

Secretary Report 2022

Membership and Communication

This year we've been bouncing back after the lockdown. We've found that we have had a massive increase in membership. Mainly because it is now all online and membership is easier to record and also easier to apply for. We also require families to be registered to access any of our events now whereas before we were reliant on tracking them down to complete a paper version.

Stay n Play is still incredibly popular. 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. Family Fun Days were also selling out in seconds at the start of the reopening events. However, this is starting to settle down a little and numbers are more steady again.

We believe that the boost in numbers for membership is also due to lack of access to services and huge waiting lists. Families are desperate for support and are turning to Charities like Little Hiccups.

We continue to have a professional reputation and have won several Awards (including The Queen's Award for Voluntary Service) this year which reflects this. 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



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

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

New Direction / Expansion

We've spent the year returning to full use of services and all are now fully back with all services. Family Fun Days were initially very popular, often selling out in minutes. These have started to settle down now and takes a couple of days before selling out now. We started off doing smaller, more local events supporting local businesses who would have struggled during lockdown.

Lockdown has also shown us that sometimes parents need a break and we have consequently started Parent/Carer events only. These are every three months and are popular at the moment with 12-19 at every event.

Stay n Play has remained popular and in the last few months increasingly so. We've opened a second slot on Monday morning which has allowed access to several new families. Both sessions remain popular so we are currently opening up the Sensory Room and Soft Play room at the same time. We have continued to ask people to book on so we can monitor numbers. We are expecting numbers to decrease slightly in September again when a number will start school.

The Buggies are still in use and this year will be their most popular year for usage. They have been for a service and remain in very good condition. We have a couple of companies/Charities who hire them out to show to families for potential purchases and this helps with the funding.

The Travel Beds have also been purchased and used a few times.

Yoga has been dropped this year as we were unable to find mutually agreeable times with the yoga instructors. We have, however, started Physio Assessments every two weeks run at the same time as Stay n Play sessions. This has proved to be popular and after the trial period which ends Sept 5th, will be continued.

Hydrotherapy restarted this year with a few adjustments to ensure safety. There is a 10 min gap in between sessions for cleaning and this may be continued moving forward. We have one more year of Hydrotherapy with the current Grant left.

We are also lucky enough to welcome Heather as a Trustee this year and B as a volunteer. I have had a few other enquiries from other parents for volunteering duty which needs to be pursued.

Next year, we will need to consider a steady income and create fun and exciting fundraising challenges that comply with government regulations. We have restarted Professional Fundraising as well.

I am continuing 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.

We've also remained prominent in West Yorkshire CANN and have started to tackle issues in the wider community such as EHCP's and Early Years Support.

This year we won The Queens Award for Voluntary Service, Compassionate Leeds Award and Scope Activities for Inclusive Award. We've also registered with the Fundraising Regulator. I am aiming to complete the Charity Excellence Award as well.

Incident Report Updates can be found in Appendix 3

Miriam Watson-Pratt

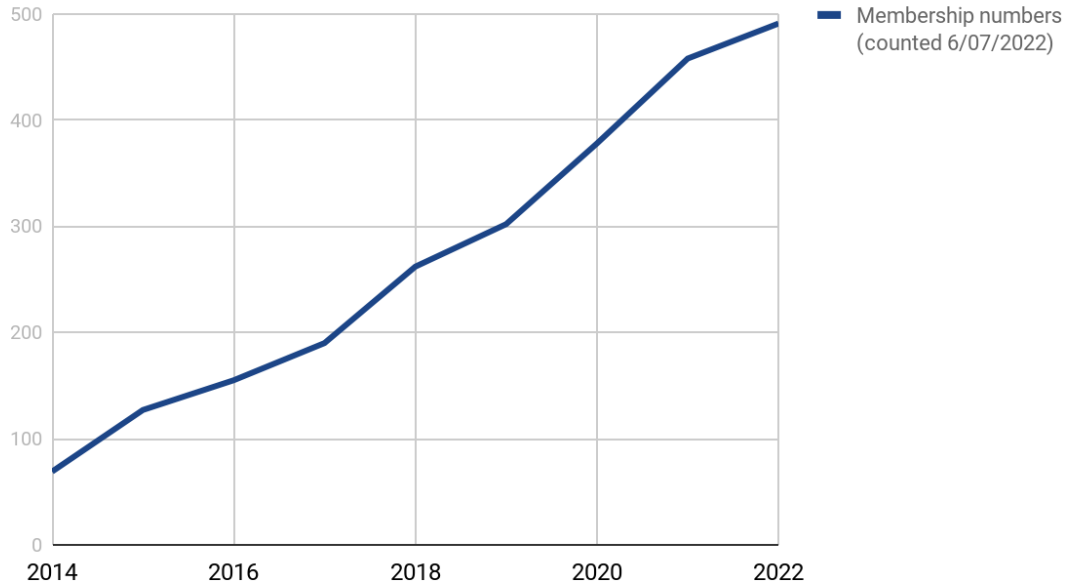
Secretary

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 | 2022 | %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% | 491 | +514% |
| | | | | | | | | | | | | | | | | | |

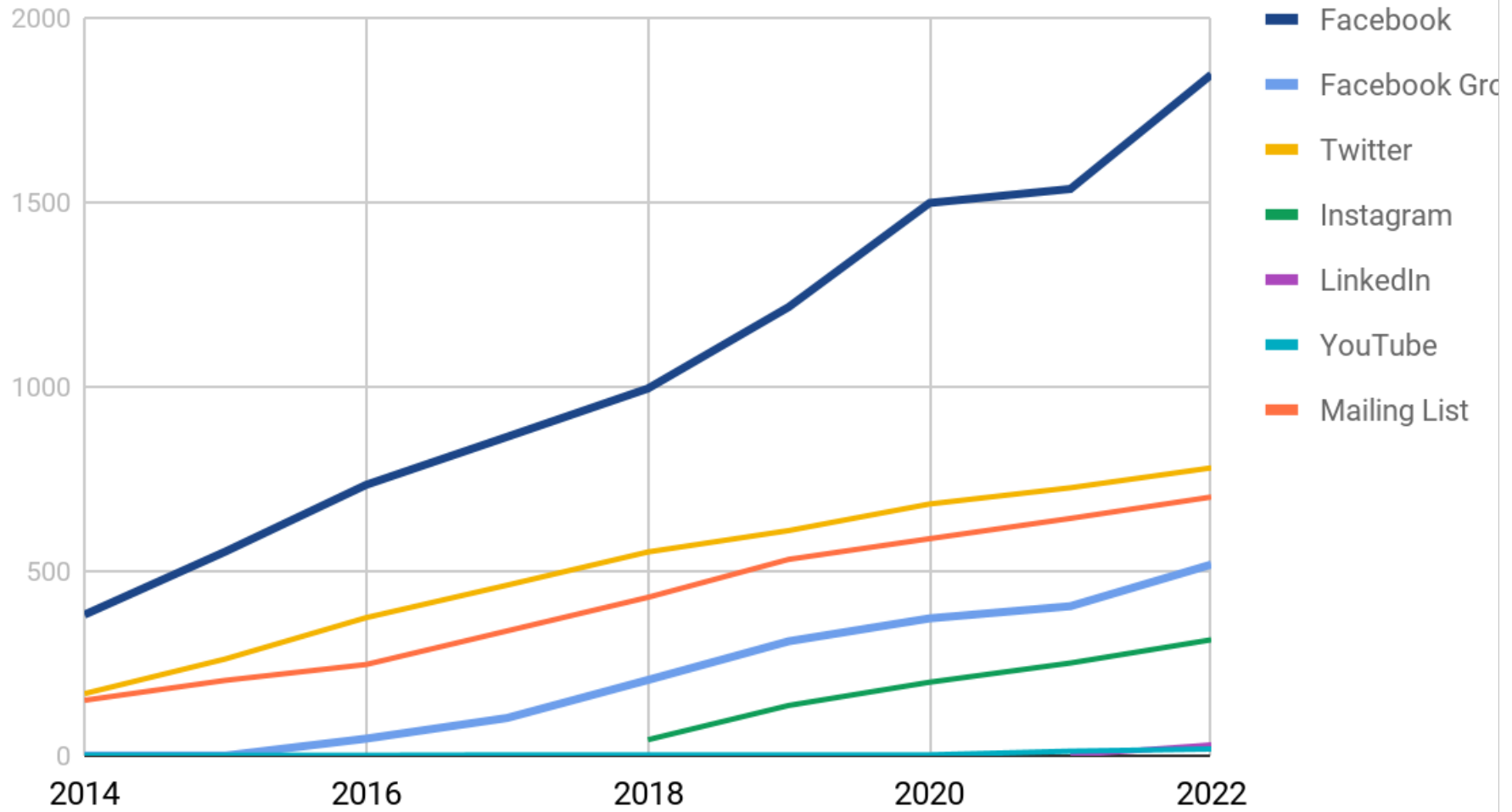
Points scored



| Social Media | 2016 | %inc | 2017 | %inc | 2018 | %inc | 2019 | %inc | 2020 | %inc | 2021 | %inc | 2022 | %inc |
|----------------|------|------|------|------|---------------------------|-------|--------|-------|--------|------|--------|-------|--------|--------|
| Facebook | 734 | +25% | 864 | +15% | 995 | +15% | 1216 | +18% | 1498 | +23% | 1536 | 2.5% | 1846 | +20% |
| Facebook Group | 46 | - | 102 | +55% | 205 | +101% | 310 | +34% | 372 | +20% | 405 | 8.9% | 518 | +25% |
| Twitter | 374 | +30% | 462 | +19% | 552 | +19% | 610 | +9.5% | 682 | +12% | 726 | 6% | 780 | +7% |
| Google+ | 47 | +89% | 49 | +4% | 49 | n/a | Closed | n/a | Closed | n/a | Closed | n/a | Closed | n/a |
| Instagram | - | - | - | - | 43 reopened account | 0% | 138 | +69% | 199 | +44% | 251 | 26.1% | 314 | +25% |
| LinkedIn | - | - | - | - | - | - | - | - | - | - | 1 | 100% | 29 | +2800% |

| | | | | | | | | | | | | | | |
|-----------------|---------------------------|--------------------------------|----------------------------|--------------------------------|-----------------------------|--------------------------------|-----------------------------|--------------------------------|---------------------------|------|---------------------------|------|--------|------|
| Blogger | 28 posts 4248 views | +61% posts +67%vie ws | 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 | Closed | n/a |
| YouTube | 1 | 0% | 2! | +50% | 2 | 0% | 2 | 0% | 2 | 0% | 12 | 500% | 18 | +50% |
| Mailing List | 247 | +17% | 338 | +27% | 429 | +27% | 532 | +24% | 588 | +10% | 643 | 9.3% | 701 | +89% |

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 | 2022 |
|-------------|------|--|--|---|--|--|---|----------------------------------|---|
| 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 | Pottery Painting Adult: 32 Children: 39 <i>Total: 71</i> |
| Stay n Play | | | | | | | Adult: 9 Children:9 <i>Total:19</i> | Cancelled due to Covid-19 | Adult: 17 Children:15 <i>Total: 32</i> |
| 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 | Skateboarding/Scooters at LS10 Adult: n/a Children: 30 <i>Total: 30</i> Parent/Carer - Pottery and prosecco <i>Total: 19</i> |
| Stay n Play | | | | | | | Adult: 16 Children:26 <i>Total:42</i> | Cancelled due to Covid-19 | Adult: 30 Children:33 <i>Total: 63</i> |
| March | | Music Sessions and Sensory Leeds <i>Families: 10</i> | Harrogate Town Football Club Adults: 18 Children: 13 | Family Photoshoot March 12 th : 12 families March 19 th : 11 | Family Photoshoot April 15th (rearranged) and March | Family Photoshoot: 10th and 17th March: 18 families | Lush: <i>Children - 23</i> <i>Adults - 24</i> <i>Total 47</i> | Cancelled due to Covid-19 | Bowling at Barnsley Bowl <i>Total 67</i> |

| | | | | | | | | | |
|----------------------------|--|--|---|---|--|---|--|---|---|
| | | | <i>Total: 31</i> | families <i>Total: 23</i> | 22nd: 18 families | | | | |
| Stay n Play | | | | | | | Adult: 6 Children: 7 <i>Total:13</i> | Cancelled due to Covid-19 | Adult: 46 Children:49 <i>Total: 95</i> |
| April | | Stockheld Park Easter Adventure Adults: 27 Children: 26 <i>Total: 53</i> | Harrogate Town Football Club Adults: 18 Children: 13 <i>Total: 31</i> Music Sessions at Sensory Leeds Adults: 15 Children: 14 <i>Total: 29</i> | Yorkshire Wildlife Park Adults: 68 Children: 72 <i>Total: 140</i> | Indoor Skydiving at Airkix Adults: 40 Children: 39 <i>Total: 79</i> | Relaxed Session at Lush Adult: 22 Children: 18 <i>Total: 40</i> | Cancelled due to Covid-19 | Cancelled due to Covid-19 | Soft Play at Kid Zone Adults: 55 Children:57 <i>Total: 112</i> Parent/Carer: Axe Throwing <i>Total: 14</i> |
| Stay n Play | | | | | | | Cancelled due to Covid-19 | Adult: 12 Children: 11 <i>Total: 23</i> | Adult: 56 Children: 54 <i>Total: 110</i> |
| May | Showcase Cinema Adults: 33 Children: 37 <i>Total: 70</i> | Disability Rocks Standard ticket: 26 Under 5's: 5 <i>Total: 31</i> | Purple Party at Blacksmith Arms Pub Adults 21 Children: 17 <i>Total 38</i> | Sensory Space Leeds Adults 15 Children: 15 <i>Total 30</i> | Ponderosa Rural Therapeutic Park Adults: 56 Children: 52 <i>Total: 108</i> | Cannon Hall Farm Adult: 51 Children: 49 <i>Total: 100</i> | Cancelled due to Covid-19 | This Green Moon Forest School Adult: 17 Children: 13 Under 5: 0 | Ice Skating at Planet Ice Adult: 53 Children: 58 <i>Total: 111</i> |
| Stay n Play | - | - | - | - | | | Cancelled due to Covid-19 | Adult: 13 Children: 15 <i>Total: 28</i> | Adult: 56 Children: 54 <i>Total: 110</i> |

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|--------------------|--|---|--|--|---|--|----------------------------------|--|--|
| June | Disability Rocks Adults: 27 Children: 27 <i>Total: 54</i> | Chill Factor – skiing Stand up skier: 38 Sit down: 8 <i>Total: 46</i> | Lazer Zone Adult: 21 Children: 12 <i>Total: 33</i> | Boss Baby @ Showcase Cinema Adult: 38 Children: 43 <i>Total: 81</i> | Soft Play at KidZone Adult: 37 Children: 39 <i>Total: 76</i> | Forest School Adult: 35 Children: 48 <i>Total: 83</i> | Cancelled due to Covid-19 | -Cancelled due to Covid-19 | Mini Music Gig <i>Total: 70</i> |
| Stay n Play | | | | | | | Cancelled due to Covid-19 | Adult: 17 Children: 14 <i>Total: 31</i> | Adult: 58 Children: 53 <i>Total: 111</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 | Adults 26 Children: 33 <i>Total: 59</i> | |
| 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 | Children's Tea Party at Iveridge Hall Adult: 41 Children: 30 <i>Total: 71</i> Parent/Carer Escape Room | Parent/Carer Event: Go Karting <i>Total:</i> |

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|----------------------------|--|---|--|---|--|--|---|---|--|
| | | | | | | | | <i>Total: 12</i> | |
| Stay n Play | | | | | | Adult: 19 Children: 20 <i>Total:39</i> | Cancelled due to Covid-19 | Adults 18 Children: 29 <i>Total: 47</i> | |
| 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 | Growing Zone Adult: 25 Children: 25 <i>Total: 7</i> Parent/Carer Jamacian Night <i>Total: 14</i> | |
| Stay n Play | | | | | | Adult:5 Children:5 <i>Total: 10</i> | Adults 3 Children: 3 <i>Total: 6</i> | Adults 26 Children: 16 <i>Total: 42</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 | Stockeld Park - Halloween Adventure Adults: 51 Children: 49 <i>Total: 100</i> | |
| Stay n Play | | | | | | Adult: 3 Children:2 <i>Total:5</i> | Adults 11 Children: 12 <i>Total: 23</i> | Adult: 23 Children: 22 <i>Total: 45</i> | |

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|--------------------|---|---|--|--|--|--|---|---|--|
| 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 | Ron's Gone Wrong at the Showcase Cinema Adults: 44 Children: 54 <i>Total: 98</i> | |
| Stay n Play | | | | | | Adult: 9 Children:12 <i>Total:21</i> | Cancelled due to Covid-19 | Adult: 26 Children:26 <i>Total: 52</i> | |
| Dec | Sundown Adventureland Adults: 72 Children: 65 <i>Total: 137</i> Christmas Party Adults: 43 Children: 46 <i>Total: 89</i> | Sundown Adventureland Adults: 37 Children: 33 <i>Total: 70</i> Christmas Party Adults: 68 Children: 66 <i>Total: 134</i> | Sundown Adventureland Adults: 59 Children: 59 <i>Total: 118</i> Christmas Party Adults: 88 Children: 85 <i>Total: 173</i> | Sundown Adventureland Adults: 104 Children: 96 <i>Total: 200</i> Christmas Party Adults: 93 Children: 100 <i>Total: 193</i> | Sundown Adventureland Adult: 140 Children: 144 <i>Total: 284</i> <i>Also Sundown run one this year</i> Christmas Party: Adult: 106 Children: 108 <i>Total: 214</i> | Sundown Adventureland Adult: 100 Children: 106 <i>Total: 206</i> Christmas Party Adult: 106 Children: 109 <i>Total: 215</i> | Cancelled due to Covid-19 | Sundown Adventureland Adult: 100 Children: 100 <i>Total: 200</i> Christmas Party Adult: 107 Children: 97 <i>Total: 204</i> | |
| Stay n Play | | | | | | Adult: Children: <i>Total:</i> | Adults 7 Children: 6 <i>Total: 13</i> | Adult: 15 Children:18 <i>Total: 33</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 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</p> | | | | |
| 2020-2021 | 0 | 0 | 0 | 0 | 1 |
| | <p>Data Protection Breach - 11/03/2021 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> | | | | |

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|------------------|--|---|---|---|---|
| | 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. | | | | |
| 2021-2022 | 0 | 0 | 6 | 0 | 0 |
| | <p>Health and Safety - 30/09/2021</p> <p>Child at Stay n Play has condition that causes epilepsy. In this instance she had a fit that required rescue meds and an ambulance. Procedure was followed</p> <p>Health and Safety - 31/12/2021</p> <p>Child entertainer was knocked to the ground by an enthusiastic larger child. Noone was hurt but in future parties we will be asking Heather Watson (Team Teach trained) to support the entertainer.</p> <p>Health and Safety - 09/05/2022</p> <p>Child in Stay n Play had a seizure. No meds required. Procedure followed</p> <p>Health and Safety - 12/05/2022</p> <p>Child in Stay n Play bust lip. First aid was administered.</p> <p>Health and Safety - 30/06/2022</p> <p>Child in Stay n Play had a seizure. Suspected caused by heat. Air conditioning is broken in Soft Play room. Chasing Leeds Mencap to fix.</p> | | | | |

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|--|---------------------------------------|
| | <p>Health and Safety - 21/07/2022</p> |
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Child in Stay n Play playing outside scraped toy. First Aid was administered.