adult: 13 Children: 15 Total: 28
June	Disability Rocks Adults: 27 Children: 27 Total: 54	Chill Factor – skiing Stand up skier: 38 Sit down: 8 Total: 46	Lazer Zone Adult: 21 Children: 12 Total: 33	Boss Baby @ Showcase Cinema Adult: 38 Children: 43 Total: 81	Soft Play at KidZone Adult: 37 Children: 39 Total: 76	Forest School Adult: 35 Children: 48 Total: 83	Cancelled due to Covid-19	-Cancelled due to Covid-19
Stay n							Cancelled due to	Adult: 17 Children: 14

Play							Covid-19	<i>Total: 31</i>
July	Dino Jaws Adults: 51 Children: 54 <i>Total: 105</i> Farsley Library Adults: 13~ Children: 14 <i>Total: 27</i>	Shabang Adult: 31 Children: 24 <i>Total: 55</i>	Mimika Theatre Adult: 32 Children: 28 <i>Total: 60</i>	Shebang Adult: 64 Children: 59 <i>Total: 123</i> Watersports at Yeadon Tarn Adult: 14 Children: 18 <i>Total: 32</i>	Creepy Crawly Adult: 71 Children: 79 <i>Total: 150</i>	Party - Circus themed Adults: 95 Children: 95 <i>Total - 190</i>	Cancelled due to Covid-19	Cancelled due to Covid-19
Stay n Play						Adult: 11 Children: 13 <i>Total:24</i>	Cancelled due to Covid-19	
Aug	Wildlife Park Adults: 24 Children: 22 <i>Total: 46</i>	Skelton Grange Adults: 11 Children: 20 <i>Total: 31</i>	Sensory Fun Bus Adults: 15 Children: 10 <i>Total: 25</i>	Children's Tea Party @ Iveridge Hall Adults: 35 Children: 26 <i>Total: 61</i>	Children's Tea Party at Iveridge Hall Adult: 47 Children: 41 <i>Total: 88</i>	No event due to Hiccups Holiday	Cancelled due to Covid-19	
Stay n Play						Adult: 19 Children: 20 <i>Total:39</i>	Cancelled due to Covid-19	
Sept	Sports Day Adults: 10 Children: 8 <i>Total: 18</i>	Cannon Hall Farm Adults: 30 Children: 28 <i>Total: 58</i>	Indoor Sky Diving Adults: 23 Children: 35 <i>Total: 58</i>		Bowling at Bansley Bowl Adult: 20 Children: 29 <i>Total: 49</i>	Rainbow Factory Adults: 30 Children: 28 <i>Total - 58</i>	Cancelled due to Covid-19	
Stay n Play						Adult:5 Children:5 <i>Total: 10</i>	Adults 3 Children: 3 <i>Total: 6</i>	

Oct	Nell Bank Adults: 20 Children: 29 <i>Total: 49</i>	Rainbow Factory Adults: 17 Children: 20 <i>Total: 37</i>	The Works Adults: 23 Children: 8 <i>Total: 31</i>	Skiing with Disability Sports Adults: 32 Children:45 <i>Total: 77</i> A Spooky Visit to the Donkey Sanctuary Adults: 22 Children:28 <i>Total: 50</i>	Canal Boating with the Safe Anchor Trust Adult: 37 Children: 33 <i>Total: 70</i>	Skiing with Disability Sports Adult: 26 Child: 52 <i>Total: 78</i>	Cancelled due to Covid-19	
Stay n Play						Adult: 3 Children:2 <i>Total:5</i>	Adults 11 Children: 12 <i>Total: 23</i>	
Nov	Cinema Adults: 29 Children: 33 <i>Total: 62</i>	Showcase cinema Adults: 19 Children: 17 <i>Total: 36</i>	Trolls at The Showcase Cinema Adults: 58 Children: 58 <i>Total: 119</i>	Paddington 2 at The Showcase Cinema Adults: 48 Children: 62 <i>Total: 110</i>	Smallfoot at the Showcase Cinema Adult: 48 Children: 66 <i>Total: 114</i>	Abominable at the Showcase Cinema Adults: 45 Children: 56 <i>Total: 101</i>	Cancelled due to Covid-19	
Stay n Play						Adult: 9 Children:12 <i>Total:21</i>	Cancelled due to Covid-19	
Dec	Sundown Adventureland Adults: 72 Children: 65 <i>Total: 137</i>	Sundown Adventureland Adults: 37 Children: 33 <i>Total: 70</i>	Sundown Adventureland Adults: 59 Children: 59 <i>Total: 118</i>	Sundown Adventureland Adults: 104 Children: 96 <i>Total: 200</i>	Sundown Adventureland Adult: 140 Children: 144 <i>Total: 284</i>	Sundown Adventureland Adult: 100 Children: 106 <i>Total: 206</i>	Cancelled due to Covid-19	

	Christmas Party Adults: 43 Children: 46 <i>Total: 89</i>	Christmas Party Adults: 68 Children: 66 <i>Total: 134</i>	Christmas Party Adults: 88 Children: 85 <i>Total: 173</i>	Christmas Party Adults: 93 Children: 100 <i>Total: 193</i>	<i>Also Sundown run one this year</i> Christmas Party: Adult: 106 Children: 108 <i>Total: 214</i>	Christmas Party Adult: 106 Children: 109 <i>Total: 215</i>		
Stay n Play						Adult: Children: <i>Total:</i>	Adults 7 Children: 6 <i>Total: 13</i>	

**Appendix 3
Incident Report Updates**

	Exclusions	Hate Incidents	Health & Safety	Complaints/Grievances	Data incidents/breaches
2018-2019	1	0	1	1	0
Comments	<p>Exclusion - Non Payment. Procedure followed.</p> <p>H&S - Allergy Risk at Stay n Play. RA updated and new processes in place</p> <p>Complaints - issue between two families at Stay n Play. Resolved.</p>				
2019-2020	0	0	0	2	0
Comments	<p>Unofficial Complaint Poor Vegan food option at Christmas Party. Royal Armouries admitted fault and apologised. Resolved.</p> <p>Unofficial Complaint</p>				

	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. Resolved				
2020-2021	0	0	0	0	1
	<p>Data Protection Breach - 11/03/2021</p> <p>X emailed me her application form on Monday 8th March 2021 11.30am for The Principle Trust holidays. I downloaded the application to my local folder to upload to store in the cloud. Unfortunately, I renamed and uploaded the wrong document and as the one that X sent out to me was named the same as the original, empty document I did not realise my mistake. This was then sent out to the next 5 families who requested an application form before I was informed on wednesday 10th March 2021 at 11am. I have contacted them all to let them know of my error, asked them to delete all copies and not read if they have already not done so and sent them a new copy.</p> <p>X was emailed with what has happened and processes of complaint should she wish to pursue. Trustees have all been informed and are aware.</p> <p>Update: X unconcerned with what happened. 3 of the 5 affected individuals got back to me to say they had not opened and have now deleted. The last is the one that informed me. One has not replied.</p>				