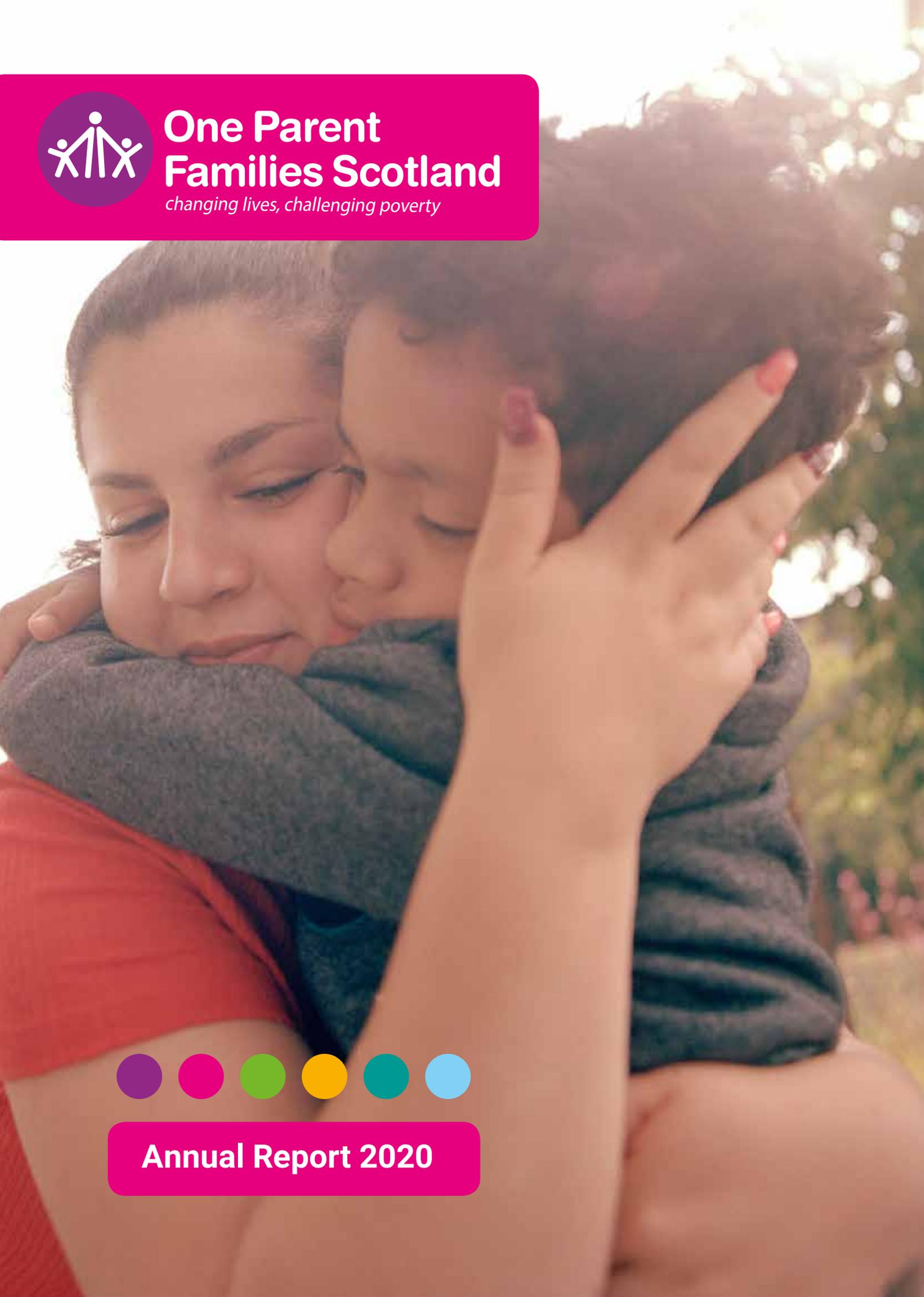




# One Parent Families Scotland

*changing lives, challenging poverty*



**Annual Report 2020**



# Single Parents in Scotland



There are **144,000** single parent families **25%** of all families with dependent children



The majority of single parents are women in their 30s **65%** are in employment.

**4** out of **10** children in poverty in Scotland live in a single parent family - **90,000** children.

Single parents not in employment are more likely to have low or no qualifications compared to those in employment

**65% vs 31%**



On average, single parent families in Scotland are expected to be more than **£3,500** per annum worse off from UK welfare reform by 2021-22.

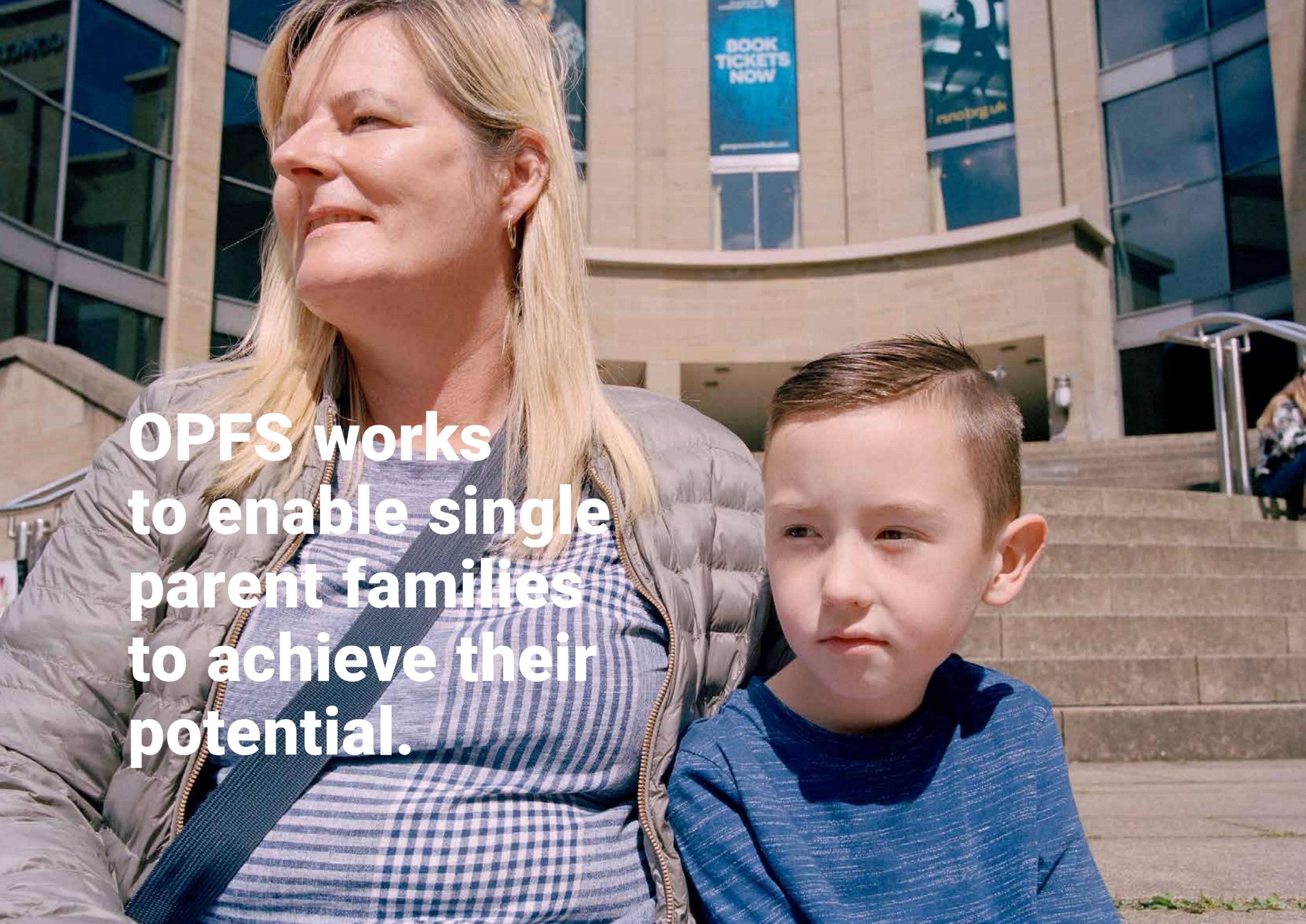
Poverty rates for children in single parent families are twice as high as those in couple families

**19%** vs **39%**  
Single Parent Families vs Couple Parent Families

For single parents where both a parent and child has a disability the losses are expected to exceed **£7,000** a year.



[click here for more information](#)



**OPFS works  
to enable single  
parent families  
to achieve their  
potential.**



# About One Parent Families Scotland

One Parent Families Scotland (OPFS) is the leading organisation working with single parent families across Scotland. OPFS provides single parent tailored information, advice and support, along with training activities, employability programmes and flexible, affordable, high quality childcare. OPFS campaigns with parents to make their voices heard to change the systems, policies and attitudes that cause child poverty. Our vision is of a Scotland in which single parents and their children are valued and treated equally and fairly.

Our services tailored to the needs of single parent families included:



**Single parent tailored advice and information**



**Welfare Rights and Money Advice**



**Family support**



**Mental health and wellbeing service**



**Support into training, education and employment programmes**



**Flexible childcare services**



**Training for practitioners**



**Services to reduce the digital exclusion facing single parents**

**We want to change single parent families' experiences of isolation, loneliness, poverty, inequality, stigma and poor health, for the long-term. Our approach supports single parents to build their self-esteem, confidence and skills, to take up employment, training and education opportunities and to participate in OPFS policy and campaigning activities.**

Delivered by committed and experienced staff, OPFS model is tailored to the unique challenges facing single parents and has a long-lasting impact on families and communities because it:

- Is inclusive. We provide free, accessible and non-judgemental information, advice and support to increase families' confidence, resilience and capacity.
- Gives single parents the means to achieve their personal goals which increases their chances of sustainable employment.
- Strengthens families and communities. We give parents and children, from different family backgrounds, an opportunity to participate in learning and development as well as peer mentoring and group support.



# Providing Vital Support

**After a very busy year, we saw an end to it which none of us could have predicted.**

In March 2020 as a result of action to cope with COVID-19, within a matter of weeks, we moved from being office based, to setting up workstations in whatever space we could find at home, balancing this work supporting family and friends whilst watching a pandemic unfold with insecurities and uncertainties about how it would affect us.

Throughout this period, OPFS colleagues worked tirelessly to keep in contact with the families we supported and learn 'on the job' digital ways of providing help and reassuring families that we were with them every step of the way during this crisis.

The launch of our new website in February 2020 with more active channels for single parents to engage with was an immense help. As well as parents being able to contact us via our phonelines, they could see the most up-to-date information on our website, use webchat to contact advisers, or ask an adviser a question using a webform. These functions were all well tested shortly after being launched and proved up to the job, handling a level of demand that we could not have anticipated!

Indeed, across OPFS, all staff handled a level of demand and severity of need like we have never seen before.

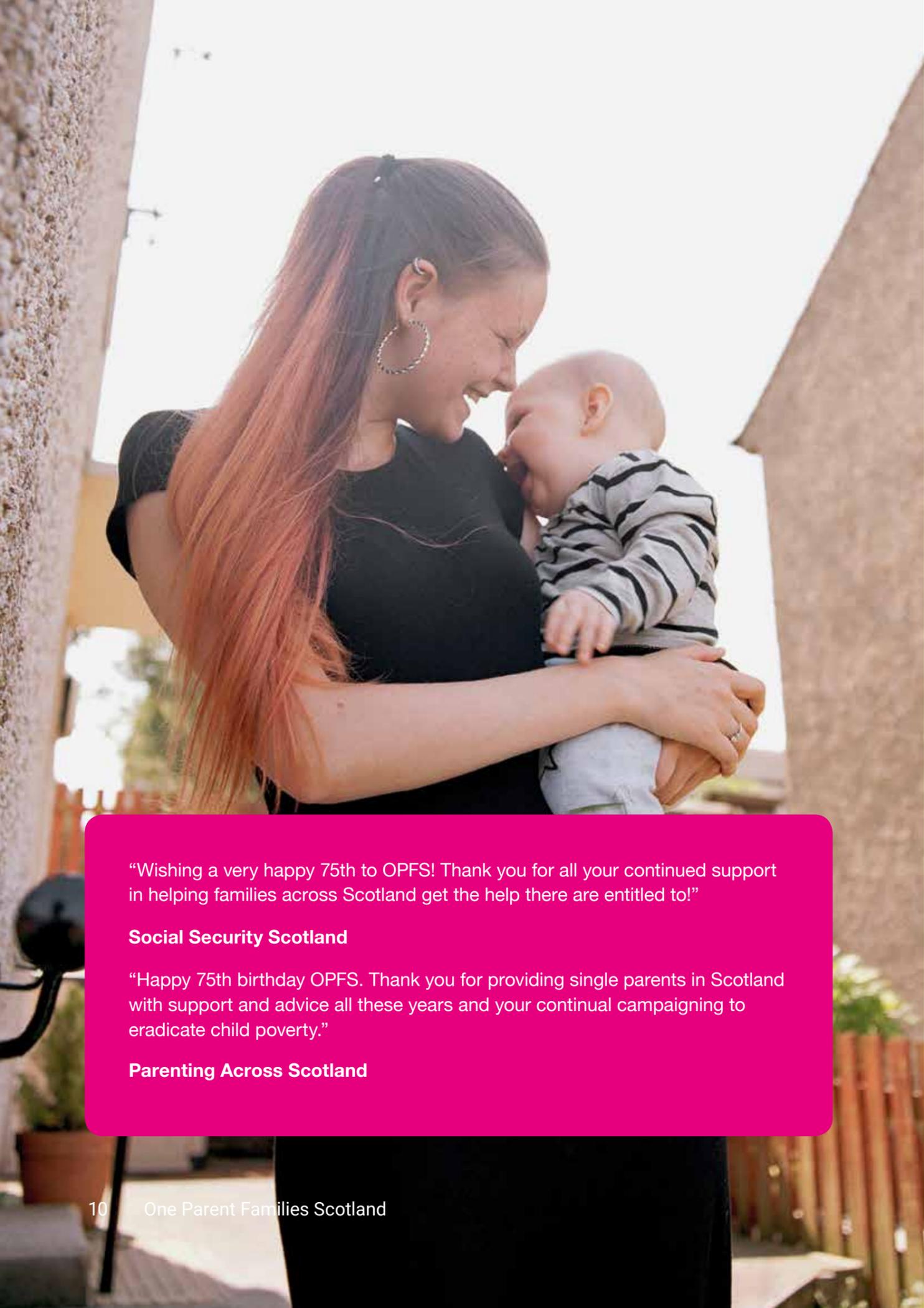
That we were up to job and worked together to go beyond the extremely high levels of commitment that were already part and parcel of how we work, is a testament to colleagues and their belief in what they do.

In November 2019, to celebrate OPFS 75th Anniversary year, we collaborated with photographer Amara Eno to create a body of work called 'The 25 Percent', which explores the lives of single parent families in Scotland. The exhibition was co-produced with single parent families we work with and as well as the official opening attended by families, staff and partners, we held a very successful family fun day with parents and children attending from across Scotland. In January 2020, our flexible childcare services in Dundee and Aberdeenshire officially became part of Flexible Childcare Services Scotland (FCSS) – an organisation OPFS helped to set up. The availability of high-quality childcare that is flexible and affordable has always been a key issue for single parents and we will continue to work closely with FCSS to support the development of childcare models that improve outcomes for children and enable parents to work, study or train.

We are by no means out of this crisis and the next annual report for the year 2020/21 will tell the full story of how we supported single parents in Scotland during a global pandemic. For now, I would like to invite you to read this report which highlights the breadth, scale and impact of our work in 2019/20, before the pandemic tightened its grip on us. It has been a privilege to see the work of all our teams and those colleagues who provide vital support functions which help keep OPFS operating, and work with parents and colleagues to ensure we are feeding into policy and practice what single parents tell us will make positive differences to them.

*Satwat Rehman*

**Satwat Rehman,**  
*Director*



# 2019/20 at OPFS

Supported 7,978 parents, children and young people.



Directly supporting **2,128** parents through one-to-one support



Supporting **3,945** families resulting in financial gains of over **£839,313.20**



Directly supporting **1,189** parents through group support



Engaging **530** people in employability programmes



Directly supporting **1,074** children (other than childcare)



Training **201** practitioners from public sector and charity organisations



Supporting **580** children with additional support needs



Dealing with **5,016** helpline enquiries from single parents



Providing flexible, high quality childcare to over **1,000** families



Launching a new website providing information to single parents and professionals

“Wishing a very happy 75th to OPFS! Thank you for all your continued support in helping families across Scotland get the help there are entitled to!”

#### Social Security Scotland

“Happy 75th birthday OPFS. Thank you for providing single parents in Scotland with support and advice all these years and your continual campaigning to eradicate child poverty.”

#### Parenting Across Scotland



# OPFS Dundee & Aberdeenshire

## Flexible Childcare Services

Our childcare service in Dundee delivered services for the communities of Fintry and Whitfield. The success of flexible delivery model meant families across Dundee were now using the service. The unique service that we offered included a fully flexible day care for children aged from birth to 16 years with pick up and drop off services available to and from all local schools.

The service was well established within the community, which is one of the most deprived areas of Scotland. This gives us the opportunity to support many families to be able to afford childcare so they can enter or sustain employment, education or training. The pay-for-hours used model creates opportunities for families, enabling them to access services where they previously faced barriers of affordability and accessibility.

The broad age range of children catered for means that siblings of different ages can be cared for in one location removing the stumbling block of having to collect and drop off from two places at the same time. Occupancy levels vary from week to week due to shift working, holidays and the ad hoc use of the service by foster and kinship carers.

The consistency of our childcare staff and the quality training they receive, as well as the introduction of play using natural resources, has resulted in excellent outcomes for the children in our care. Parents often say how settled their children

are, how much they have 'come on' and the knowledge that the staff have of their children.

The service makes good use of social media platforms to tell local people what we are doing and the engagement that we have within groups is high. People are interested in what the service is providing, and this is evident from the positive comments received through social media.

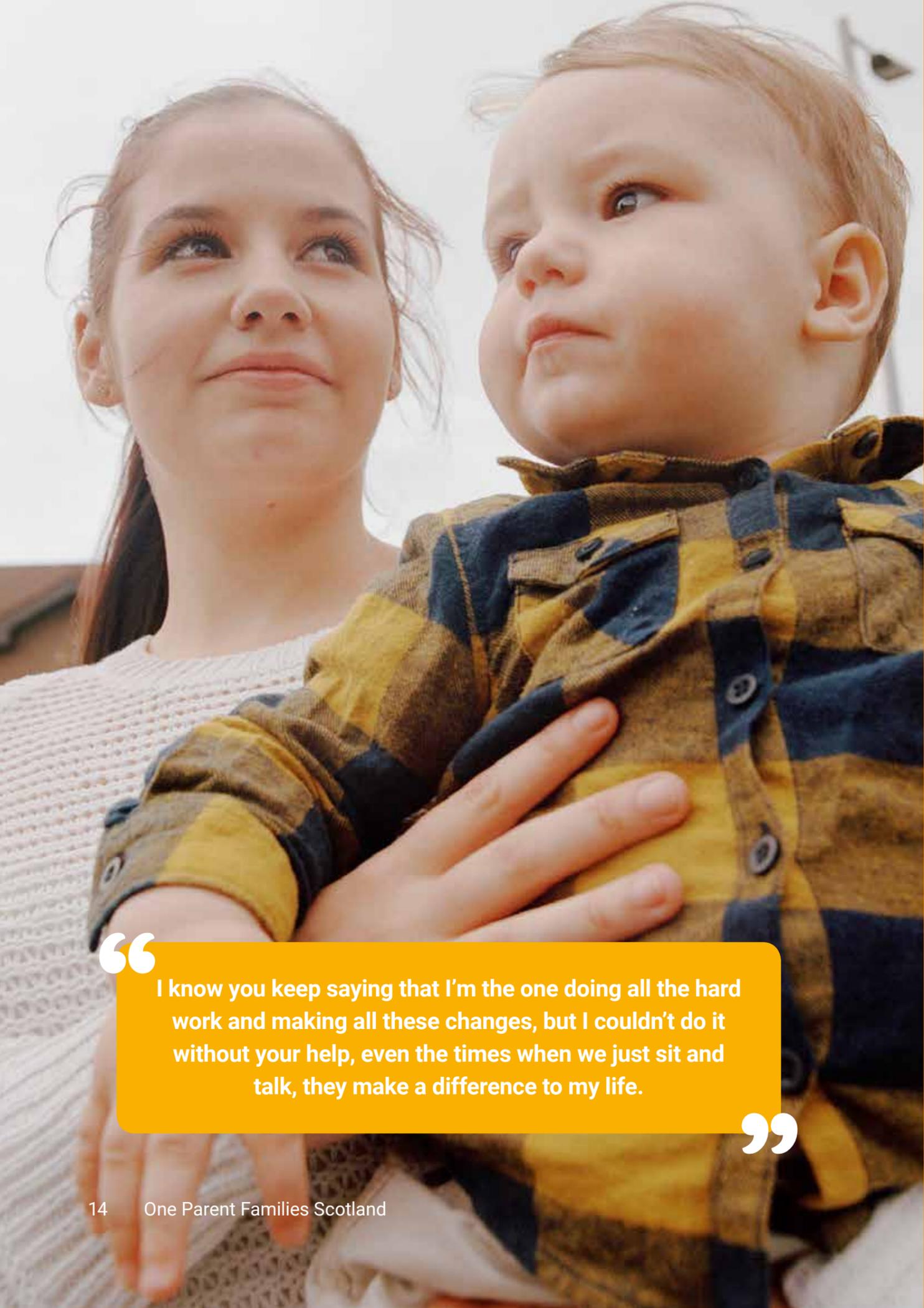
Looking to the future, our Dundee childcare service has plans for a community asset transfer to allow service expansion within Dundee and plans to continue to support other providers across the sector to deliver a more flexible model of childcare.

Our Aberdeenshire services continue to expand with the addition this year of onsite nursery provision at North East Scotland College and the continued growth of the additional support needs services we deliver in partnership with Aberdeenshire Council.

We have strengthened the management team across Aberdeenshire with the creation of new Lead Practitioner roles to oversee cluster groups of our ASN Groups.

OPFS childcare services in Dundee and Aberdeenshire successfully transferred to the new charity established by OPFS, Flexible Childcare Services Scotland in January 2020.





# OPFS Dundee

## Family Support Service

Single parent numbers are on the increase and they come from all walks of life. Parenting alone is tough and many suffer the societal inequalities that result in them living in poverty. Over half are in employment but are still classed as 'the working poor', some are financially more secure, and others suffer from physical and mental health conditions. The effect of relationship breakdowns can impact heavily on all the adults and children involved.

We supported single parents across all the categories who have required different types and levels of support. We focused on developing our one-to-one service, visiting families in their own homes and in community venues. We also delivered groups to support parents with their wellbeing, their child's development and promoting better family relationships.

We have forged positive working relationships with other agencies such as Discovering Bairns, Trussell Trust and Taught by Muhammad Food banks, adult learning workers and DWP staff to be able to provide additional support to families as part of a holistic package of support.

We entered an exciting new consortium with Enable, Barnardo's Works, Dundee Employability and Aftercare project and Project Scotland to provide support to single parents seeking to enter employment.

### Direct support activities included:

- Core Service: One-to-one family support to single parents, including home visiting
- One-to-one support and group work to single

mothers and their families under our new Mental Health and Wellbeing Service

- Specialist one-to-one support to single and contact fathers.
- One-to-one employability soft skills support to single parents under our new 'Motivational Mentoring Service'
- Employability support to single parents affected by mental health or disabilities as part of the new Dundee Employability Pathway as a delivery partner in the Dundee Pathway Consortium
- Baby Massage groups and Baby Blether groups in Douglas Community Centre
- Positive Parenting groups in Claypotts Castle Primary School
- Baby Rainbows group & transition sessions
- Weekly 'Bite & Blether' and other sessions which included distribution of essential items to families, providing opportunities for focused support work and one-to-one support.
- Healthy eating groups from our community centres
- Weekly summer holiday family outings and activities

Our ways of working and supporting parents adapted as the COVID-19 lockdown began. Local offices moved from being primarily early intervention face-to-face services, to a phone, text, and email crisis service. We gave up the lease of our community flat, where we provided support to the local community for 15 years to free up time to concentrate fully on supporting single parents in coming years.

“ I know you keep saying that I'm the one doing all the hard work and making all these changes, but I couldn't do it without your help, even the times when we just sit and talk, they make a difference to my life. ”



# OPFS Edinburgh

## Family Support Service

In our affluent city, inequality can be more pronounced. This was already true for single parent families before the pandemic and became even more stark as COVID-19 spread and the financial year drew to a close. Before this, the Edinburgh project had seen increased integration of working in our different areas of support and better awareness of our services in the city.

These improvements grew out of the hard work of our small but dedicated staff team, as well as better use of digital tools to promote and deliver our work. The Employability and Digital Skills (EDS) project that began this year not only ensured that more single parents were able to acquire the equipment and connectivity to get online at home (rather than being dependent on phones or computers in libraries) but made sure they were supported in becoming more confident and gaining the skills that made them better prepared for the workplace. Alongside that the team became more skilled themselves in using social media and other digital tools to increase the reach of our support and make new connections with families.

This EDS work sat alongside other areas such as the Mental Health and Wellbeing (MHWB) Service to better support single parents in the variety of challenges they encountered. Across the country, single parents speak about the impact of isolation on their lives. The groups and individual

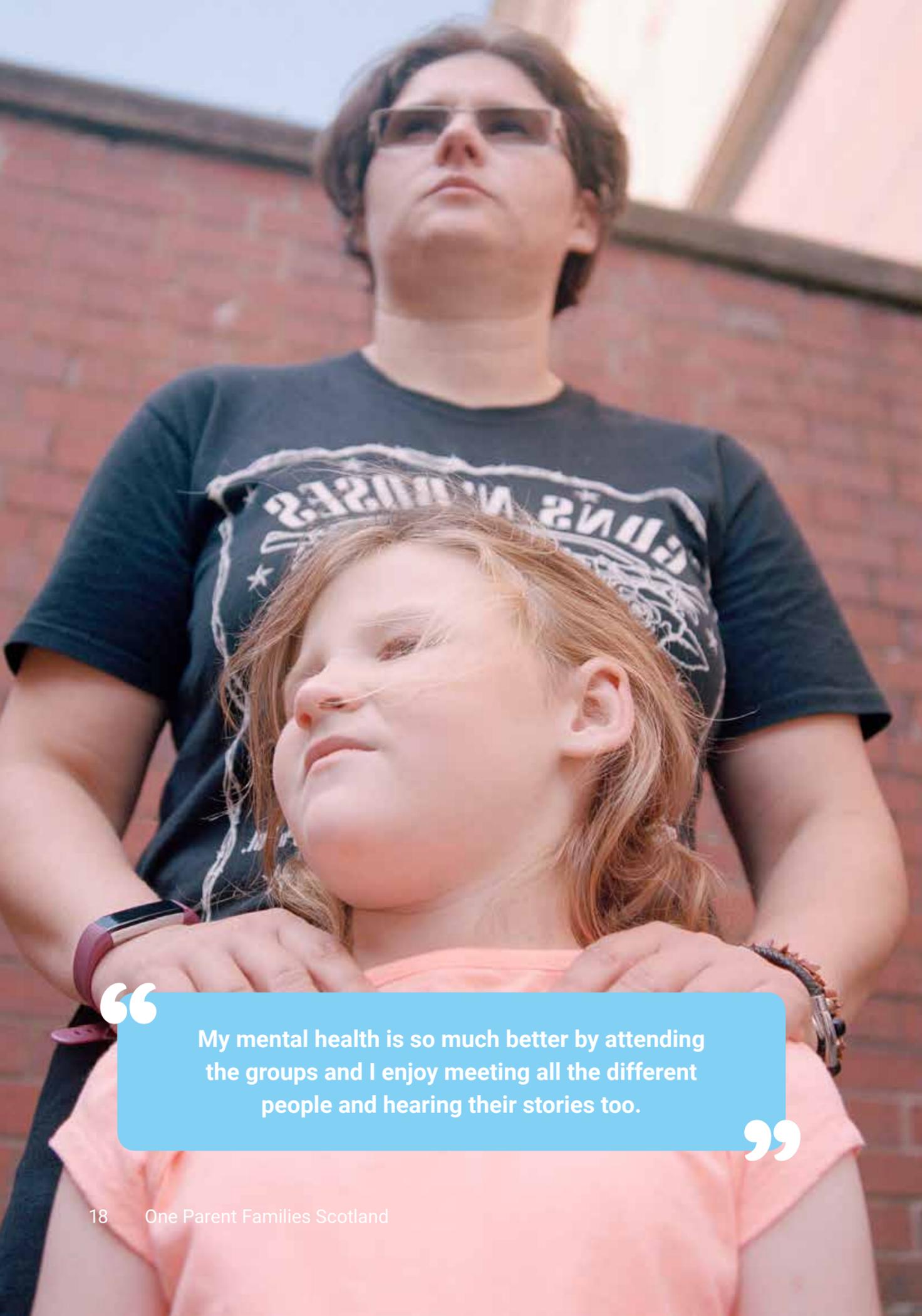
support offered by the MHWB service better connected mothers with each other and helped them take control of issues such as depression and anxiety. Equally important has been our free one-to-one counselling service which has expanded, offering weekly sessions for parents to explore issues holding them back from reaching their full potential.

Overlapping support to some of these families while also aiding a great many others, the Family Support services evolved and been able to offer help to a larger and more diverse group of families. Our longstanding support of fathers continued through one-to-one help for fathers of young children (parenting support ensuring that children successfully stay in their father's care) as well as our unique Saturday Dads' Club. We expanded the support and activities with mothers and children by offering similar Saturday activities, continuing our weekly cooking and chat sessions, offering school holiday events and supporting single mothers to access grants and holidays.

The year ended in a very different way than it began, but these positive steps in methods of working and reach meant that we were well prepared to respond quickly and effectively to the many families impacted by the pandemic from April onwards.



“Thank you for reminding us that we matter and that we have the right to be kind to oneself and others; with care and insightful advice to hand.”



## OPFS Falkirk

The Family Centre has been serving communities in the Upper Braes area since 1988 and continues to grow and adapt to meet the changing needs of local families.

Due to the remote geographical location of the villages we serve, we know families - especially single parent families - benefit from a service in the heart of their community. We aim to support families to:

- Improve their Mental Health and Wellbeing and become part of their own community
- Live full, independent and positive lives
- Allow children to develop into resilient, confident and successful adults
- Maximise their income and reduce issues around poverty

**Group work:** Our group sessions were set-up to enable families to meet with other families in the local community, enhance skills, increase confidence and become better prepared for further education or employment. Other services and professionals use the centre to host meetings where travel would prove an issue for families.

**Family Support:** The service received referrals for one-to-one, enhanced and high intensity/ long duration support from Social Work, Health, Education and Third Sector services. We have supported families with issues around parenting, boundary setting, mental health and wellbeing, benefits, debt and advocate on families behalf when required.

**Childcare Service:** Our service is for eligible 2-year-olds and evaluates service delivery using guidance such as; Pre-Birth to Three, National Care Standards, How Good is Our Early Learning and Childcare, Building the Ambition, Setting the Table, Food Matters, Outdoor Play. We have a comprehensive Improvement/Development Plan and our Practitioners attend high quality training and development opportunities.

**Befriending:** Supported young people who find it difficult to develop and maintain friendships or attend activities.

**Respite:** Worked alongside family support and offered assistance to families who perhaps needed additional help to access appointments or who just needed time to recharge their batteries during particularly difficult times.

“

My mental health is so much better by attending the groups and I enjoy meeting all the different people and hearing their stories too.

”



# OPFS Falkirk

**Children and Fathers:** Offered a dedicated support service to single fathers and their children. Issues ranged from parenting, boundary setting and routines, debt, budgeting to having someone to talk to or access to advice.

**Financial Support:** An emergency store, stocked with hygiene, household and baby supplies and a school clothing bank was available to families accessing the service and helps families to tackle issues around poverty of money worries. We offered advice on benefits and advocated on parent's behalf when required.

**Mental Health and Wellbeing:** The service offered support to single parents who may be struggling with their mental health and

wellbeing, putting positive strategies in place and support parents to understand that some feelings may be normal reaction to difficult circumstances.

Pupil Equity Funding enabled support work with pupils at Slamannan Primary and Braes High School to be the best they can be, by giving them a chance to speak to someone or offering tips and advice on how to address troublesome issues.

From the outset of the pandemic, we have continued to support parents, especially single parents via telephone and Zoom. We also supported families through our Facebook Pages and via WhatsApp.

## We supported:

**144**  
parents

**21**  
Eligible 2's

**186**  
children

**119** parents and  
**117** children  
received  
one-to-one  
support

**67**  
parents attended  
a variety of  
Group  
Sessions

**105**  
Children  
attended Group  
Sessions and  
Activities





## OPFS Glasgow

We supplied an integrated package of holistic support, tailored to meet the needs of 961 single parents and 1,073 children, living in local communities across the City. Our specialist services were delivered through: One-to-One Meetings, Group Activities, Peer Support, Blended Training Courses, Information and Awareness Sessions and Home Visiting Services.

Developed through single parent consultation and co-production activities, we supported vulnerable families out of crisis through our OPFS Family Essentials Bank and provided Family Support; Employability Programmes; Young Parent Employability Support, Training Programmes, Awareness and Information Sessions, Community Hubs and Financial Inclusion Services, Peer Support and Volunteering Opportunities to address their individual needs and circumstances. These specialist services were complimented by the provision of our specialist Universal Credit Service and Young Single Parent Project. Single parents were supported to address the issues, barriers and daily challenges they faced, many of whom were raising their children whilst living in circumstances of persistent and severe poverty.

Our partnership working enabled single parents to access local resources and services helping to further reduce participants' sense of isolation, build healthy networks of support, improving family well-being, whilst helping to alleviate vulnerable families circumstances of crisis. Parents were enabled to build their confidence, prepare for, and move into suitable employment, enter college, build and develop their skills and awareness in managing their family budget, reducing and alleviating the impact and daily challenges of living in poverty,

accessing suitable childcare provision and gaining a better sense of family well-being.

Single parents were supported to take part in the development of the Glasgow Family Support Strategy and GCC Holiday Food Programme and helped to co-design our 'School Holiday Activity' Programmes ensuring that children who would otherwise have been entitled to free school meals were involved in our 'Family Fun Days' and securing equal access to healthy, nutritious meals. Families from across the city took part in activities including family group trips, stay and play sessions and outdoor picnic days.

Over 300 families were supported to access their local single parent community hub, supporting vulnerable families to alleviate stress, build new friendships, develop digital skills and gain information, help and advice to make informed decisions and healthy choices in addressing their barriers to accessing services and resources.

Over 1,000 children living across the City were able to have a happy Christmas through our '12 Weans of Christmas Appeal', The Spirit of Christmas Appeal, and donations from local businesses and members of the community.

We are active members of several strategic groups and forums involving 3rd sector organisations, NHS, Social Work and Education enabling us to share the voices and experiences of single parents.

**804 single parents accessed Welfare Rights and Money Advice, resulting in financial gains of £669,716.**

“  
**Being a single parent can be hard sometimes and requires a lot of patience and time. But I wouldn't have it any other way. My son is my motivation and seeing him grow is the best reward ever.**  
”



# OPFS Lanarkshire

The service supported 425 single and young parents to access an integrated package of support, tailored to meet the needs of single parent and young families living in local communities across North Lanarkshire. The service delivered family and crisis support, health and well-being workshops, employability programmes for young parents and a dedicated service for single dads and their children. The delivery of these essential services was complimented by the provision of our specialist financial inclusion services that supported a further 272 families resulting in £95,756 of financial gains.

Our community outreach work offered a blend of one-to-one meetings, local community hubs, group work, peer support, training courses, awareness raising and information sessions and focus groups which enabled single and young parents to gain equal access to local services and resources and address their barriers to training, education and suitable employment opportunities.

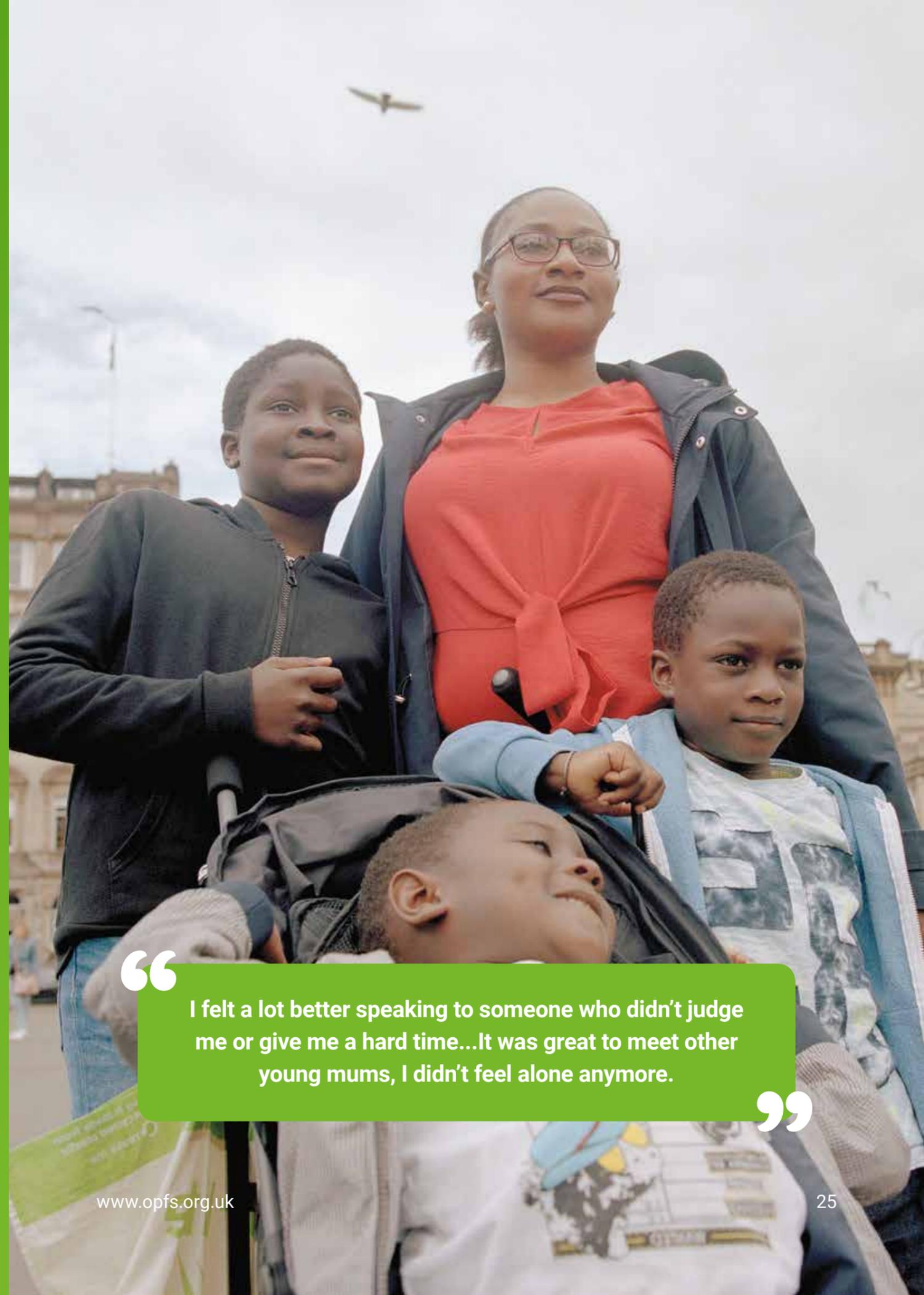
In partnership with the Poverty Alliance, our outreach team supported approximately 100 single and young parents, living in local communities across North Lanarkshire, to come along to our 'Get Heard' Challenge

Poverty Week workshops. Parents were able to share their experiences of poverty and provide ideas and solutions to address the daily challenges and impact of bringing up their children on a low income.

Working with The NHS Scotland Improvement Service as part of a local community partnership, single and young parents were supported to take part in 'Working Age Financial Capability Pathfinder' workshops. Participants were supported to share their views on The UK Strategy for Financial Wellbeing and helped to build their skills and knowledge to help improve their financial well-being.

Our '12 Weans of Christmas' Appeal was overwhelmed with the amount of kind donations of presents, toys, clothing, toiletries and sweet treats gifted by local businesses, charities, organisations and members of the community. The generous donations helped 453 children to wake up to presents and have an incredibly happy Christmas.

We are active members of several strategic groups and forums involving partnership working with third sector organisations, NHS, Social Work, North Lanarkshire Council and Education.



“ I felt a lot better speaking to someone who didn't judge me or give me a hard time...It was great to meet other young mums, I didn't feel alone anymore. ”



# Advice and Information Services

OPFS provides a unique specialist information and advice service to single parents, practitioners and OPFS staff on key single parent issues.



The OPFS advice and information team provided -

## The OPFS Advice Service

- our contact centre for single parents seeking advice

## The OPFS Advice Information Service

- our website content about advice issues that matter to single parents

## The OPFS Advice Training Service

- our training courses for practitioners working with single parents

## OPFS Advice Service

The Advice Service handled 5,103 enquiries in 19-20. We gave single parents more options in the ways they connect with us to ask for advice. We now offer Web Chat and 'Ask-a-Question'.

Single parents contacted our Advice Service about universal credit, devolved benefits, making child contact arrangements, child maintenance, separation, moving into work, expecting a baby, education, childcare, wellbeing and isolation, managing money and the coronavirus impact.

**We provide advice and support for single parents, Monday to Friday via:**

### Lone Parent Helpline

Freephone 0808 801 0323

### OPFS Webchat

Via the OPFS website

### Advice via email

advice@opfs.org.uk

### 'Ask-An-Adviser-A-Question'

via the OPFS website

### Facebook Advice

Direct messages for advice



“

I never knew anything about any in-work benefits. I would not have believed I could apply for universal credit. That's a huge weight lifted about being able to afford the childcare and I have money left over to save. I feel so much better.

”



# Advice and Information Services



## OPFS Advice Training Service

We shared our expertise with those supporting and working with single parents. Our training helps us network with partners, reach more single parents and promote OPFS services.

We delivered eight free 'Universal Credit for Single Parents' half-day training courses to practitioners from 29 organisations across Scotland. All training attendees said they would recommend our training course to a colleague.



## Information

We wrote information for the OPFS website on the issues that single parents often want to know and streamlined content to make it more accessible and readable on our new website.

Topics include Your Benefits, Your Child, Your Home, Having a baby, Separation, Coronavirus - work benefits and money.

“

The course was great, not only as a wee refresher on some things but it gave me new information on things I did not know of or hadn't ever dealt with. ”



# Mental Health and Wellbeing



We recognise being a single parent has its difficulties and that changes in life can be very stressful. The things that happen in life can take their toll, like splitting up with a partner, not having much money, finding it hard to get a job that fits around your children. Single parents tell us that they often feel anxious, stressed and lonely.

This year we continued the consolidation and integration of our Mental Health and Wellbeing Service (MHWS) as our MHWS Family Support workers continued to deliver groupwork and one to one support to single parents across our local services in Edinburgh, Glasgow, Falkirk, Dundee and Lanarkshire.

The service is based on the premise that we all have mental health and our mental wellbeing can fluctuate day to day. Our principal support mechanisms are focused on self-help and therapy/counselling.

## Self Help

Our group work programmes adopt the NHS 5 steps to wellbeing, providing single parents with the space to:





# Mental Health and Wellbeing



Programmes are co-designed with single parents to ensure that they meet participant needs. This year we have delivered a range of walking, cooking, art, mindfulness and gardening activity groups. Key to the success of the groups has been our psychoeducational approach, helping parents to better understand wellbeing, recognise how they feel and the possible causes as well as personal strategies to put in place to support better wellbeing.

The one-to-one support around mental health and wellbeing are similarly framed around psychoeducation and being solution focussed. Working with the MHWS Support Workers, single parents are encouraged to develop a self-care plan with clear, time specified goals. Staff across the organisation were trained this year on the Cognitive Behavioural Therapy (CBT) toolkit enabling us to use resources from CBT within our practise.



## Therapy/Counselling

Our counselling service continued to provide single parents in Edinburgh with the opportunity to speak in confidence with someone who is trained to listen. The service is offered free to single parents at the point of delivery. Building upon the success in Edinburgh, our support staff have started to develop our framework to roll this service out nationally. Counselling is offered using different modalities including CBT, Person Centred Therapy and Integrative Therapy.



## Online Resources

To ensure that our services are as widely available as possible, this year we focused on gathering and refining our resources for online use, including for the launch of our new website in February and the online Mental Health and Wellbeing toolkit. Our aim has been to ensure that the tips, guidance, and support offered on the toolkit is from and in the voices of single parents across Scotland.





# Policy and Influencing



OPFS uses campaigning, research and policy work to help amplify the voices and concerns of single parents to a wider audience. We look at how single-parent families are impacted by government policy and we challenge the government to make these policies fairer to single-parent families. Our policy work aims to challenge policies, attitudes and systems that create child poverty, discrimination and stigma and applauds single parents and their children for their achievements.

**There are 5 main areas we focused on and which we included in a manifesto in the run-up to the Dec 2019 General Election:**

1. Challenging judgemental and negative attitudes towards single parents
2. Promoting a Social Security System that prevents child poverty, treating single-parent families with dignity and respect
3. Making childcare work for single parents
4. Policies which support single parents to enter and progress in employment
5. Making the Child Maintenance Service (CMS) fit for purpose



We conducted consultations with single parents relating to these topics and campaigned to effect change with and for single parents in partnership with other third sector organisations.

- We took part in an End Child Poverty campaign to highlight child poverty with a focus on single-parent families.
- As part of Challenge Poverty Week Oct 2019, we held 5 Community Discussions with single parents called 'Getting Heard - Sharing the Voices of Single Parents' and our head of policy wrote a blog for Parenting Across Scotland
- OPFS celebrated our 75th year in November. Photographer Amara Eno worked with parents and children to create work reflecting the lives of single-parent families. A photographic exhibition of Amara's work was held from 13-24th November at the Custom Lane Centre, Customs Wharf, Leith.
- We continued to jointly lead with CPAG on the Children's Sector Strategic Forum child poverty work, which met with the Scottish Government cross-government directors' group on Child Poverty.

• We celebrated the first year of the Best Start Grant by inviting the Scottish Social Security Cabinet Secretary, Shirley-Anne Somerville MSP to celebrate with single-parent families in Glasgow.

• OPFS Head of Policy met the Scottish Social Security Cabinet Secretary, Shirley-Anne Somerville MSP, along with Oxfam, SCVO and CAS to influence the early implementation plans for the Scottish Child Payment.

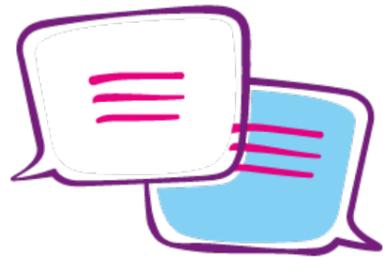
OPFS contributed to the Ministerial Employability Stakeholder Group, the Independent Care Review's Components of Care Workgroup, and the First Minister's National Advisory Council on Women and Girls. OPFS CEO was a member of CPAG (UK) Board, CPAG (Scotland) Advisory Group, and IPPR Scotland's Social Security Research Advisory Group. Involving single parents with direct experience of poverty has run through all this policy work.

Over the coming year OPFS will work to raise the detrimental impact of the pandemic on single parent families and urge a response to achieve systemic change. We will engage with and involve single parents, experts through experience, to tell their stories and ensure their voice is heard by the decision-makers.



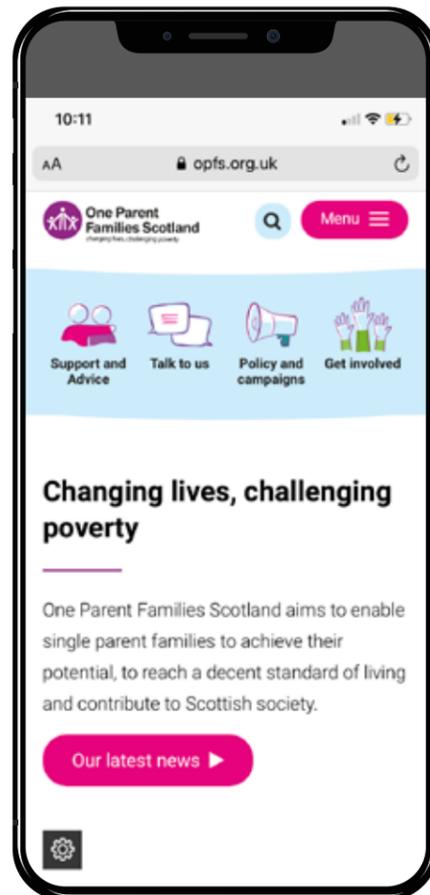
# www.opfs.org.uk

The website offers information to parents and practitioners about issues affecting single parents. It provides free access to all our factsheets, information on services and an opportunity for single parents to voice their opinions on current issues.



 **215,400**  
visitors to our website  
in 2019/20

 **2,872**  
E-newsletter  
subscribers



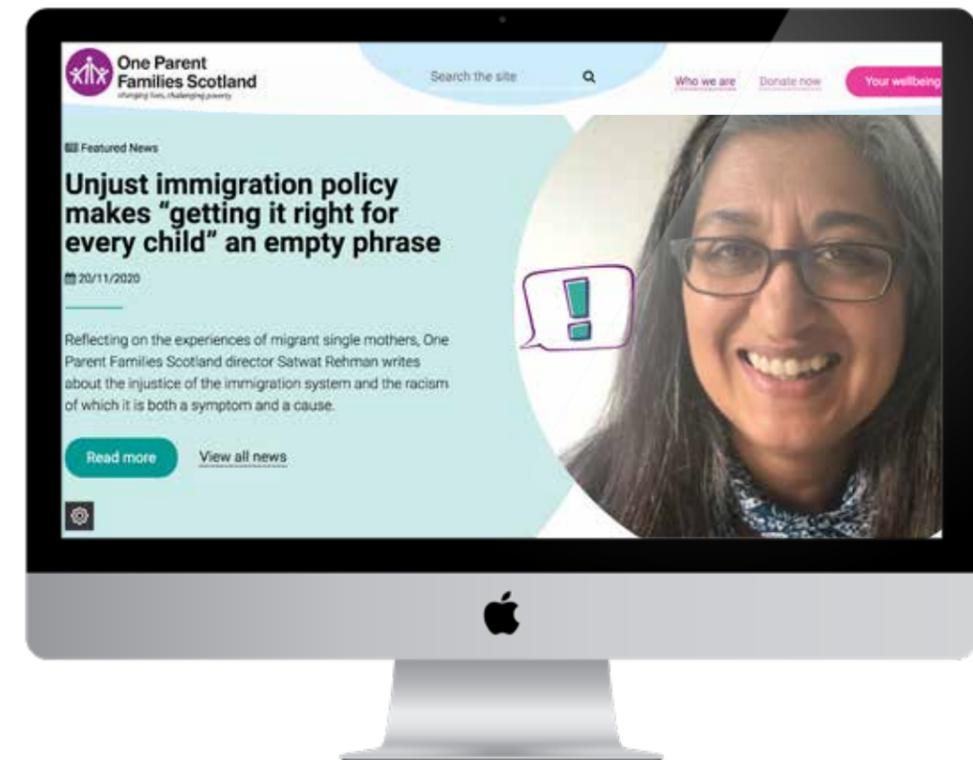
 **5,364**  
followers

 **3,271**  
Facebook  
likes



The increase in single parents using the OPFS online services has been a direct result of a better designed multi-platform website, which includes:

- Significant improvements to our mobile offering, which has seen the largest segment increase in user activity.
- The provision of more functionality, including live chat and ask our advisors a question. We are also developing new tools including a wellbeing tool and a single parent family forum, which should return even larger audiences in the coming year.
- A stronger and more proactive delivery on social media and paid advertising channels.



We have developed new promotion videos including one for **OPFS as a whole** and for **advice and information** which was utilised across various channels, including website, Facebook (including paid advertising), Instagram, Twitter and email marketing.



# Thanks to all our funders, supporters and donors including:

- Agnes Hunter Trust
- Baird Watson Charitable Trust
- BBC Children in Need
- Cattanach Charitable Trust
- Citizens Advice Scotland, Big Energy Saving Network
- City of Edinburgh Council
- Community Renewal, Edinburgh Targeted and Integrated Employment Service
- Dundee City Council
- Dundee City Council, Employability Funds and European Social Funds
- Falkirk Council
- Glasgow City Council, Children's Holiday Food Programme
- Glasgow City Council, ESF Employability fund
- Glasgow City Council, Funding for Financial & Digital Inclusion Services
- Glasgow City Council, Integrated grant fund
- Good Things Foundation, Power Up Fund
- National Lottery Community Fund, ESF Financial Inclusion Fund
- Northwood Charitable Trust
- Pupil Equity Funding
- Scottish Council for Voluntary Organisations, Digital Participation Charter Fund
- Scottish Government
- Scottish Government, Children Young People and Families
- Early Intervention Fund and Adult Learning and Empowering Communities Fund
- Scottish Government, Community Jobs Scotland
- Scottish Government, ESF Aspiring Communities Fund
- Scottish Government, Social Innovation Partnership
- STV Appeal
- North Lanarkshire Council
- The Grace and George Thomson Trust
- The Robertson Trust
- UK Government, Tampon Tax Fund



# Board of Directors

## Chair

- Jennifer Paice - Managing Director, Cornerstone Asset Management

## Treasurer

- Marlene Wood - Board Member, Scottish Funding Council for Further and Higher Education

## Company Secretary

- Ann McKenzie – Deputy Director

## Board Members

- Kevin Cadman - Retired financial services Executive - ex Chief Executive of the Grameen Scotland Foundation and Regional Director at RBS plc.
- Rhona Cunningham - Retired - ex-CEO, Fife Gingerbread
- Stuart Duffin - National Manager, Legal Services for Shelter Scotland
- Mark Ferguson - Public Policy Manager, Pinsent Masons
- Neil Mathers - Chief Executive, Children's University Scotland Retired from Board Dec 2019
- Beverley Read - Director, Firsthand Lothian
- Kirsteen Sinclair - Chief Operating Officer, Glasgow Children's Hospital Charity Elections Nov 2019: Bev Read (1)

## Co-opted Board Members Mar 2020

- Susan Smith - Editor, Third Force News, SCVO
- Addie Dinsmore - Head of Communications and Fundraising, Scouts Scotland
- Stephen Finlayson - Head of Innovation and Improvement, Penumbra
- Keir Mitchelmore - Solicitor
- Kerry McKenzie - Lead Child Poverty, Public Health Scotland
- Halena Gauntlett - University of Strathclyde, Implementation Manager

**Finance Group:** Charles Sweeny, Satwat Rehman, Kirsteen Sinclair, Marlene Wood, Beverley Read, Jennifer Paice

**Personnel Group:** Kevin Cadman, Rhona Cunningham, Neil Mathers, Ann McKenzie, Jennifer Paice, Beverley Read



# Financial Statement

Statement of Financial Activities (incorporating Income and Expenditure Account)  
Year ended 31 March 2020

## Incoming Resources:

	Restricted Funds	Unrestricted Funds	2020 Total	2019 Total
<b>Donations</b>	-	£211,574	<b>£ 211,574</b>	£194,386
<b>Investments:</b>				
<b>Bank interest</b>	-	£1,845	<b>£1,845</b>	£1,007
<b>Charitable activities:</b>				
<b>Awareness of need, training &amp; policy research</b>	£192,112	-	<b>£192,112</b>	£92,018
<b>National information &amp; support services</b>	£200,565	£0	<b>£200,565</b>	£190,150
<b>Family support services</b>	£1,247,561	£83,275	<b>£1,300,836</b>	£1,255,101
<b>Childcare</b>	£511,635	£777,548	<b>£1,289,183</b>	£1,338,152
<b>Other income</b>				
<b>Gain on sale of fixed asset</b>	-	-	-	522,737
<b>Total incoming resources</b>	<b>£2,151,873</b>	<b>£1,074,242</b>	<b>£3,226,115</b>	<b>£3,593,551</b>



# Financial Statement

The accounts have been prepared under Financial Reporting Standard 102 and the Statement of Recommended Practice for Charities.

## Resources Expended:

Charitable activities:	Restricted Funds	Unrestricted Funds	2020 Total	2019 Total
<b>Awareness of need, training &amp; policy research</b>	£192,112	£257,371	<b>£449,483</b>	£400,471
<b>National information &amp; support services</b>	£213,592	-	<b>£213,592</b>	£183,463
<b>Family support services</b>	£1,248,099	£60,800	<b>£1,308,899</b>	£1,286,585
<b>Childcare</b>	£534,803	£821,637	<b>£1,356,440</b>	£1,196,291
<b>Total resources expended</b>	<b>£2,186,606</b>	<b>£1,139,808</b>	<b>£3,326,414</b>	<b>£3,067,100</b>
<b>Net income (expenditure) for the year</b>	(£36,733)	(£65,656)	<b>(£102,299)</b>	(£526,451)
<b>Transfer between funds</b>	-	-	-	-
<b>Actuarial gains on defined benefit pension scheme</b>	-	£3,027	<b>£3,027</b>	£29,107
<b>Net movement in funds</b>	<b>(£36,733)</b>	<b>£62,539</b>	<b>£99,272</b>	<b>£555,558</b>
<b>Total funds brought forward</b>	<b>£175,979</b>	<b>£657,133</b>	<b>£833,112</b>	<b>£277,554</b>
<b>Net funds carried forward</b>	<b>£139,246</b>	<b>£594,594</b>	<b>£733,840</b>	<b>£833,122</b>

Full accounts available on request from OPFS, 2 York Place, Edinburgh, EH1 3EP.

# OPFS Offices

## Edinburgh Headquarters

One Parent Families Scotland,  
2 York Place, Edinburgh, EH1 3EP

**Helpline:** 0808 801 0323

**Helpline email:** [helpline@opfs.org.uk](mailto:helpline@opfs.org.uk)

**Tel:** 0131 556 3899

**Email:** [info@opfs.org.uk](mailto:info@opfs.org.uk)

## OPFS Aberdeenshire

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**Tel:** 01467 641 000

**Email:** [childcare.aberdeenshire@opfs.org.uk](mailto:childcare.aberdeenshire@opfs.org.uk)

## OPFS Dundee

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**Email:** [familysupport.dundee@opfs.org.uk](mailto:familysupport.dundee@opfs.org.uk)

## OPFS Falkirk

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Maddiston, FK2 0LZ

**Tel:** 01324 711 271

**Email:** [falkirk@opfs.org.uk](mailto:falkirk@opfs.org.uk)

## OPFS Glasgow

Floor 4, Waterloo Chambers,  
19 Waterloo Street,  
Glasgow, G2 6AY

**Tel:** 0141 847 0444

**Email:** [glasgow@opfs.org.uk](mailto:glasgow@opfs.org.uk)

## OPFS Lanarkshire

42 Civic Square,  
Motherwell, ML1 1TP

**Tel:** 01698 239 961

**Email:** [lanarkshire@opfs.org.uk](mailto:lanarkshire@opfs.org.uk)

## Flexible Childcare Services

Families' House  
20 Grampian Gardens  
Dundee DD4 9QZ

**Tel:** 01382 502 504

**Email:** [childcare.dundee@fcss.org.uk](mailto:childcare.dundee@fcss.org.uk)



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[www.opfs.org.uk](http://www.opfs.org.uk)

2 York Place, Edinburgh, EH1 2EP 0131 556 3899 [info@opfs.org.uk](mailto:info@opfs.org.uk)

Lone Parent Helpline: 0808 801 0323 Helpline Email: [helpline@opfs.org.uk](mailto:helpline@opfs.org.uk)

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