



# CLOVER HOUSE

*holistic health for children*



**Annual Report 2009**



**Clover House: Report of the Management Committee  
Year ended 31 March 2009**

The Management Committee presents its report and audited financial statements for the year ended 31 March 2009.

**Reference and Administrative Information**

Charity Name: Clover House

Charity registration number: 1057408

Registered Office and  
operational address: 447 Bath Road  
Saltford  
Bristol  
BS31 3AZ

**Management Committee**

**David O'Hagan – Chairman**  
**Jackie Marsh - Secretary**  
**Rob Walsh – Finance Director**

**Accountant/Auditors**

**Moore Stevens Accountants**

**Bankers**

**National Westminster Bank Plc**



Clover House is constituted as a charitable trust registered with the Charity Commission in August 1996 under charity number 1057408.

The Charity was set up to 'relieve the sickness and suffering of children and young people through the provision of complementary therapy, and publish the results widely.'

### **Organisational structure**

The charity trustees are responsible for the general control and management of the charity. The trustees give their time freely and receive no remuneration or other financial benefits. The trustees meet together as a body every other month and are responsible for all decisions taken in relation to running the charity and the activities provided by the charity. The day-to-day management of Clover House is carried out by Practice Manager Gillian Gill, Administrator Sue Tarling plus a regular team of volunteers.

### **Recruitment and appointment of trustees**

The existing trustees are responsible for the recruitment of new trustees. Potential trustees are invited to attend trustees' meetings as observers and are given details of the charity's aims and activities and, if all agree, they are then proposed as new trustees at the subsequent trustees' meeting. This process allows us to consider the person's skills, specialist knowledge, personal competence and eligibility.

### **Induction and training of trustees**

Following appointment, new trustees are introduced to their new role and given copies of the trust deed and a guide to the policies and procedures adopted by our charity. A number of publications from the Charity Commission are also provided including the guidance on charities and public benefit. This ensures that new trustees are aware of the scope of their responsibilities under the Charities Act.

### **Risk management**

The trustees have assessed the risks the charity faces and have drawn up a risk matrix which identifies the major risks by area of activity, the nature of those risks, the likelihood of the risks happening and the measures taken to manage them. The trustees review this risk matrix regularly at their meetings. The trustees are satisfied that systems are in place, or arrangements are in hand, to manage the risks that have been identified. In particular, insurance cover is in place and the finances of Clover House are kept under review. Appropriate Criminal Records Bureau (CRB) checks, supported by regularly reviewed policies, are made for all those who work with children.



## **Objectives and activities**

### **Our aims**

We have referred to the guidance contained in the Charity Commission general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they've set.

The objects of the charity are set out in the charity's trust deed and are summarised as follows:

- **To relieve sickness or suffering in children and young people through the provision of complementary therapy and to publish the results widely.**

The Trustees consider that our activities provide benefit to parents and families both within the local geographical area and beyond (parents have come as far as Spain during the school holidays to bring their child for treatment at Clover House).

The charity carries out a range of activities in pursuance with its charitable aims. Our main area of charitable activity is the delivery of our unique triple-therapy approach, which combines Nutritional Therapy, Aromatherapy Massage and Creative Imagery Therapy in each session of treatment.

In addition to weekly therapeutic clinic sessions for families, Clover House also delivers health and nutrition talks to parents in schools and healthcare settings and holds a monthly open day for health and education professionals and students, parents and the media who are interested in learning more about our approach.

We have a DVD and booklet outlining our treatment programme, with advice and guidance for parents on a wide range of common childhood health problems and conditions. This can be supplemented by telephone consultations for families outside our geographical area who are unable to access our clinic sessions.

Our aim remains to provide advice, support and information and to offer a safe and holistic complementary therapy treatment service for children and young people that is easily accessible to any parent concerned about any aspect of their child's health (physical, emotional or behavioural), particularly in cases where conventional healthcare options have been unable or have failed to improve or alleviate the problem or condition.

Our long-term aim is to provide training for complementary therapists interested in adopting our integrated therapy approach within their practice when working with children and young people, and to replicate our approach on a national basis.

Our aims fully reflect the purposes that the charity was set up for.

## **Our objectives**

Each year our trustees review our objectives and activities to ensure they continue to reflect our aims. In carrying out this review the trustees have considered the Charity Commission's general guidance on public benefit.

### **Our objectives for the forthcoming year are:**

- To treat children and young people suffering from any physical, emotional or behavioural problem within the areas of Bristol, Bath, Wiltshire, Somerset and Gloucestershire, or from any location that parents are willing to travel from.
- To continue delivering our unique triple-therapy integrated complementary therapy programme that combines Nutritional Therapy, Aromatherapy Massage and Creative Imagery Therapy.
- To improve on our current success rate of over 85% of clients who recorded improvements to their problem or condition after an average of three treatment sessions at Clover House.
- To provide telephone consultations, advice and support to families outside our geographical area or unable to visit our premises for any reason.
- To improve our website and online resources as an easily accessible source of information, advice and support for parents.
- To continue to provide our service as an alternative source of advice, support and healthcare to parents concerned about any aspect of their child's health or wellbeing.
- To widely promote Clover House within the local counties of Bristol, Somerset, Gloucester and Wiltshire as well as online as a resource for parents outside our geographical location.
- To develop connections with educational and healthcare professions that will allow us provide treatment to more children and families, either through our Bristol-based clinic, outreach work in schools or through the training of complementary therapists who can then offer our treatment protocol to their own clients.



## **Strategies**

The strategies we are using to meet our aims and objectives include:

- The use of experienced and fully-qualified complementary therapists to deliver our programme of treatments.
- The ability of parents to self-refer their child for treatment – a GP, Consultant or Health Visitor referral is not required, and our waiting lists are relatively short (we can usually see families within 2-3 weeks).
- To develop our fundraising activities to raise additional income to meet the growing demand for free-of-charge bursary places for our treatment programme.
- To promote and improve the physical, emotional and behavioural health and wellbeing of children and young people within the wider community.

## **How our activities deliver public benefit**

Our aims fully reflect the purposes the charity was set up to further.

All our charitable activities focus on relieving the sickness and suffering of children and young people and to publish the results widely, and are undertaken to further our charitable purposes for public benefit.

## **Who used and benefited from our services in 2008-2009?**

*A total of 77% of visits were for behaviour-related or emotional problems*

*57% of families accessed our services through our bursary fund*

*42% of children had separated parents*

*69% of our clients were boys*

There has been an increase in clients reporting behaviour-related problems - these accounted for 42% of all visits (when combined with ADHD, this increased to 54%). Emotional problems, including low self-confidence/self-esteem, anxiety and panic attacks accounted for a further 23% of all visits.



These problems frequently have a negative impact on the child's education, family life or academic or social abilities, and this is a major source of concern for many parents. Some children have been excluded or are on the verge of exclusion from school, due to anger, aggression or disruptive behaviour. Others have lost confidence and are struggling academically, are suffering from bullying or finding it difficult to make friends.

We find that early intervention and treatment to help a child overcome and/or resolve a health condition or emotional or behavioural problem has a positive public benefit, both for the individual child and their family. Resolving emotional problems has helped children avoid or recover from longer-term or more serious mental health problems, particularly as they reach adolescence (depression, self-harm, eating disorders).

Behaviour problems often impact on the child's siblings, class or school, as well as their own social and educational development. During our 3-month follow-up call we frequently receive feedback from a child's parent or teacher about how things have continued to improve and the positive impact this has had on the child's experience of school and family life.

Our treatment is child-centred and consultations take place between the child and each of the individual practitioners, with the parent(s) present. This allows the child to express their thoughts, feelings, anxieties and concerns about whatever is troubling them, and is often the first time they have been truly listened to. We feel this is an integral part of our treatment and a major contributory factor to our success rate.

At the family's first session at Clover House, each child is asked to rate, on a scale of 1-10, the problems they would like help and support with from (with 1 being not happy and 10 being happy with the situation).

Children typically score themselves between 2 and 6 for the problems they are struggling with. At the end of their three sessions they are asked to score themselves again – scores have usually increased to between 8 and 10.

The impact of our work extends beyond the child we treat. Often the whole family is involved in the therapy sessions and in making positive and achievable lifestyle changes. Parental stress and anxiety is addressed, and individual family dynamics (eg separated or step-families) are respected and supported.

We aim to make Clover House accessible to any parent who is concerned about any aspect of their child's health or wellbeing. Our treatment is available to any child or young person, regardless of their race, gender, disability, sexual orientation or faith, and to families of any kind, whether single/dual parents, same-sex parents, foster parents, carers or grandparents (with parental/legal guardian permissions where required). Young people over the age of 18 can self-refer without parental permission.



A charge of £140 is made for our therapy programme, which is delivered over three consecutive visits to Clover House. A bursary fund is available to parents on low incomes or who are unable to pay our fees (this is not means-tested). In the past year 57% of families visiting Clover House accessed treatment through our bursary fund.

The majority of children who come for treatment at Clover House are from Bath, Bristol and South Gloucestershire. In the past year we have also treated children from Somerset, Gloucester, Devon, Wiltshire and Middlesex.

Our current funding and staffing levels enable us to offer sessions to a maximum of six families every week. We offer telephone consultations and a DVD and booklet for families who would like to access our treatment but are unable to visit our clinic.

Our information services are aimed at parents who need advice about natural, safe and drug-free alternatives for conditions like ADHD, autism and asthma, and support for problems like bedwetting, self-harm, low confidence/self-esteem, bullying, parental divorce/separation and sleep problems.

Where the Clover House programme might conflict with conventional and allopathic treatment (eg chemotherapy for childhood cancers) parents are advised to complete the prescribed treatment and check with their child's consultant before accessing our therapy as a complementary treatment (eg to improve a child's immune system after chemotherapy).

### **Use of volunteers**

Volunteers are an important resource in the day to day running of the charity. In the past year 480 hours were donated for marketing/publicity, administration, fundraising and outreach work to schools and groups. All our trustees also give of their time freely.

All volunteers working with projects directly involving children or other vulnerable groups are CRB checked. (Only qualified therapists are used to deliver our treatment programmes, although volunteers and students on work-placements can observe where appropriate and with the agreement of both parent and child).

### **Future Plans**

We intend to maintain our existing level of treatment provision with weekly clinic sessions for families, and to extend our work into the community through a pilot project of 'Clover House in School' in the North Somerset Education Authority as part of their Healthy Schools programme.

Our therapists are working towards applying national standards of service and the implementation of CNCH Registration (Complementary & Natural Healthcare Council) for Massage Therapy, Aromatherapy, Nutritional Therapy and Reflexology and for all therapists to be members of their relevant professional association.



This will allow us to display the CNCH quality mark within our premises and on our website and marketing materials and provide additional assurance of quality and professional standards to our clients.

Local fundraising initiatives will be necessary to make up for any ongoing shortfall in donations from trusts and grants. We plan to recruit and train a team of fundraising volunteers and launch a programme of fundraising events in January 2010.

We intend to start a programme of training for complementary therapists in the Clover House integrated-therapy approach for children, so that other therapists working in child health can replicate our treatment.

## **Financial Review**

### **Reserves Policy**

The trustees have reviewed the reserves of the charity. Our policy is to hold enough funds to meet four-six months' operating costs of the charity, including clinic sessions and bursary availability.

### **Principal funding sources**

The charity's main source of income is trusts and grants and individual fundraising initiatives. Current economic conditions have had an adverse affect on donations and availability of funding.

### **Investment policy and objectives**

The charity has no long-term investments. Our cash reserves are held in deposit accounts.