

HOME-START NORTH WILTSHIRE

England & Wales · Charity number 1106736

Details

Other names	HOME-START KENNET
Status	Registered
Legal form	Charitable company
Company number	05208226
Registered	2004-11-12
Register	View on the Charity Commission register

Contact

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Activities

Objects: 3. OBJECTS A) TO SAFEGUARD, PROTECT AND PRESERVE THE GOOD HEALTH, BOTH MENTAL AND PHYSICAL OF CHILDREN AND PARENTS OF CHILDREN; B) TO PREVENT CRUELTY TO OR MALTREATMENT OF CHILDREN; C) TO RELIEVE SICKNESS, POVERTY AND NEED AMONGST CHILDREN AND PARENTS OF CHILDREN;D) TO PROMOTE THE EDUCATION OF THE PUBLIC IN BETTER STANDARDS OF CHILD CARE

Activities: Home-visiting volunteers offer support, friendship and practical help to families with at least one child under 5 years of age. We also offer a cafe-type of informal group support.

Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information
- **What:** The Advancement Of Health Or Saving Of Lives, Disability
- **Who:** Children/young People, People With Disabilities

Geography

- **Area of benefit:** WITHIN THE AREA OF MARLBOROUGH, TIDWORTH, DEVIZES AND THEIR ENVIRONS AND OTHER AREAS OF WILTSHIRE WHERE THERE IS DEMAND FOR OUR SERVICES.
- Wiltshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£279,184	£274,226	-	-
2024-03-31	£242,650	£250,451	-	-
2023-03-31	£226,034	£236,014	-	-
2022-03-31	£204,051	£206,674	-	-
2021-03-31	£269,046	£210,368	-	-

Trustees

Name	Role	Appointed
Dr Anne Prior West	Chair	2026-04-07
Cindy Ervine		2024-01-08
Elizabeth Jane Daley		2025-08-07
GEORGINA LOIS SMITH		2022-08-18
JO OWEN-JONES		2015-09-14
Jason Samuele Waters		2023-02-01
Kristy Samantha Green		2022-08-18
Lt Col Michael Thomas Haynes		2018-05-16
MARCIA JOAN JOHNSON		
Sheree Marianne Whorlow		2017-04-27
Shirley Ann Gracias Whitby		2025-05-29

Accounts



Home-Start North Wiltshire Annual Report and Accounts 2024-2025



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About Home-Start North Wiltshire (HSNW)

We are a registered charity, based in Wiltshire. We support local families from all backgrounds, through their most challenging times.

Being a parent has never been easy. It can be lonely, frustrating, heartbreaking and overwhelming. Life-changing events can happen to anyone.

All parents struggle at one time or another. We are there to support families through their toughest times.

Families we help may be facing challenges such as:

- Poor mental or physical health – including post-natal depression
- Family breakdown or bereavement
- Isolation
- Financial worries
- Twins, triplets ... or more!

There For Parents When They Need Us Most

We have a wonderful, committed team of volunteers who visit families once a week, in their own homes, for 2-3 hours. They aim to build family resilience, confidence and wellbeing. Our volunteers offer no judgement; just compassionate, confidential help and support.

Our Mission

Home-Start North Wiltshire empowers parents to give their children the best possible start in life.

- We offer non-judgmental support, friendship and practical help to parents with young children.
- We train and supervise volunteers to visit families at home or support them through group work activities, working together in an informal, flexible and confidential way.
- We work with families at times of difficulty to promote family resilience and improve children's life chances.

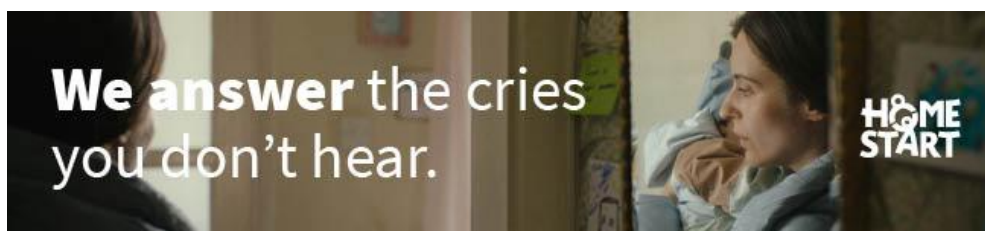
Constitution

We are a Company Limited by Guarantee – Registration Number 5208226 – governed by a Memorandum and Articles of Association (incorporated on 17.08.04) and have a Charity Registration Number: 1106736. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member.

Registered Office: Unit 1, Fordbrook Business Centre, Pewsey, SN9 5NU

E: hello@homestartnorthwiltshire.org.uk T: 01672 569457

W: www.homestartnorthwiltshire.org.uk



Board of Trustees April 2024 - March 2025

Chair	Clare Messenger (<i>Chair to Feb 2025</i>)	Treasurer	Marcia Johnson
Trustee	Sheree Whorlow	Trustee	Jo Owen-Jones (<i>Chair from Feb 2025</i>)
Trustee	Lt Col Mick Haynes	Trustee	Cindy Ervine
Trustee	Jason Waters	Trustee	Wendy Stuart (<i>Retired Jan 2025</i>)
Trustee	Lois Smith	Trustee	Kristy Green

We are seeking to appoint new trustees, up to a maximum of twelve. Applicants should have a motivation to support children, young families, and the voluntary sector. We are particularly seeking a Chair for the Board. We encourage applications from people from ethnic minority backgrounds and LGBTQIA+ communities, as we want our board to be representative of the families we support. Successful candidates will be co-opted and come up for election at the next AGM. Induction and further training opportunities are provided. Full details are available on request.

Committees

There are two sub-committees, which meet regularly and report to the Board:

Human Resources (HR) Committee – Chair – Sheree Whorlow

Finance and Fundraising (F & F) Committee – Chair – Marcia Johnson

Designated Trustees

Data Protection – Cindy Ervine; Health and Safety - Mick Haynes; Safeguarding - Jo Owen-Jones

Staff Team 2024-2025

Managers (job share)	Tania Rackham
Managers (job share)	Julie Boyle
Family Support Organisers	Caz Flippance, Tanya Dale, Sally Green and Jane Carter (also Rapid Response Worker)
Senior Administrator	Dawn Wilson
Admin Assistant	Justina Hams
Data Analyst (for Lamplight)	Sam Check
Finance Officer	Frank Pessell
Fundraiser & Community	Joanne Kent
Engagement	



Chair's Annual Report

As usual, this has been a year of ups and downs. Sadly, I have to report that our chair of trustees, Clare Messenger, had to stand down in February for family reasons and I would like to take this opportunity to thank her for her time both as a trustee and particularly for her eighteen months as chair. She brought about a considerable amount of organisational change in that time and reformed some of our administrative processes and we will miss her on the Board.

You may remember from last year's report that we have been trialling offering a Home-Start service in Swindon. In our initial pilot run in conjunction with financial support from Swindon Council in 2023, we identified that there was a need for the kind of ongoing support for families from Home-Start, and the Health Visitors were particularly keen. We ran a group in central Swindon that summer which was not particularly well attended and led us to decide to focus on one area of Swindon instead of trying to cover the whole town to begin with. This we were able to do thanks to a successful National Lottery Community Fund bid, which included further exploratory work into this expansion and this allowed us to provide extra Family Support Organiser and administration time for the project. A group was set up in Park South and a concerted campaign of raising awareness of the service both among the public and professionals was undertaken. At the same time a limited number of families were supported at home.

This has all been much more challenging than we anticipated! The group was once again poorly attended. We have very few volunteers who are able to undertake visits to families in Swindon. The planned Volunteer Preparation course to try and attract Swindon volunteers attracted only one person and was therefore cancelled. The referrals from health visitors and other professionals tended to be for families with a higher level of need than we can support.

In light of this we will be having a long hard look in the next few months at whether or not the provision of an Home-Start service in Swindon is something that Home-Start North Wiltshire can provide or whether it would be better for it to be a stand-alone Home-Start based in Swindon and run by Swindon residents possibly with remote support and guidance from us in the initial stages. The good news is that our bid writers Tania Rackham and Jo Kent have been busy and successful and I would like to congratulate them and Marcia our treasurer for keeping us financially stable so that we can continue to provide our core services to local families.

Families

We have been able to support families in need through our family fund and will be allocating slightly more of our resources to this in view of increased financial problems. This is a limited pot of money but it can provide vital food vouchers, furniture etc when a family is in difficulties and needs urgent help.

We have also been able to bring a little joy to all supported families in the form of Easter eggs, Christmas boxes and Mother's Day cards. School holidays can be challenging for parents and although we mainly support families with children under the age of five, a lot of them have older siblings and we have been able to give them holiday packs and have arranged picnics in the park during the long summer break which have been much appreciated.



Thanks to a generous gift from the Devizes Lions families from Devizes were treated to a trip to Bowood in July 2024. Some Home-Start families enjoyed the Corsham MOD family day in September with lots of games and activities.

Staff

This year (2025) we welcomed Justina Hams to the administration team. I am delighted to say that we now have five former volunteers working for us bringing a real depth of understanding of the vital work that the volunteers do. In order to try and take some of the burden off Marcia's shoulders as treasurer, it was agreed that Frank should increase his hours from 10 to 14 running the ever more complex finance streams.

The administration team does vital and often unrecognised work behind the scenes and Dawn, Sam and Justina provide all the statistics needed for the reports and bid writing as well as the more obvious day to day running of the office.

The format of the groups has changed so that there are now twelve week "terms" in order to help focus parents and encourage them to build their own social support networks. The groups will be reorganised again in the coming months in order to respond to changing funding and need.

Of note, we have two radio stars -Caz Flippance and Sally Green appeared on Castledown radio to talk about their work and displayed hidden talents.

Many congratulations to Marcia who has been a trustee and treasurer at Home-Start North Wiltshire (and formerly Home-Start Kennet and Home-Start Marlborough), for around 36 years! Home-Start UK invited Home-Starts across the country to nominate exceptional volunteers for their volunteer awards. Marcia was selected as a finalist in the trustee category, and we attended a delightful awards ceremony and lunch at the RAC club in London in March. Sadly, she was pipped to the post for the award by a chair who had also done sterling work in his Home-Start, but we got to see and meet some truly inspirational volunteers from across the country (and had a nice lunch into the bargain).

We were sorry to say goodbye to Wendy Stuart who has been a trustee for eight years. She shouldered the work of the strategic plan and also led on GDPR, getting to grips with the regulations when it was new to us all. We wish her well and thank her for her time with us.

We are currently in the process of recruiting new trustees and I am hopeful that once again I will soon be able to pass on the baton as chair, a post which I am occupying again on a temporary basis after Clare's resignation. My thanks to Sheree who as chair of the HR committee has also taken on the role of supervision for the managers during this time.

Volunteers

An interesting community life survey from Focalldata showed the problem that all charities are facing at present. According to the survey 16% of the UK population engage in formal volunteering once a month which is down from 27% twelve years ago. In recognition of the fact that it is becoming more difficult for people to find the time to volunteer we have diversified the types of volunteering roles that we offer so that if volunteers do not have the time to become home-visiting volunteers they can train as group support volunteers, community champions supporting our fundraising efforts and in a completely new role -remote support volunteer which entails offering remote

telephone support for short periods such as covering a volunteer's absence or making contact until a suitable home-visiting volunteer can be found.

The training (Volunteer Preparation) course has also been modified. Whilst we have still offered a couple of traditional six-week courses we have also started to offer hybrid training so that prospective volunteers can take some modules online and then come together for a day or two's training in person. Shorter training can be offered for those wishing to become community champions but still needing an understanding of the work that Home-Start does. As always, the annual safeguarding training was an important event for everyone. Sadly, it is something that has to be kept at the forefront of everyone's mind.

Ongoing support for volunteers is very important and along with the traditional peer groups, the staff team have been holding coffee mornings in various locations. This also allows prospective volunteers the opportunity to come along and chat and find out a bit more about what would be expected of them and meet existing volunteers.

There were two enjoyable events for volunteers-the summer get together at the Bear Hotel in Devizes in July 2024 and the Christmas wreath making celebration in December 2024.

As ever we remain extremely grateful to all our volunteers in whatever role as without them the charity could not operate.

Fundraising stands and events

Thanks to our fundraiser, Jo Kent and to our numerous supporters in the community, we have seen a large number of events and donations this year from the standard street and supermarket collections and static tin collections to the more esoteric: Cabbage Sunday at the New Inn in Winterbourne Monkton, a stand at a vintage car meet in Devizes, three runners in the Bath half marathon, a sponsored walk and most dramatic of all – a sky dive by Elaine Luckhurst to celebrate a big birthday. Big thanks to all those involved and any that I may have missed. It is a wonderful way to raise our profile as well as raising much needed funds.



Staff, trustees and volunteers doing a sponsored walk 2024

Big thanks are also due to New Resource recruitment and Snap Fitness Melksham for their fabulous donation of 365 Easter eggs. Also, to the White Horse Bookshop in Marlborough and Holy Trinity Primary School, Great Cheverell for donations of books for our families.

Networking

Tania Rackham and Julie Boyle, our joint managers, regularly participate in community meetings some of which include being an executive member of the Wiltshire Children and Families Voluntary Sector Forum, a member of Healthwatch Wiltshire Local Advisory Board and of Wiltshire VCSE Leadership Alliance.

Julie is also an executive member of the Wiltshire Inclusion Network, a member of Swindon Inclusion Network, a member of the FACT Speech, Language and Communication Steering Group and a member of the BSW ICB Mental Health Strategy Delivery Plan Working Group.

They have also participated in VCSE Consultation Wiltshire Council Framework, VCSE Consultation on the NHSE 10 Year Plan and Wiltshire Health Inequalities workshops as well as Army Welfare Service (AWS) South West Allied Services Meetings.

This extensive list ensures that we provide a service which remains unique, needed and relevant to the local community and does not overlap with other providers.

Home-Start UK

On a final note, we are sorry to say goodbye to the CEO of HSUK Peter Grigg who left at the beginning of April 2025 to join the Citizens Advice Bureau. He has brought about a lot of improvements in the network in his time as CEO. Recruitment for his successor is happening at present, and we are watching with interest to see who will succeed him.

My personal thanks go to everyone involved with making Home-Start North Wiltshire a success – we are a good team. We look forward to 2025-26 and being able to help and bring comfort to more families across the north Wiltshire area.



Volunteers and staff at various events in 2024-25

Our Work with Families

163 families were supported through home-visits or via a group

287 children were supported through home-visits or via a group

41 volunteers were active and supporting families, with others providing ad hoc support for events and fundraisers.

Home-visiting

- We received 104 referrals.
- 107 families were supported by home-visiting.

Groups

- 71 families attended a session, across three groups.
- 15 also received home visits prior to/during group support, receiving multiple sources of support.

Outcomes

Home visiting support

This table shows the outcomes identified as a need by families, sorted highest to lowest.

These results clearly demonstrate the effectiveness of our home-visiting support.

Outcome	NEED IDENTIFIED No of families	NEED IDENTIFIED %	NEED FULLY MET increase %	NEED PARTIALLY MET stable%	TOTAL Increase or stable %
Coping with own mental health	61	90%	72%	25%	97%
Parents self esteem	55	81%	75%	20%	95%
Coping with feeling isolated	55	81%	67%	22%	89%
Managing Children's behaviour	53	78%	62%	32%	94%
The day to day running of the house	47	69%	72%	28%	100%
Coping with own physical health	43	63%	65%	28%	93%
Coping with financial pressures/household budget	43	63%	65%	28%	93%
Coping with extra work of multiple children under 5	40	59%	75%	23%	98%
Stress caused by conflict in the family	39	57%	77%	18%	95%
Being involved in children's development	30	44%	87%	13%	100%
Coping with child's mental health	21	31%	67%	19%	86%
Use of other services	11	16%	91%	9%	100%
Coping with child's physical health	8	12%	75%	25%	100%
Average - total 13 Questions			73%	22%	95%
Top 5 needs identified by families			70%	25%	95%

Group Outcomes

Outcomes for group families have been collated via email responses to a survey form sent out at the beginning and then at the end of a group term across both the Devizes and Tidworth groups. Responses to all the questions are overwhelmingly positive. We will continue to monitor these outcomes at our evaluation meetings and periodically consider if there is an easier way to collect and collate the group outcomes data.

Survey Questions	Answer	% Term 2 2024 (22 responses)	% Term 3 2024 (14 responses)	% Term 1 2025 (10 responses)
1. I feel less isolated/lonely than when I first joined the group.	Agree/Strongly Agree/Neither agree nor disagree	91%	93%	100%
2. I have made new friendships at the group.	Yes	86%	79%	100%
3. The group has helped with my own emotional wellbeing or mental health.	Agree/Strongly Agree/Neither agree nor disagree	100%	100%	100%
4. The group has helped with my own physical wellbeing.	Agree/Strongly Agree/Neither agree nor disagree	91%	93%	100%
5. The group has helped with my self-esteem, and I feel more confident.	Agree/Strongly Agree/Neither agree nor disagree	100%	100%	100%
6. This group has helped me cope with my children's physical and mental health.	Agree/Strongly Agree/Neither agree nor disagree	100%	100%	100%
7. This group has helped me manage my children's behaviour.	Agree/Strongly Agree/Neither agree nor disagree	100%	100%	100%
8. This group has helped me access other local services.	Agree/Strongly Agree/Neither agree nor disagree	100%	93%	100%
9. This group has had an impact on my whole family. My children are happier and more socially confident.	Agree/Strongly Agree/Neither agree nor disagree	100%	100%	100%
10. I am interested in finding out how to access further support from a Home-Start volunteer.	Yes	36%	36%	30%

The families for whom we received two sets of survey responses for Term 1 have had their responses analysed further to identify if their needs were met. All these families' needs were met / partially met.

Q	Survey outcome (for 7 families with a start and end survey)	Need identified (% of families)	Need Met	Need Partially met
Q1.	I joined this group because I felt isolated and lonely	100%	100%	0%
Q2.	I joined the group to make new friendships	100%	100%	0%
Q3.	I joined the group to help with my own emotional wellbeing or mental health	100%	100%	0%
Q4.	I joined the group to help with my own physical wellbeing	71%	80%	20%
Q5.	I joined this group to help my self esteem and feel more confident.	100%	100%	0%
Q6.	I hoped this group would help me cope with my children's physical and mental health.	86%	100%	0%
Q7.	I hoped this group would help me manage my children's behaviour.	86%	100%	0%
Q8.	I hoped this group would help me access other local services.	57%	100%	0%

Volunteers:

We were very sad to lose one of our long serving volunteers in 2025 after a period of illness. Liz S will be remembered for her ready smile and sense of humour. Thank you to all our home-visiting and group volunteers, without whom Home-Start North Wiltshire could not operate and support our families:

Alex, Anne, Barbara, Carolyn, Caroline M, Caroline L, Cheryl, Clare, Corinna, Deanne, Glynis, Hannah, Jacky, Jane, Jayne, Julie, Karen, Laura, Liz C, Lizzie C, Lizzie D, Llana, Lorna, Lucy, Margie, Mary, Jan, Mia, Naomi, Pam, Polly, Rose, Ruth, Sarah D, Sarah P, Sarah M, Sheryl, Shirley, Simone, Sue, Uvais, Pat, Wendie, Mandy, Cheryl, Julie H, Julie S, Felicity, Gill and Becci.

With thanks also to our:

- **6** volunteer knitters, who supply home knitted goodies all year round.
- **10** Trustees who attend board meetings and peer group meetings throughout the year.



The Mayor of Chippenham and Trustees Cindy & Kristy with staff and new volunteers, Nov 2024

Quotes From our Home-Visiting Volunteers

"I absolutely love it (volunteering). The building of a relationship is a very special thing. It gives me a feelgood factor that I can support & encourage another through friendship."



"Thank you Home-Start - because I'm unable to do paid job I volunteer, and you make me feel valued. I've struggled with my self-esteem for years but feel it's getting better thanks to Home-Start. I feel I'm helping families that are struggling just as I did all those years ago. I have a purpose in my life. Thank you."

Quotes from Families

"I just wanted to say how much Home-Start group has made a difference to me, before this I knew no one round Devizes, and with just one car now things could get very lonely, it's boosted my self-confidence, and having a place where I can come, get help with my child and not worry about being judged if he plays up has been amazing, I actually don't know what I would have done without this group, it's made a huge difference to me and child, so yes, just thought it was worth you knowing, what you do has not gone unseen. Thank you."

Parent, 2024

"Thank you so much for all the time you've given us over the course of the year. It really helped having a friendly face and emotional support, both of which has enabled us to settle into life here. I really hope we meet again one day, but if not, thank you for showing me that kind, selfless people do exist."

Parent, 2024

"Home-Start helped me transition back to a "normal" life after months and months of support from lots of other different charities. Home-Start was able to finally give me some of my freedom and help boost my confidence when needed. It's been so lovely to have someone support me so well and feel like they actively care about mine and my daughters well-being. Also remembering little personal details to make me feel important and me and my daughter cared about."

Parent, 2024

Family Case Study 2024

When we first met the children (3yo twins and an older child), things were tough. Their mum's family were moving away, her friends were returning to work, and their military dad was often away (which made mum worry); Mum was a lovely mum, but her support network was narrowing, she was struggling. To compound things, mum had a health condition which made her anxious about going out, meaning the younger children spent most of their time indoors. Volunteer, Sasha, remembers the younger children as having dummies and being quiet, reserved and clingy with mum, "they would just look at me and watch."

Sasha visited weekly to play with the children (allowing mum to get on with some housework) and help grown mum's confidence to go outside with the children. Sasha recalls that in the early days, when mum went off to do chores, the children would be jumping on and off the furniture, squabbling and be struggling to share. It was also clear that they also needed support with their speech development.

During support Sasha spent hours playing with the twins, bringing magnetic toys, 'fishing hook' games and puzzles. "They were always so keen to get into my bag!" There were lots of sharing game and, over time, "they got better and better and were brilliant!"

Sasha also supported mum with routines and toilet training, bringing books and encouraging mum to stay positive with it all. She also grew mum's confidence in going outside by understanding mum's fears, accompanying her and giving tips and reassurance to guide her. Mum started going out more and by the end, went with the twins to watch her eldest child in a school play giving her eldest the unexpected joy of seeing mum in the audience!

When support closed, Sasha reflects, "the children had come a long way. I didn't know what they were saying when I first went, but by the end, they had basic sentences and could make their needs known. When I knocked on the door, they would grab me and send mum upstairs!"

The children now have a mum who takes them outside and to do new things; the twins now enjoy meeting new friends at a toddler group- further developing their communication and newfound sharing skills! They are better placed to start school. All the children have a mum who believes in herself more and will push herself out of her comfort zone - giving her children a positive role model and more opportunities for fun, happiness and treasured memories together.

"Sasha took so much time with the children, a lot of intense play which had a big impact on their speech development. The children loved her." (Family Support Organiser)

The twins' Voice of the Child scores increased from 2 to 4 demonstrating they are now much happier.

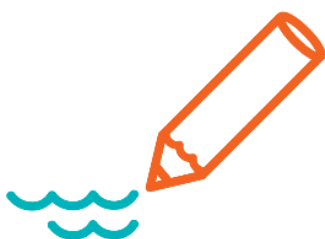
We then caught up with mum a few months after support ended and she recalled what a difference Sasha's support had made:

Mum said, "When Shasa came, she would play with the girls whilst I was upstairs doing things I couldn't do by myself with the girls, like change the bedding. I can't explain it...Sasha was just so good, the twins absolutely loved her. I'd always say, "Sasha's coming" and they'd be waiting by the door for her to come. I was so upset when the support was coming to an end! She was kind, I just had that comfort I needed, she was great to talk to ... when she came over she'd always ask me how I was, what had I done, honestly she was so helpful; having her for that length of time really did help my anxiety. She was like a lot like, "why don't you just try going to the park" and when I come by next week, let me know if you have done it, she gave me little goals to do ... that and the therapy as well all really help and now, I go out and I don't even bat an eyelid. I take the twins out by myself, I go anywhere! If you'd have asked if I did that this time last year, I would have broken down in tears saying I can't leave my house ... I'm loads better. I think Sasha really overcame that and helped me find myself again ... please tell Sasha I go out all the time now!"

Evaluation Report 2025

Our Evaluation Report for 2025 has been published and is available on our website. This provides an in-depth overview and analysis of our service, outlining the next steps.

The report is available to download here: <https://homestartnorthwiltshire.org.uk/documents/> or by post on request.



Thank You

We would like to give a huge shout of thanks to all who support us through Localgiving and Payroll Giving. To all of our wonderful volunteers and trustees who donate their expenses. To all of those listed below and our anonymous donors that have supported us over the year. The support you give helps us to continue to deliver our vital service to local families. Thank You!

Adey JF and MB	National Lottery Community Fund
Annica, Ele – Bath Half	Neeld Hall Community Cafe
Amelia Freer	New Resource Recruitment, Melksham
Amy Robinson	New Inn Winterbourne Monkton
Armed Forces Covenant Fund Trust	North Newnton Community Group
A Birley	Pewsey Co-op
Avebury Shop	Richard Hills
Caroline Melloy	Rose Pearce
Children in Need	Ruth Lamdin
Chippenham and District Branch, Wiltshire Masonic Widows' Association	Sleight Golf Club
C P Medical, Melksham	Sofology, Swindon
Co-op Community Fund	Snap Fitness, Melksham
Corsham Masonic Lodge	St Georges Church, Preshute
Devizes Lions	St James Place
East Kennet Carol Singers	St John's Church, Pewsey
Elaine Luckhurst	Tesco Bags of Help
Ellen Osmund	Tesco, Marlborough
Elizabeth Daley	The Bear Hotel, Devizes
Garfield Weston Foundation	The Castle and Ball, Marlborough
The Hamilton Trust	The Gourmet Brownie Kitchen, Devizes
HJ & EJ O'Regan	The Original Card Factory Shop - Calne
HSUK Army Central Fund	The Henry Smith Charity
Kelly Family Trust	Walter Guinness Charitable Trust
Market Lavington Women's Institute	Waitrose, Marlborough
Masonic Charitable Foundation	Wendie Hockley
Morrisons, Melksham	Wiltshire & Swindon Community Foundation
National Benevolent Charity	

Thank you to all of our partners and referrers we have worked closely with over the year:

Army Welfare Service	Green Machine Computers Ltd & Terra Guard
Home-Start South Wiltshire	Perinatal Mental Health Teams
Home-Start UK	Unit Welfare Officers
Parent Support Advisers	HCRG Care Group
Spurgeons Children's Charity/Family Hubs	Wiltshire Public Health
Social Prescribers	Local Mayors and Town Councils

And finally, a thank you to all those companies and individuals who donated time or other resources to our organisation and the families we support.



ACCOUNTS 2024-2025



Treasurer's Report

The Independent Examiner's Report and Annual Accounts give a full and detailed picture of the income and expenditure of Home-Start North Wiltshire for the year ending 31st March 2025. The division of the expenditure between charitable activities and governance shows that 2.5% of our income was spent on the latter.

A successful application for £337,500 over 3 years, starting July 2023, was made to the National Lottery Community Fund. This, combined with an ongoing three-year grant from the Henry Smith Covid-19 Long Term Support Fund, and a three-year Grant from the Henry Smith Charity, provided the majority of the income for the year.

Additional income came from grants from Children in Need, National Benevolent Charity, Home-Start UK Army Central Fund, St James's Place, Wiltshire Community Foundation, and Co-op Community Fund, as well as from small donations and fundraising. These included donations from the Masonic Charitable Foundation, Devises Lions and Waitrose.

Some of this additional income enabled us to support families by offering help when they struggled to purchase essential items, fund outings, provide activity packs for children, and Christmas packs to families.

Income exceeded expenditure by about £5,000.

The Balance Sheet at 31st March 2025 shows assets less current liabilities of £113,408 (£108,450 in 2023/2024). Some of this money is in restricted funds and must be used to support the projects for which the grants were awarded.

The ongoing grants from the National Lottery Community Fund, Children in Need and the Henry Smith Charity, combined with a grant from ICB and grants from Garfield Weston, The Kelly Family Trust, Card Factory Foundation, and HSUK Army Central Fund, means that the scheme has a firm financial basis for 2025/2026 although additional funds are still needed.

HSNW holds sufficient funds in reserve so that if there were a sudden loss of Grant Funding, there would not be an abrupt cessation of support to vulnerable families. Money is also held to cover as a contingent liability to TPT, HSNW's Pension Provider.

We would like to thank all our Funders and everyone else who has supported the charity.

Exemption from the appointment of auditors

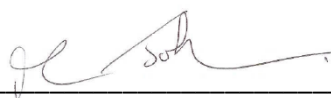
For the year ending 31 March 2025, the Company was entitled to exemption from audit under section 477(2) of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

This report has been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

Marcia Johnson, Honorary Treasurer

This report was approved by the Trustees and signed on their behalf by



Date: 8th October 2025

COMPANY REGISTRATION NUMBER

05208226

ENGLAND & WALES

REGISTERED CHARITY NUMBER

1106736

HOME-START NORTH WILTSHIRE

COMPANY LIMITED BY GUARANTEE

ACCOUNTS

31 MARCH 2025

Independent Examiners Report



CHARITY COMMISSION
FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A		Independent Examiner's Report	
Report to the trustees/directors/ members of	Charity Name HOME START NORTH WILTSHIRE		
	On accounts for the year ended	31 March 2025	
Charity no.:		1106736	Company no.: 05208226
Set out on pages	18 to 32		

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31/03/2025.

Responsibilities and basis of report

As the charity's trustees of the Company (who are also the directors of the company for the purposes of company law), you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ("the 2006 Act").

Having satisfied myself that the accounts of the Company are not required to be audited for this year under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ("the 2011 Act"). In carrying out my examination, I have followed the Directions given by the Charity Commission (under section 145(5)(b) of the 2011 Act).

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention which gives me cause to believe that:

- accounting records were not kept in accordance with section 386 of the Companies Act 2006; or
- the accounts do not accord with such records; or
- the accounts do not comply with relevant accounting requirements under section 396 of the Companies Act 2006 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- the accounts have not been prepared in accordance with the Charities SORP (FRS102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:		Date:	26 AUGUST 2025
Name:	MRS DIANA J HUGHES, FCCA,		
Address:	CHARLTON BAKER LTD 130 HIGH STREET, MARLBOROUGH, WILTSHIRE, SN8 1LZ		

STATEMENT OF FINANCIAL ACTIVITIES - Year Ended 31 March 2025

		Unrestricted	Restricted	NCLF Lottery	Total Funds	Total Funds
		<u>Funds</u>	<u>Funds</u>	<u>Funds</u>	<u>2025</u>	<u>2024</u>
	Note	£	£	£	£	£
<u>INCOME</u>						
Grants and Donations	2	6,740	152,134	114,000	272,874	237,349
Income from Investments	3	6310	0	0	6,310	5301
TOTAL INCOME		13,050	152,134	114,000	279,184	242,650
<u>EXPENDITURE</u>						
Charitable activities	4	(3,877)	152,478	118,789	267,390	243,997
Governance costs	5	290	4,925	1,621	6,836	6,454
TOTAL EXPENDITURE		(3,587)	157,403	120,410	274,226	250,451
NET INCOME/(EXPENDITURE)		16,637	(5,269)	(6,410)	4,958	(7,801)
TRANSFERS BETWEEN FUNDS		0	0	0	0	0
NET MOVEMENT IN FUNDS		16,637	(5,269)	(6,410)	4,958	(7,801)
Reconciliation of Funds						
Funds brought Forward		77,153	12,039	19,258	108,450	116,251
FUNDS CARRIED FORWARD		93,790	6,770	12,848	113,408	108,450

BALANCE SHEET - as at 31 March 2025

		<u>31.03.25</u>		<u>31.03.24</u>	
	Note	£	£	£	£
CURRENT ASSETS					
Debtors	8	2,646		1,583	
Cash at Bank and in hand		205,961		197,405	
		<u>208,607</u>		<u>198,988</u>	
CREDITORS					
Amounts falling due within one year	9	84,622		74,811	
		<u></u>	123,985	<u></u>	124,177
NET CURRENT ASSETS					
TOTAL ASSETS LESS CURRENT LIABILITIES			<u>123,985</u>	<u>124,177</u>	
PROVISIONS FOR LIABILITIES					
Other provisions (existing)	10		10,334		15,334
NPV of deficit recovery contributions	11		243		393
			<u></u>		<u></u>
NET ASSETS			<u>113,408</u>	<u>108,450</u>	
FUNDS					
Restricted	12		19,618		31,297
Unrestricted	13		93,790		77,153
			<u>113,408</u>		<u>108,450</u>

These accounts have been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006, Charities SORP FRS102.

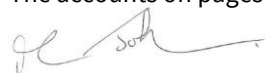
For the year ending 31 March 2025. The Company was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the Company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The Directors acknowledge their responsibilities for:

- i) ensuring the Company keeps accounting records which comply with section 386 of the Companies Act 2006 and
- ii) preparing accounts which give a true and fair view of the state of affairs of the Company as at the end of the financial year, and of its profit or loss for the financial year, in accordance with the requirements of section 393, and which otherwise comply with the requirements of the Companies Act 2006 relating to Accounts, so far as is applicable to the Company.

The accounts on pages 18 to 32 were approved by the Board of Trustees on October 8th 2025



Marcia Johnson, Treasurer and Trustee`

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2025

1. ACCOUNTING POLICIES

Basis of accounting

The financial statements have been prepared under the historical cost convention and in accordance with the Statement of Recommended Practice “Accounting and Reporting by Charities” (Charities SORP FRS102) and the Charities Act 2006.

Going concern

Sources of substantial funding for the charity continue, so the trustees are confident that the charity will be able to continue as a going concern for the following twelve months.

Donations

Grants and donations are allocated to income in the accounting period to which the funds relate. They are recognised as soon as the Charity is informed, they are due and receivable. Tax recoverable on Gift Aid donations is recognised when the donation is recognised.

Fixed assets

It is the policy of the charity to write off in the year of purchase any individual item of equipment costing less than £2,000. Items of equipment costing in excess of £2,000 and considered to be worth more than that at the Balance Sheet date will be capitalised and depreciated at rates to be determined at the time.

Governance costs

Governance costs are made up of Management Committee expenses, Consultancy Fees, Independent Examination expenses, Book Keeping and Accountancy costs, and staff costs relating to Quality Assurance compliance.

Pension costs – current service

The Charity operates a money purchase (defined contribution) pension scheme for the benefit of its current employees who wish to join and become members. The assets of the scheme are held separately from those of Home-Start North Wiltshire. Contributions are charged to the Statement of Financial Activities in the period in which they fall due. Home-Start North Wiltshire and the members each paid contributions at the rate of 5% during the accounting period to The Pensions Trust. There were no unpaid contributions at the balance sheet date.

Pension provision – past service

SCHEME: TPT Retirement Solutions – The Growth Plan

The company participates in the scheme, a multi-employer scheme which provides benefits to some 950 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore, it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting

NOTES TO THE FINANCIAL STATEMENTS Cont

Year ended 31 March 2025

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore, the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2023. This valuation showed assets of £514.9m, liabilities of £531.0m and a deficit of £16.1m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2022 to 31 January 2025:

£3,312,000 per annum
monthly) (payable

Unless a concession has been agreed with the Trustees, the term to 31 January 2025 applies.

Note that the scheme's previous valuation was carried out with an effective date of 30 September 2017. This valuation showed assets of £794.9m, liabilities of £926.4m and a deficit of £131.5m. To eliminate this funding shortfall, the Trustee asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2025 to 31 March 2028

£2,100,000 per annum

Unless a concession has been agreed with the Trustees, the term to 31 March 2028 applies.

Note that the scheme's previous valuation was carried out with an effective date of 30 September 2020. This valuation showed assets of £800.3m, liabilities of £831.9m and a deficit of £31.6m. To eliminate this funding shortfall, the Trustee asked the participating employers to pay additional contributions to the scheme as follows

NOTES TO THE FINANCIAL STATEMENTS Cont**Year ended 31 March 2025****PRESENT VALUES OF PROVISION****RECONCILIATION OF OPENING AND CLOSING PROVISIONS**

	Period Ending £'s	Period Ending £'s
	31-Mar-25	31-Mar-24
Provision at start of period	393	841
Unwinding of the discount factor (interest expense)	10	32
Deficit contribution paid	-400	-480
Remeasurements - impact of any change in assumptions	2	0
Remeasurements - amendments to the contribution schedule	238	-
Provision at end of period	243	393

INCOME AND EXPENDITURE IMPACT

	Period Ending £'s	Period Ending £'s
	31-Mar-25	31-Mar-24
Interest expense	10	32
Remeasurements – impact of any change in assumptions	2	0
Remeasurements – amendments to the contribution schedule	238	-
Contributions paid in respect of future service*	*	*
Costs recognised in income and expenditure account	*	*

*includes defined contribution schemes and future service contributions (i.e. excluding any deficit reduction payments) to defined benefit schemes which are treated as defined contribution schemes. To be completed by the company.

ASSUMPTIONS

	31-Mar-25	31-Mar-24
	% per annum	% per annum
Rate of discount	4.84	5.31

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

NOTES TO THE FINANCIAL STATEMENTS Cont

Year ended 31 March 2025

The following schedule details the deficit contributions agreed between the company and the scheme at each year end period:

DEFICIT CONTRIBUTIONS SCHEDULE

Year ending	31-Mar-25 (£s)	31-Mar-24 (£s)	31-Mar-23 (£s)
Year 1	87	400	480
Year 2	87	-	400
Year 3	87	-	-
Year 4	-	-	-
Year 5	-	-	-
Year 6	-	-	-
Year 7	-	-	-
Year 8	-	-	-
Year 9	-	-	-
Year 10	-	-	-
Year 11	-	-	-
Year 12	-	-	-
Year 13	-	-	-
Year 14	-	-	-
Year 15	-	-	-
Year 16	-	-	-
Year 17	-	-	-
Year 18	-	-	-
Year 19	-	-	-

The company must recognise a liability measured as the present value of the contributions payable that arise from the deficit recovery agreement and the resulting expense in the income and expenditure account i.e. the unwinding of the discount rate as a finance cost in the period in which it arises.

It is these contributions that have been used to derive the company's balance sheet liability

NOTES TO THE FINANCIAL STATEMENTS Cont. Year ended 31 March 2025

2. GRANTS AND DONATIONS	Unrestricted Funds £	Restricted Funds £	(NCLF) Lottery Fund £	Total Funds 2025 £	Total Funds 2024 £
National Lottery Community Fund (NCLF)		-	114,000	114,000	-
		-	-	-	93,500
St. James's Place Charitable Foundation		2,500		2,500	-
Henry Smith Charity CLSG		35,800		35,800	39,100
Children in Need		15,000		15,000	-
Henry Smith Charity	-	60,000		60,000	60,000
Wiltshire Community Foundation		5,000		5,000	6,750
HSUK Army Central Fund	-	4,250		4,250	2,500
National Benevolent Charity		5,000		5,000	10,000
Armed Forces Covenant Fund Trust				-	5,500
HSUK Empowering Women	-			-	2,500
Co-Operative Local community Fund	-	4,226		4,226	-
Wiltshire Community Foundation (health & Inequalities)		10,000		10,000	
Families Fund General	-	2,358		2,358	67
Families Fund Tesco Community Grant				-	1,125
Families Fund Wiltshire Community Fund		8,000		8,000	8,000
Families Fund Waitrose Community Grant	-			-	1,000
Other Donations	6,740	-		6,740	7,307
				-	-
	6,740	152,134	114,000	272,874	237,349

NOTES TO THE FINANCIAL STATEMENTS Cont. Year ended 31 March 2025

3. INVESTMENT INCOME	Unrestricted Funds £	Restricted Funds £	(NCLF) Lottery Fund £	Total Funds 2025 £	Total Funds 2024 £
General Fund					
Interest receivable	<u>6,310</u>	<u>0</u>	<u>0</u>	<u>6310</u>	<u>5301</u>

4. ANALYSIS OF EXPENDITURE ON CHARITABLE ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	(NCLF) Lottery Fund £	Total Funds £ 2025	Total Funds £ 2024
Employment costs (Note 6)	(4,750)	107,025	88,664	190,939	170,772
Staff travel & general expenses	65	5,197	1,631	6,892	6,526
Staff training	-	665	282	947	612
Staff recruitment			56	56	50
Volunteer travel & general expenses	85	3,671	3,139	6,895	6,864
Volunteer training	-	1,800	47	1,846	823
General Expenses (including Fundraising)	714	224	-	938	257
Families fund expenses	-	10,414	-	10,414	11,484
Friendship Café	-	3,882	-	3,882	5,630
Rent and rates	-	9,922	6,840	16,762	16,356
Insurance	-	949	605	1,554	2,406
Covid & Cleaning Costs	-	30	712	742	794
Printing, Post and stationery	10	1,883	1,532	3,425	3,572
Advertising and promotion	-	1,781	808	2,589	3,561
Service charges (Affiliation fees)	-	1,600	2,558	4,158	4,069
Telephone, internet and fax	-	1,435	1,112	2,546	3,323
Resilience building	-	-	-	-	3,478
Equipment Software	-	2,000	10,805	12,804	3,420
	<u>(3,877)</u>	<u>152,478</u>	<u>118,789</u>	<u>267,390</u>	<u>243,997</u>

NOTES TO THE FINANCIAL STATEMENTS Cont. Year ended 31 March 2025

5. GOVERNANCE COSTS	Unrestricted Funds £	Restricted Funds £	(NCLF) Lottery Funds £	Total Funds 2025 £	Total Funds 2024 £
Salaries		4,021		4,021	3,093
Consultancy fees	-	-	-	-	-
Independent examination	255	-	-	255	258
Management committee expenses	35	227	360	623	893
Management training	-	90	59	149	68
Governance General	-	35	481	516	389
Service Evaluation Costs	-	192	25	217	192
Book keeping and accountancy	-	360	697	1,057	1,561
	290	4,925	1,621	6,836	6,454

6. EMPLOYMENT COSTS	2025 £	2024 £
Salaries	184,171	167,198
Employer's NI	7,553	4,479
Pension expense - current service	8,385	7,637
Pension - past service provision for pension deficit	(5,400)	(5,480)
FRS102 - I&E finance expense re PV of pension deficit contributions liability (Note 11)	250	32
	194,959	173,865
Attributable to Charitable activities	190,939	170,772
Attributable to Governance	4,021	3,093
Total employment costs	194,959	173,865

There are no employees with emoluments exceeding £50,000

NOTES TO THE FINANCIAL STATEMENTS Cont. Year ended 31 March 2025

The average number of staff employed by the charity during the financial year amounted to:

	<u>2025</u>	-	<u>2024</u>
Number of staff	11		11
These were all part time positions and represent:			
Average number of full time equivalent positions	6.05		5.51

7. CORPORATION TAX

Home-Start North Wiltshire is a registered charity and is therefore exempt from Corporation Tax

8. DEBTORS

	31.03.25	31.03.24
	£	£
Other debtors – Gift Aid tax refund	268	294
Other debtors – Grant Army Forces Covenant Fund Trust	0	500
Accounts Receivable (sales ledger) -	622	231
Accrued Income	457	0
Other debtors – Prepaid Computer Contract & Insurance	1,291	524
Other debtors – Prepaid PO drop & Go	8	34
	<u>2,646</u>	<u>1,583</u>

9. CREDITORS: Amounts falling due within one year

	31.03.25	31.03.24
	£	£
Creditors & accruals	6,422	8,373
Funds received in advance	78,200	66,437
	<u>84,622</u>	<u>74,811</u>

10. OTHER PROVISIONS (existing)

	31.03.25	31.03.24
	£	£
Provision for pension deficit (debt on withdrawal)	10,334	15,334
	<u>10,334</u>	<u>15,334</u>

11. NPV OF DEFICIT RECOVERY CONTRIBUTIONS

	31.03.25	31.03.24
	£	£
Net present value	<u>243</u>	<u>393</u>

NOTES TO THE FINANCIAL STATEMENTS Cont. Year ended 31 March 2025

12. RESTRICTED FUNDS: Movement in resources

	Incoming	Outgoing	Balance at 31.03.25	Balance at 31.03.24
National Lottery Community Fund (NLCF)	114,000	120,410	12,847	19,258
Henry Smith Charity CLSG	35,800	42,415	612	7,226
Henry Smith Charity	60,000	59,959	1,979	1,938
Children in Need	15,000	15,000	-	-
Armed Forces Covenant Fund Trust	-	-	-	-
HSUK Army Central Fund	4,250	4,250	-	-
National Benevolent Charity	5,000	5,998	0	998
Families Fund (Tesco/Waitrose/WCCF)	2,358	1,408	2,826	1,876
Families Fund :(WCF Energy, Food, Community)	8,000	8,000	-	-
Wiltshire Community Foundation (WCF)	5,000	5,000	-	-
WCF (Health & Inequalities)	10,000	8,646	1,354	-
St. James Place Charitable Foundation	2,500	2,500	-	-
Co-Op Local Community Fund	4,225	4,225	-	-
	266,134	277,812	19,618	31,297

13. UNRESTRICTED FUNDS

	Transfer	Incoming	Outgoing	Balance at 31.03.25	Balance at 31.03.24
General	-	13,050	10,413	14,790	12,153
Designated	-	14,000	-	79,000	65,000
	-	27,050	10,413	93,790	77,153

NOTES TO THE FINANCIAL STATEMENTS Cont. Year ended 31 March 2025

14. ANALYSIS OF NET ASSETS

	Cash at Bank and in hand	Other net Assets	Total
Restricted:			
National Lottery Community Fund (NCLF)	12,847		12,847
Henry Smith Charity CLSG	612		612
Henry Smith Charity	1,979		1,979
Families Fund (Tesco/Waitrose/WCF)	2,826		2,826
WCF (Health & Inequalities)	1,354		1,354
			-
General	107,343	(92,554)	14,790
Designated	79,000	-	79,000
	205,961	(92,554)	113,408

END.

HOME-START NORTH WILTSHIRE

England & Wales - Charity number 1106736

Accounts



Home-Start North Wiltshire Annual Report and Accounts 2023-2024



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About Home-Start North Wiltshire (HSNW)

We are a registered charity, based in Wiltshire. We support local families from all backgrounds, through their most challenging times.

Being a parent has never been easy. It can be lonely, frustrating, heart-breaking and overwhelming. Life-changing events can happen to anyone.

All parents struggle at one time or another. We are there to support families through their toughest times.

Families we help may be facing challenges such as:

- Poor mental or physical health – including post-natal depression
- Family breakdown or bereavement
- Isolation
- Financial worries
- Twins, triplets ... or more!

There For Parents When They Need Us Most

We have a wonderful, committed team of volunteers who visit families once a week, in their own homes, for 2-3 hours. They aim to build family resilience, confidence and wellbeing. Our volunteers offer no judgement; just compassionate, confidential help and support.

Our Mission

We offer non-judgemental support, friendship and practical help to parents with young children. We train and supervise volunteers to visit families at home, or support them through group activities, working together in an informal, flexible and confidential way. We work with families at times of difficulty to promote family resilience and improve children's life chances; our aim is to empower parents to give their children the best possible start in life.

Constitution

We are a Company Limited by Guarantee – Registration Number 5208226 – governed by a Memorandum and Articles of Association (incorporated on 17.08.04) and have a Charity Registration Number: 1106736. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member.

Registered Office: Unit 1, Fordbrook Business Centre, Pewsey, SN9 5NU

E: hello@homestartnorthwiltshire.org.uk T: 01672 569457

W: www.homestartnorthwiltshire.org.uk



Board of Trustees April 2023 - March 2024

Chair	Clare Messenger	Treasurer	Marcia Johnson
Trustee	Sheree Whorlow	Trustee	Jo Owen-Jones (<i>Chair to Aug 2023</i>)
Trustee	Wendy Stuart	Trustee	Lois Smith
Trustee	Lt Col Mick Haynes	Trustee	Kristy Green
Trustee	Susan Pitcher (<i>retired May 2023</i>)	Trustee	Cindy Ervine (<i>joined Nov 2023</i>)
Trustee	Jason Waters		

We are seeking to appoint new trustees, up to a maximum of twelve. Applicants should have a motivation to support children, young families, and the voluntary sector. We are particularly seeking skills and experience in marketing and developing supporter relationships; life experience and local working knowledge of Swindon. We particularly encourage applications from people from black, minority ethnic, and LGBTQIA+ communities, as we want our board to be representative of the families we support. Successful candidates will be co-opted and come up for election at the next AGM. Induction and further training opportunities are provided. Full details are available on request.

Committees

There are two sub-committees, which meet regularly and report to the Board:

Human Resources (HR) Committee – Chair – Sheree Whorlow

Finance and Fundraising (F & F) Committee – Chair – Marcia Johnson

Designated Trustees

Data Protection - Wendy Stuart; Health and Safety - Mick Haynes; Safeguarding - Jo Owen-Jones

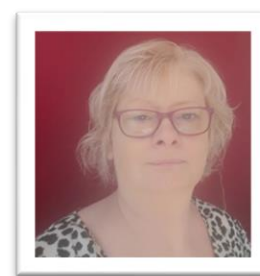
Staff Team 2023-2024

Scheme Managers (job share)	Tania Rackham
Scheme Manager (job share)	Julie Boyle (<i>joined July 2023</i>) & Lisa Kinnaird (<i>retired June 2023</i>)
Family Support Organisers	Caz Flippance, Tanya Dale, Aisling Hunt Sally Green and Jane Carter (also Rapid Response Worker)
Senior Administrator	Dawn Wilson
Data Analyst (for Lamplight)	Sam Check
Finance Officer	Frank Pessell
Fundraiser & Community	Joanne Kent
Engagement	



Chair's Annual Report

This year has yet again seen some impressive results, from securing funding from the National Lottery Community Fund for three years, developing our group support model to reach more families, providing support to 241 families through home visiting and group work, to welcoming new faces to the Home-Start North Wiltshire (HSNW) team through volunteers, staff and trustees.



This is my first year as Chair, taking over the position from Jo Owen-Jones in August 2023. I would like to take this opportunity to formally thank Jo for seven years as Chair, for her leadership and achievements. She has successfully developed the Board, recruiting a number of trustees over the years, and has seen the organisation through Covid and the remote support and ways of working that were needed to continue as a charity, supporting families through such a difficult period. We are grateful that Jo has continued as our Safeguarding Lead Trustee, so we are still benefiting from her knowledge and expertise.

Supporting Families

HSNW's purpose is to support families and help children get the best possible start in life. Our core delivery support is through home visiting and group work. We have supported 241 families during the year; these included 125 through home visits, with 14 provided with extended support, and 102 attending our groups. We have seen an increase in the number of self-referrals from families, which now account for 24% of the referrals. We are encouraged by the fact that families self-refer, as this is an indication that our support is becoming known, and families feel able to approach us. The top reasons for a referral remain the same, coping with mental health, self-esteem, feeling isolated, coping with physical health, and managing children's behaviour. We are encouraged to see that through our evaluation process overall 89% of families reported an improvement in these areas following our support.

In order to attract new investment from our funders, and to accommodate more families through the year, we have needed to change the way we deliver groups this year. The groups now provide a programme of support for one or two terms dependent on the needs of the family. The programme of support is tailored to the specific needs of the group such as budgeting, cooking on a budget and encouraging learning through play. The programme will therefore be different for each cohort but will still retain some more traditional style friendship café sessions. This model was introduced in January 2024, and we look forward to sharing the evaluation of it next year.

The successful bid to the National Lottery Community Fund has enabled us to progress support at Swindon following the pilot last year. Initially we offered support through groups, but this has not been as popular as we would have anticipated. Following recommendations from the team in January 2024 we will focus on building relationships with referrers and offer individual support to families. We are committed to developing support in Swindon and will continue to find the most appropriate model.

Volunteers

Volunteer recruitment has continued to be a priority, and three Volunteer Preparation Courses were run in August 2023, October 2023 and February 2024. Twenty-one volunteers attended these courses, and it is encouraging to see that we are still attracting new volunteers, as this is crucial for the continued success of the charity. At the end of March 2024, we had 47 active volunteers; I am extremely grateful for the time and commitment that our volunteers give to support our families.

Ongoing support and training for existing volunteers is provided through peer groups and regular 1-2-1s being embedded by the Family Support Organisers (FSOs). In addition to this, by means of

keeping in touch and saying thank you to the volunteers a number of informal events were organised by Jo Kent and Dawn Wilson. This year included coffee mornings for our supporters and a garden party at Huish Manor Farm in June 2023. In 2024 the coffee mornings for prospective volunteers were extended to include current volunteers and friends of HSNW; a great way to support and share the good work that is being done. To round off 2023 a Christmas party was organised by Jane Carter, one of our FSOs.

The Team

We have had a few staff changes during the year, including saying farewell to Lisa Kinnaird, one of our managers. I want to thank Lisa for her enthusiasm and leadership covering a period of maternity leave and then staying on as part of a job share. Lisa joined the team in the latter part of the pandemic and continued to support staff through this difficult period of adjustment to support families virtually and later through the implementation of the friendship cafés. She will be greatly missed.

We have been very lucky to welcome Julie Boyle to the team in July 2024. Julie brings with her a wealth of experience in volunteer recruitment and training, mental health, management, budgeting and fundraising within the charity sector. The manager job share continues to work well, and the charity is seeing the benefit. One of Julie's achievements this year was to lead on the development of the Equality, Equity, Diversity Plan. I am pleased that we now have this in place as we renew our commitment to this important area. As Julie leads on service delivery, Tania Rackham continues to lead the business development area focusing on income generation, finance management support and data collection.

We also said goodbye to Aisling Hunt who has been one of our FSOs for three years. Aisling left to spend more time with her family, and we wish her well and a big thank you for her hard work in supporting families and volunteers, and particularly for her expert delivery of the Volunteer Preparation courses.

Two of our existing FSOs have increased their hours, which has enabled us to maintain continuity of support to volunteers and families whilst retaining and building on our existing expertise.

Income Generation

As a charity we are completely reliant on income generation through fundraising and bid writing. We are delighted to have been successful for a third time to the National Lottery Community Fund. This investment, worth £337,500 over the next three years (2023-2026), has put us in a good position. Although we need to find match funding, we successfully achieved this for 2023/4 and are on track for 2024/5. The expertise of our bid writers Tania Rackham and Jo Kent has been pivotal in achieving this.

This significant achievement means that we are able to continue to support families and build on new areas such as our support to Swindon, looking at different ways to support families through technology and to develop support to older children in the family.

Our thanks at this stage to our other funders during the year, including The Henry Smith Charity, Wiltshire Community Foundation, National Benevolent Charity, The Armed Forces Covenant Fund Trust and St Jame's Place. Whether large or small awards, we are able to allocate money to new and existing programmes of support. The flexibility of creating a Family Fund has enabled us to provide emergency support to some families at critical times, including food vouchers at Christmas 2023, and Easter 2024. It has also provided buggies, furniture, and white goods and well as sensory play toys, curtains and taxis.

Governance and Trustees

I am pleased to say that the Board continues to grow; we welcomed this year Cindy Ervine who is a partner at a local solicitor's firm where she is Head of Family and Thriving at Work Ambassador. Cindy brings with her experience of working with families in the legal capacity and has already supported the team by sharing her knowledge at a Peer Group.

The current Board has a range and wealth of experience with backgrounds in finance, statutory health, education, and care services for children, legal, finance, business and the armed services. In addition to attending board meetings and development days, the trustees are members of our two current committees: HR and Finance and Fundraising. My thanks go to all the trustees for their hard work, especially Marcia Johnson for her continued hard work as treasurer and chair of the finance committee, Sheree Whorlow as chair of the HR committee and dealing with HR issues, Wendy Stuart who has produced the updated the Strategic Plan this year, and Jo Owen-Jones as Safeguarding lead.

The main role of the board is one of governance and we are grateful for the support we get from the team, led by our Managers Tania and Julie, providing us with regular and detailed reports on supporting families, safeguarding, volunteers, risk management, finance and progress on fundraising. A special thank you also to Dawn as our senior administrator for her continued support to the board and to the charity as a whole.

Sadly Susan Pitcher, one of our Trustees stepped down in the summer due to health reasons. We would like to formally thank Susan for her dedicated support to the charity for over two years.

Every two years we complete an evaluation report; this was originally started to help inform bid writing and to update our funders on the outcome of the projects they have funded, and it has undoubtedly contributed to the success of our bid applications. The reports have been expertly written by Alison Millett. Alison has tirelessly supported the charity initially as a Trustee and then as Joint Chair from 2012 to 2016. Following on from her retirement as a Trustee in 2020 she continued as an Advisor to the Board on evaluation and writing the evaluation reports. Alison is now stepping down from this role; we are hugely grateful to her, her expertise and guidance for which she will be greatly missed, we wish her well for the future.



AGM 2023

Team Report

Staff Team

This year we have made changes to our group support, to meet the requirements of our funders to provide short term group support. With this in mind the team have worked hard to develop a model that would retain all the positive benefits of the groups – bringing families together, building confidence and providing a space for families to seek support from our wonderful team of staff and volunteers. The groups now run termly and as we move into the next terms we will continue to review how they are working and if they are meeting the needs of our families. We have taken a lot of learning from these changes around how we seek input from our families and volunteers when there are changes that will affect how we deliver services.

As a team we have been working to develop our volunteer processes so that our volunteers feel well supported. This has included increasing the frequency of 121 sessions, so our volunteers have regular discussions with their line manager. Feedback we have received so far has been positive around this change. As we move into the next year we will continue to work on our processes to help ensure our volunteers feel valued and fully supported.

We have continued to identify and apply for additional funding to support our work and have secured a number of grants to support our work. Including our family fund which we use to support families with purchases of items, such as pushchairs, cots etc.

Referrals into the Service

This year has seen an increase in our referrals, we have received 125 referrals, of which 72 families received home visiting support and a further five are waiting for their initial visit. We also carried forward with us 53 families into this year, in order to continue to provide their support. In total, we have supported 125 families through our home visiting service (which is an increase from 107 families supported through home visiting the previous year). Our currently open case load at year end is 48 active families that the team and volunteers continue to work with.

Over the year, 102 families have attended our group sessions, with 72 families attending more than once. Groups have been run from Tidworth, Devizes and Swindon. The number of families attending groups has almost doubled compared with the previous year.

There were 21 families who received both home visiting and group support.

Across the families we have given support to there were 372 children, a significant increase from the 2022-23 period, where we supported 182 families and 326 children.

Referrals came from a number of sources including Health Visitors, Children's Centres, Army Welfare Service, Family Support Services, Social Prescribers, Perinatal Health Teams, another Home-Start service, and self-referrals. Our largest source of referrals this year have come from self-referrals, which we hope reflects that families feel comfortable to reach out to us and that services are sharing who we are with families that may benefit from our services.

Initial Visit Data and Family Demographics

The top three family circumstances at the point of referral were:

1. Lack of Support Network
2. Mental Health Issues
3. Lone Parent

The majority of families supported lived in social housing. This year we have seen a decrease in families that have access to a vehicle. There has also been a decrease in families where at least one family member is working full time, and an increase in families with part time working and not currently working. We have seen an increase in families in receipt of Universal Credit. Of note the number of families appearing to have complex needs has also increased, from 21% to 30%. Families that have 5 or more needs are identified as complex.

Coping Score's taken at Initial Visits show the following areas score least well:

- Parent's self esteem
- Coping with own mental health
- Coping with feeling isolated
- Managing child's behaviour
- Coping with own physical health

Home Visiting Outcomes

Each family referred into Home-Start is allocated a Family Support Organiser, who completes an initial visit with the family to establish what support they would like. Following this a family is matched with a volunteer who provides weekly support, normally for up to six months. There are times where a family may need support more urgently than we are able to match them with a volunteer, and in these circumstances, we continue to place our Rapid Response Worker with the family on a temporary basis, to ensure any immediate needs are met.

We use a coping score range of 0 – 5, with a need being indicated by a score less than, or equal to, 3. For those families where we have two or more sets of scores, the average of these show an increase in all areas, indicating that the level of support in place has helped families in the areas they found most challenging. This is really promising and reflects well on our service; we are offering support that meets individual family's needs.

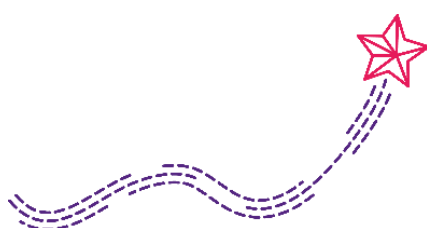
Outcome (Score Range 0 – 5)	Average initial score	Average final score	Average % change in score	Percentage of families with stabilised or increased scores
Parent's self esteem	2.4	3.0	26%	80%
Coping with own mental health	2.4	3.0	24%	81%
Coping with feeling isolated	2.6	3.3	28%	82%
Managing child's behaviour	2.9	3.5	23%	88%
Coping with own physical health	2.9	3.3	16%	77%
Coping with financial pressures	3.2	3.4	8%	72%
The day-to-day running of the house	3.2	3.8	17%	84%
Stress caused by conflict in the family	3.2	3.6	13%	80%
Coping with extra work of multiple children under 5	3.3	3.7	13%	87%
Being involved in the children's development	3.5	4.0	17%	80%
Coping with child's mental health	3.7	4.2	14%	85%
Use of other services	4.0	4.4	12%	86%
Coping with child's physical health	4.2	4.4	4%	74%

Outcomes Where a Need is Identified

The top five needs identified by families are the same as in the average outcomes table above. Of note, coping with own physical health is identified as a need by 72% of families, although only 12% have physical difficulties identified as a circumstance at their referral. These results reflect very positively on the effectiveness of our home visiting support; our volunteers are able to work with families on the areas important to them.

Although price inflation has fallen this year, it is unlikely this drop will be noticed by families still struggling with energy and food costs. 'Coping with financial pressures' has increased as an identified need with our families, from 47% in 2022/23 to 56% this year. In order to support families with the cost of living, we continue to use our Family Fund to provide essentials such as supermarket vouchers, food boxes, buggies, cots etc. This help supports the overall wellbeing of families.

Outcome	NEED IDENTIFIED No of families	NEED IDENTIFIED %	NEED FULLY MET increase %	NEED PARTIALLY MET stable%	TOTAL Increase or stable %
Coping with own mental health	66	92%	61%	26%	86%
Coping with feeling isolated	60	83%	62%	20%	82%
Parents self esteem	60	83%	65%	22%	87%
Coping with own physical health	52	72%	73%	19%	92%
Managing Children's behaviour	49	68%	67%	33%	100%
The day to day running of the house	43	60%	67%	30%	98%
Stress caused by conflict in the family	41	57%	68%	27%	95%
Coping with financial pressures/household budget	40	56%	60%	30%	90%
Coping with extra work of multiple children under 5	37	51%	70%	16%	86%
Coping with child's mental health	29	40%	79%	17%	97%
Being involved in children's development	25	35%	96%	4%	100%
Use of other services	19	26%	74%	16%	89%
Coping with child's physical health	12	17%	92%	8%	100%
Average			72%	21%	92%



Group Support

The response to our groups in Tidworth and Devizes has been overwhelmingly positive. At the beginning of support, 76% of families said they felt isolated, and 88% said that they had joined the group to help with their own emotional wellbeing and mental health. At the end of 12 weeks, 90% felt less isolated or lonely, 95% had made new friends and 100% had been helped with their emotional wellbeing.

Safeguarding Families

For some families there may be additional factors that increase the level of risk and concern around safeguarding. Our Family Support Organisers will work alongside the family and volunteer when concerns are raised, to ensure the right support is in place and where necessary, that information is passed to other agencies to ensure families are safeguarded from harm.

Internally we record these concerns on a Record of Concern and Action (RoCA). During the past year, 18 families who have since completed their support had a RoCA in place. Four of these families were closed whilst the family received support and interventions with Children's Services. At the end of the year, seven active families had a RoCA in place.

Life Events

Life can throw unexpected challenges, and we have supported families through a number of unexpected life events during the course of their support, including bereavement, relationship changes, housing changes, domestic abuse, illness, changes in employment status, and reduced income. We know that life events can create additional needs, and we work with families to find ways to work through these changes. We also identify other agencies that can offer support to families during these times, such as Wiltshire Citizen's Advice, Wiltshire Money, Army Welfare Service and Fear Free etc.



Devizes Group 2023



Making a Difference

Family Case Study 1

When Home-Start volunteer, Pat, met mum, she was feeling incredibly isolated. She had recently joined her husband in the UK with their 4-year-old and was adjusting to life far away from family and friends. The family lived in a rural part of Wiltshire, which was especially hard for mum because she lacked her own transport - exacerbating feelings of isolation. Dad worked long hours. It was a challenging time.

Pat visited weekly, giving mum emotional support, and helping her get out of the house. Pat helped mum explore the local town; she seemed nervous venturing from the main street, so they discovered new areas together. They also went to cafes together to help mum feel more confident going on her own - a big thing when you feel alone.

Mum sometimes struggled with her son's behaviour, but Pat helped guide her through, offering tips and role modelled parenting techniques. *"There was a time when my child was having a tantrum and I saw how she dealt with him, I had a 'me moment'...maybe my approach is wrong, she showed me how to look at things differently."* (Mum)

When support ended, the family were in a much better place. They moved from the countryside to town, mum had got a job and was enjoying meeting new people. Mum was coping better all round. Volunteer, Pat, reflected, *"It was very tough for them actually and they have done extremely well considering the enormous change they experienced, the change of culture and climate (it was so cold for them!). In time, when they are settled some more, I am sure they will fly."*

Looking back, Mum says things are 'much improved' on the difficult time when they met Home-Start. *"I had the best volunteer; she was very supportive. Pat would call for me, I was so excited to get out of the house. My husband worked all the time, time was very tough for us ... It was heaven sent to me. I was in a terrible place mentally ... I was crying a lot, and she helped me. She gave me the confidence to go out. She helped me get out of a dark hole mentally ... Pat is a lovely lady."*

Family Quotes





Volunteers

We have been incredibly fortunate to have 47 volunteers working with our families through home visiting and group support this year. We are truly grateful for the support they give to our families and could not do it without their hard work and dedication!

Preparation Courses

We trained four new volunteers on our August 2023 Volunteer Preparation Course, ten on our Autumn Preparation course in Devizes, and seven on the most recent course in Rushall. In total we have trained 21 new volunteers over the past year.

Volunteers hear about us through a variety of ways, including word of mouth, via friends who worked for Home-Start as staff or volunteers, or from their past employment (e.g. health visitor, nurse, education, child psychiatry). A number of other volunteers responded to posters or flyers they had seen, and some saw adverts or posts on social media. This reflects that continuing to advertise and promote our volunteer opportunities across a variety of platforms is key to reaching more people. We have developed a marketing plan to help support us with this in the coming year. Our two most recent Friends of Home-Start coffee mornings have also seen success; 19 guests engaged with the Devizes event, and nine with the Marlborough event, where we welcomed two new volunteer recruits.

Volunteer Numbers

We have 47 active home visiting and group volunteers (four supporting groups only), up from 37 at the end of September. There are four regular volunteers for the Devizes group, and two regular volunteers for the Tidworth group. We currently have 12 volunteers resting.



Garden Party 2023

Fundraising and Promotions

Family Fund

In total last year, we spent nearly £9,000 within our Family Fund (including £2,500 on supermarket vouchers over Christmas 2023). Essential items purchased included curtains, furniture, a car seat, a table, stairgates, and a double buggy; the majority of requests have been for emergency food provision. We continue to work closely with partners and help families access free or low-cost resources where possible.

Contributions from Wiltshire Community Foundation, Waitrose Community, Tesco Community Fund and the National Benevolent Charity will be added to our Family Fund for next year so we can continue to support families in this way.

Partner Updates

- Wiltshire Council have launched the NEW Family Hubs (which will replace Children's Centre provision). We have met with colleagues in the Hubs to discuss how we will work together to support local families.
- To support the development of a HSNW Equality, Diversity, and Inclusion Action Plan, we are now engaging with the Wiltshire Inclusion Network, which promotes and supports equality, diversity, and inclusion throughout the County.
- We regularly attend events with partners at the Army Welfare Service in Tidworth, Corsham and Lyneham.
- We supported our sister Home-Start South Wiltshire to access and deliver Cost of Living Funds over Christmas 2023.

Social Media Online and Promotional Activity

- New posts are added to our website every month and content is fully reviewed each year.
- Our Facebook activity remains high – over the last year to March 2024, we have reached 48,500 people, engaging 2,100 comments and shares, with 608 regular followers.
- On Twitter, we have 200 followers.
- On Instagram our reach has increased to 380 with 245 followers and is growing steadily.
- We have a Local Giving Crowd Funding donations page we use for fundraising.
- We produce the majority of posters and leaflets in-house, which means we retain control of content.
- Our quarterly newsletter produced and printed in house is sent out to 200 supporters by post and a further 70 via email.

Evaluation Report 2023

Our evaluation report for 2024 has been published by Dr Alison Millett and is available on our website. This provides an in-depth overview and analysis of our service and outlines next steps.

The report is available to download here:

<https://homestartnorthwiltshire.org.uk/wp-content/uploads/2024/06/Evaluation-Report-2024.pdf> or by post on request.



Thank You

We would like to give a huge shout of thanks to all who support us through Localgiving and Payroll Giving. To all of our wonderful volunteers and trustees who donate their expenses. To all of those listed below and our anonymous donors that have supported us over the year. The support you give supports us to continue to deliver support to local families. Thank You!

Adey JF and MB	National Lottery Community Fund
Armed Forces Covenant Fund Trust	Pewsey Co-op
Children in Need	Pewsey Rugby Club
Co-op Community Fund	Preshute Evening Group
Dawn Wilson	P & J Noble
Devizes Lions	R & J Owen-Jones
East Kennet Carol Singers	Sara Holden
F Pessell	St George's Church, Preshute
HJ & EJ O'Regan	St Peter's and St Pauls
HSUK Government Loneliness Covid 19 Fund	Tesco Bags of Help
J & K Saunders	The Henry Smith Charity
Jean Rickard	Waitrose Marlborough
Marlborough Lions	Wiltshire & Swindon Community Foundation
Morrisons	

Thank you to all of our partners and referrers we have worked closely with over the year:

Army Welfare Service	Green Machine Computers Ltd
Home-Start South Wiltshire	The Rise Trust
Home-Start UK	Unit Welfare Officers
Parent Support Advisers	HCRG Care Group
Spurgeons Children's Charity	Wiltshire Public Health

And finally a thank you to all those companies and individuals who donated time or other resources to our organisation and the families we support.



Treasurers Report

The Independent Examiner's Report and Annual Accounts give a full and detailed picture of the income and expenditure of Home-Start North Wiltshire for the year ending 31st March 2024. The division of the expenditure between charitable activities and governance shows that 2.6% of our income was spent on the latter.

A successful application for £337,500 over 3 years starting July 2023 was made to The National Lottery Community Fund. This combined with an ongoing three-year grant from the Henry Smith Covid 19 Long Term Support Fund, and a three year Grant from the Henry Smith Charity provided the majority of the income for the year.

Additional Income came from National Benevolent Charity, Armed Forces Covenant Fund Trust, Wiltshire and Swindon Community Foundation and grants from Home-Start UK as well as from small donations and fundraising. These included donations from Devizes Lions, Tesco and Waitrose.

Some of this additional income enabled us to support families by offering help when they struggled to purchase essential items, fund outings, provide activity packs for children and Christmas packs to families.

Expenditure exceeded income but this was covered by restricted funds carried forward from the previous year.

The Balance Sheet at 31st March 2024 shows assets less current liabilities of £108,450 (£116,251 in 2022/2023). Some of this money is in restricted funds and must be used to support the projects for which the grants were awarded.

As well as the Lottery Grant HSNW has been awarded a three-year grant by Children in Need & these combined with the ongoing Henry Smith Grants and grants from Wiltshire and Swindon Community Foundation, St James Place and HSUK Army Central Fund means that the scheme has a firm financial basis for 2024/2025 although additional funds are still needed.

HSNW holds sufficient funds in reserve so that if there was a sudden loss of Grant Funding there would not be an abrupt cessation of support to vulnerable families. Money is also held to cover a contingent liability to TPT, HSNW's Pension Provider.

We would like to thank all our Funders and everyone else who has supported the scheme.

Exemption from the appointment of auditors

For the year ending 31 March 2024 the Company was entitled to exemption from audit under section 477(2) of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

This report has been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

Marcia Johnson
Honorary Treasurer

This report was approved by the Trustees and signed on their behalf by

Date: 2nd October 2024



COMPANY REGISTRATION NUMBER

05208226

ENGLAND & WALES

REGISTERED CHARITY NUMBER

1106736

HOME-START NORTH WILTSHIRE

COMPANY LIMITED BY GUARANTEE

ACCOUNTS

31 MARCH 2024

Independent Examiner's Report



CHARITY COMMISSION
FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A

Independent Examiner's Report

Report to the
trustees/directors/
members of

Charity Name
HOME START NORTH WILTSHIRE

On accounts for the year
ended

31 MARCH 2024

Charity no.:

1106736

Company no.:

05208226

Set out on pages

18 to 33

(remember to include the page numbers of additional sheets)

Responsibilities and
basis of report

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31/03/2024.

As the charity's trustees of the Company (who are also the directors of the company for the purposes of company law), you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ("the 2006 Act").

Having satisfied myself that the accounts of the Company are not required to be audited for this year under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ("the 2011 Act"). In carrying out my examination, I have followed the Directions given by the Charity Commission (under section 145(5)(b) of the 2011 Act).

Independent
examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention which gives me cause to believe that:

- accounting records were not kept in accordance with section 386 of the Companies Act 2006; or
- the accounts do not accord with such records; or
- the accounts do not comply with relevant accounting requirements under section 396 of the Companies Act 2006 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- the accounts have not been prepared in accordance with the Charities SORP (FRS102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:

Date:

22-8-2024

Name:

MRS DIANA J HUGHES, FCCA

Address:

CHARLTON BAKER LTD. 7-7c SNUFF STREET, DEVIZES, SN10 1DU

STATEMENT OF FINANCIAL ACTIVITIES - Year Ended 31 March 2024

		Unrestricted	Restricted	NCLF Lottery	Total Funds	Total Funds
	Note	<u>Funds</u>	<u>Funds</u>	<u>Funds</u>	<u>2024</u>	<u>2023</u>
		£	£	£	£	£
<u>INCOME</u>						
Grants and Donations	2	7,307	136,542	93,500	237,349	224,096
Income from Investments	3	5301	0	0	5,301	1938
TOTAL INCOME		12,608	136,542	93,500	242,650	226,034
<u>EXPENDITURE</u>						
Charitable activities	4	(1,122)	133,280	111,839	243,997	230,026
Governance costs	5	0	3,915	2,539	6,454	5,988
TOTAL EXPENDITURE		(1,122)	137,195	114,378	250,451	236,014
NET INCOME/(EXPENDITURE)		13,730	(653)	(20,878)	(7,801)	(9,980)
TRANSFERS BETWEEN FUNDS		0	0	0	0	0
NET MOVEMENT IN FUNDS		13,730	(653)	(20,878)	(7,801)	(9,980)
Reconciliation of Funds						
Funds brought Forward		63,423	12,725	40,103	116,251	126,231
FUNDS CARRIED FORWARD		77,153	12,072	19,225	108,450	116,251

BALANCE SHEET - as at 31 March 2024

	Note	<u>31.03.24</u> £	<u>31.03.23</u> £
CURRENT ASSETS			
Debtors	8	1,583	5,438
Cash at Bank and in hand		197,405	173,405
		<u>198,988</u>	<u>178,843</u>
CREDITORS			
Amounts falling due within one year	9	74,811	41,416
		<u>124,177</u>	<u>137,427</u>
NET CURRENT ASSETS			
		<u>124,177</u>	<u>137,427</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			
		<u>124,177</u>	<u>137,427</u>
PROVISIONS FOR LIABILITIES			
Other provisions (existing)	10	15,334	20,335
NPV of deficit recovery contributions	11	393	841
		<u>108,450</u>	<u>116,251</u>
NET ASSETS			
FUNDS			
Restricted	12	31,297	52,828
Unrestricted	13	77,153	63,423
		<u>108,450</u>	<u>116,251</u>

These accounts have been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006, Charities SORP FRS102.

For the year ending 31 March 2024 the Company was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the Company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The Directors acknowledge their responsibilities for:

- i) ensuring the Company keeps accounting records which comply with section 386 of the Companies Act 2006 and
- ii) preparing accounts which give a true and fair view of the state of affairs of the Company as at the end of the financial year, and of its profit or loss for the financial year, in accordance with the requirements of section 393, and which otherwise comply with the requirements of the Companies Act 2006 relating to Accounts, so far as is applicable to the Company.

The accounts on pages 18 to 33 were approved by the Board of Trustees on: October 2nd 2024



Marcia Johnson, Treasurer and Trustee

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2024

1. ACCOUNTING POLICIES

Basis of accounting

The financial statements have been prepared under the historical cost convention and in accordance with the Statement of Recommended Practice "Accounting and Reporting by Charities" (Charities SORP FRS102) and the Charities Act 2006.

Going concern

Sources of substantial funding for the charity continue, so the trustees are confident that the charity will be able to continue as a going concern for the following twelve months.

Donations

Grants and donations are allocated to income in the accounting period to which the funds relate. They are recognised as soon as the Charity is informed, they are due and receivable. Tax recoverable on Gift Aid donations is recognised when the donation is recognised.

Fixed assets

It is the policy of the charity to write off in the year of purchase any individual item of equipment costing less than £2,000. Items of equipment costing in excess of £2,000 and considered to be worth more than that at the Balance Sheet date, will be capitalised and depreciated at rates to be determined at the time.

Governance costs

Governance costs are made up of Management Committee expenses, Consultancy Fees, Independent Examination expenses, Book Keeping and Accountancy costs, and staff costs relating to Quality Assurance compliance.

Pension costs – current service

The Charity operates a money purchase (defined contribution) pension scheme for the benefit of its current employees who wish to join and become members. The assets of the scheme are held separately from those of the Home-Start North Wiltshire. Contributions are charged to the Statement of Financial Activities in the period in which they fall due. Home-Start North Wiltshire and the members each paid contributions at the rate of 5% during the accounting period to The Pensions Trust. There were no unpaid contributions at the balance sheet date.

Pension provision – past service

SCHEME: TPT Retirement Solutions – The Growth Plan

The company participates in the scheme, a multi-employer scheme which provides benefits to some 950 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting

NOTES TO THE FINANCIAL STATEMENTS Cont. Year ended 31 March 2024

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2020. This valuation showed assets of £800.3m, liabilities of £831.9m and a deficit of £31.6m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2022 to 31 January 2025:	£3,312,000 per annum	(payable monthly)
---------------------------------------	----------------------	-------------------

Unless a concession has been agreed with the Trustee the term to 31 January 2025 applies.

Note that the scheme's previous valuation was carried out with an effective date of 30 September 2017. This valuation showed assets of £794.9m, liabilities of £926.4m and a deficit of £131.5m. To eliminate this funding shortfall, the Trustee asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2019 to 30 September 2025:	£11,243,000 per annum and increasing by 3% each on 1st April	(payable monthly)
---	---	-------------------

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

NOTES TO THE FINANCIAL STATEMENTS Cont. Year ended 31 March 2024

PRESENT VALUES OF PROVISION

RECONCILIATION OF OPENING AND CLOSING PROVISIONS

	Period Ending 31-Mar-24 (£s)	Period Ending 31-Mar-23 (£s)
Provision at start of period	841	1,318
Unwinding of the discount factor (interest expense)	32	25
Deficit contribution paid	(480)	(480)
Remeasurements - impact of any change in assumptions	0	(22)
Remeasurements - amendments to the contribution schedule	-	-
Provision at end of period	393	841

INCOME AND EXPENDITURE IMPACT

	Period Ending 31-Mar-24 (£s)	Period Ending 31-Mar-23 (£s)
Interest expense	32	25
Remeasurements – impact of any change in assumptions	0	(22)
Remeasurements – amendments to the contribution schedule	-	0
Contributions paid in respect of future service*	*	*
Costs recognised in income and expenditure account	*	*

*includes defined contribution schemes and future service contributions (i.e. excluding any deficit reduction payments) to defined benefit schemes which are treated as defined contribution schemes. To be completed by the company.

ASSUMPTIONS

	31-Mar-24	31-Mar-23	31-Mar-22
	% per annum	% per annum	% per annum
Rate of discount	5.31	5.52	2.35

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

NOTES TO THE FINANCIAL STATEMENTS Cont. Year ended 31 March 2024

The following schedule details the deficit contributions agreed between the company and the scheme at each year end period:

DEFICIT CONTRIBUTIONS SCHEDULE

Year ending	31-Mar-24	31-Mar-23	31-Mar-22
	(£s)	(£s)	(£s)
Year 1	480	480	480
Year 2		480	480
Year 3	-		400
Year 4	-	-	
Year 5	-	-	-
Year 6	-	-	-
Year 7	-	-	-
Year 8	-	-	-
Year 9	-	-	-
Year 10	-	-	-
Year 11	-	-	-
Year 12	-	-	-
Year 13	-	-	-
Year 14	-	-	-
Year 15	-	-	-
Year 16	-	-	-
Year 17	-	-	-
Year 18	-	-	-
Year 19	-	-	-

The company must recognise a liability measured as the present value of the contributions payable that arise from the deficit recovery agreement and the resulting expense in the income and expenditure account i.e. the unwinding of the discount rate as a finance cost in the period in which it arises.

It is these contributions that have been used to derive the company's balance sheet liability

2. GRANTS AND DONATIONS

	Unrestricted Funds £	Restricted Funds £	Lottery Fund £	Total Funds 2024 £	Total Funds 2023 £
National Lottery Communities Fund (GST)			-	-	110,000
National Lottery Communities Fund Swindon Borough Council (pilot)		-	93,500	93,500	-
Henry Smith Charity CLSG		39,100		39,100	32,000
Children in Need		-		-	6,000
Henry Smith Charity	-	60,000		60,000	15,000
Wiltshire Community Foundation		6,750		6,750	5,000
HSUK Army Central Fund	-	2,500		2,500	3,000
National Benevolent Charity		10,000		10,000	
Armed Forces Covenant Fund Trust		5,500		5,500	4,500
HSUK Empowering Woman	-	2,500		2,500	4,200
Co-Operative Communities Fund	-	-		-	3,948
Families Fund General Families Fund	-	67		67	2,326
Tesco Community Fund		1,125		1,125	1,500
Families Fund Wiltshire Charity Community Foundation		8,000		8,000	1,500
Families Fund Waitrose Community fund	-	1,000		1,000	1,350
Other Donations	7,307	-		7,307	8,771
				-	-
	7,307	136,542	93,500	237,349	224,096

NOTES TO THE FINANCIAL STATEMENTS Cont. Year ended 31 March 2024

3. INVESTMENT INCOME

	Unrestricted Funds £	Restricted Funds £	Lottery Fund £	Total Funds 2024 £	Total Funds 2023 £
General Fund					
Interest receivable	5301	0	0	5301	1938

4. ANALYSIS OF EXPENDITURE ON CHARITABLE ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	* Both Lottery Funds £	Total Funds 2024 £	Total Funds 2023 £
Employment costs (Note 6)	(4,968)	92,290	83,450	170,772	166,920
Staff travel & general expenses		4,575	1,951	6,526	5,015
Staff training		360	252	612	1,537
Staff recruitment			50	50	-
Volunteer travel & general expenses	22	4,388	2,454	6,864	6,935
Volunteer training		763	60	823	769
General Expenses (including Fund Raising)	150	107		257	-
Families fund expenses		11,434	50	11,484	6,205
Friendship Café	196	5,434		5,630	2,792
Rent and rates		6,723	9,633	16,356	15,998
Insurance		1,342	1,064	2,406	1,820
Covid & Cleaning Costs			794	794	261
Printing, Post and stationery		1,245	2,327	3,572	1,716
Advertising and promotion		1,752	1,809	3,561	2,636
Service charges (Affiliation fees)		800	3,269	4,069	3,735
Telephone, internet and fax		1,180	2,143	3,323	3,371
Resilience building	3,478			3,478	5,470
Equipment Software		887	2,533	3,420	4,847
	(1,122)	133,280	111,839	243,997	230,026

*** 4A. LOTTERY FUNDS: ANALYSIS OF EXPENDITURE ON CHARITABLE ACTIVITIES**

	(GST) NCLF Lottery Fund £	NCLF Lottery Fund £	* Both Lottery Funds 2024 £	(GST) NCLF Lottery Funds 2023 £
Employment costs (Note 6)	29,995	53,455	83,450	100,354
Staff travel & general expenses	437	1,514	1,951	2,044
Staff training	90	162	252	434
Staff recruitment	50		50	-
Volunteer travel & general expenses	806	1,648	2,454	3,641
Volunteer training	60		60	389
Families fund expenses	50		50	-
Friendship Café			-	20
Rent and rates	4,089	5,544	9,633	9,618
Insurance		1,064	1,064	1,072
Covid & Cleaning Costs	223	571	794	246
Printing, Post and stationery	538	1,789	2,327	1,090
Advertising and promotion	1,719	90	1,809	2,124
Service charges (Affiliation fees)		3,269	3,269	3,735
Telephone, internet and fax	659	1,484	2,143	2,350
Equipment Software	592	1,941	2,533	3,622
	39,308	72,531	111,839	130,739

NOTES TO THE FINANCIAL STATEMENTS Cont. Year ended 31 March 2024

5. GOVERNANCE COSTS

	Unrestricted Funds £	Restrict ed Funds £	* Both Lottery Funds £	Total Funds 2024 £	Total Funds 2023 £
Salaries		3,093		3,093	2,812
Consultancy fees				-	-
Independent examination			258	258	200
Management committee expenses		80	813	893	1,196
Management training			68	68	235
Governance General		314	75	389	302
Service Evaluation Costs		-	192	192	-
Bookkeeping and accountancy		428	1,133	1,561	1,244
				-	
	-	3,915	2,539	6,454	5,988

***5A. LOTTERY GOVERNANCE COSTS**

	(GST) NCLF Lottery Fund £	NCLF Lottery Fund £	(GST) NCLF Lottery Funds 2024 £	(GST) NCLF Lottery Funds 2023 £
Salaries			-	
Consultancy fees			-	
Independent examination		258	258	200
Management committee expenses	248	565	813	865
Management training	50	18	68	122
Governance General		75	75	279
Service Evaluation Costs	192		192	
Bookkeeping and accountancy	305	828	1,133	784
			-	
	795	1,744	2,539	2,250

NOTES TO THE FINANCIAL STATEMENTS Cont. Year ended 31 March 2024

6. EMPLOYMENT COSTS

	2024 £	2023 £
Salaries	167,198	159,175
Employer's NI	4,479	4,155
Pension expense - current service	7,637	6,880
Pension - past service provision for pension deficit	(5,480)	(480)
FRS102 - I&E finance expense re PV of pension deficit contributions liability (Note 11)	32	3
	<u>173,865</u>	<u>169,732</u>
Attributable to Charitable activities	170,772	166,920
Attributable to Governance	3,093	2,812
Total employment costs	<u>173,865</u>	<u>169,732</u>

There are no employees with emoluments exceeding £50,000

The average number of staff employed by the charity during the financial year amounted to:

	2024	-	2023
Number of staff	11		11
These were all part time positions and represent:			
Average number of full time equivalent positions	5.51		5.70

7. CORPORATION TAX

Home-Start North Wiltshire is a registered charity and is therefore exempt from Corporation Tax.

8. DEBTORS

	31.03.24 £	31.03.23 £
Other debtors – Gift Aid tax refund	293.77	253
Other debtors – Grant Army Forces Covenant Fund Trust	500.00	0
Other debtors – Payment in Advance Computer Contract	524.13	3,478
Other debtors – Prepaid Zoom Subscription (10 months) + NC Ins, Ad World, PO Drop&Go hire K&ACT(Devizes)		1,451
Other debtors – Prepaid PO Drop&Go	33.50	
Accounts Receivable (Sales Ledger)	231.20	255
	<u>1,582.60</u>	<u>5,438</u>

NOTES TO THE FINANCIAL STATEMENTS Cont. Year ended 31 March 2024

9. CREDITORS: Amounts falling due within one year

	31.03.24	31.03.23
	£	£
Creditors & accruals	8,373	6,641
Funds received in advance	66,437	34,775
	<u>74,811</u>	<u>41,416</u>

10. OTHER PROVISIONS

(existing)

	31.03.24	31.03.23
	£	£
Provision for pension deficit (debt on withdrawal)	<u>15,334</u>	<u>20,335</u>
	<u>15,334</u>	<u>20,335</u>

11. NPV OF DEFICIT RECOVERY CONTRIBUTIONS

	31.03.24	31.03.23
	£	£
Net present value	<u>393</u>	<u>841</u>

12. RESTRICTED FUNDS:

Movement in resources

	Incoming	Outgoing	Balance at 31.03.24	Balance at 31.03.23
National Lottery Community Fund (GST)	-	40,103	-	40,103
National Lottery Community Fund (NLCF)	93,500	74,242	19,258	-
Henry Smith Charity CLSG	39,100	34,789	7,226	2,915
Henry Smith Charity	60,000	64,066	1,938	6,004
Armed Forces Covenant Fund Trust	5,500	6,811	-	1,311
HSUK Army Central Fund	2,500	2,500	-	-
National Benevolent Charity Families Fund	10,000	9,002	998	-
(Tesco/Waitrose/WCF)	10,192	10,810	1,876	2,495
Wiltshire Community Foundation	6,750	6,750	-	-
HSUK Empowering Woman	2,500	2,500	-	-
	<u>230,042</u>	<u>251,574</u>	<u>31,297</u>	<u>52,828</u>

NOTES TO THE FINANCIAL STATEMENTS Cont. Year ended 31 March 2024

13. UNRESTRICTED FUNDS

	Transfer	Incoming	Outgoing	Balance at 31.03.24	Balance at 31.03.23
General	-	12,608	13,878	12,153	13,423
Designated	-	15,000	-	65,000	50,000
	-	27,608	13,878	77,153	63,423

14. ANALYSIS OF NET ASSETS

	Cash at Bank and in hand	Other net assets	Total
Restricted:			
National Lottery Community Fund (GST)	-		0
National Lottery Community Fund (NLCF)	19,258		19,258
Henry Smith Charity CLSG	7,226		7,226
Henry Smith Charity	1,938		1,938
National Benevolent Fund	998		998
Families Fund (Tesco/Waitrose/WCF)	1,876		1,876
			-
General	101,108	(88,956)	12,153
Designated	50,000	15,000	65,000
	182,405	(73,956)	108,450

END.

Accounts



Home- Start North Wiltshire Annual Report and Accounts 2022-2023



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About Home-Start North Wiltshire (HSNW)

We are a registered charity, based in Wiltshire. We support local families from all backgrounds, through their most challenging times.

Being a parent has never been easy. It can be lonely, frustrating, heart-breaking and overwhelming. Life-changing events can happen to anyone.

All parents struggle at one time or another. We are there to support families through their toughest times.

Families we help may be facing challenges such as:

- Poor mental or physical health – including post-natal depression
- Family breakdown or bereavement
- Isolation
- Financial worries
- Twins, triplets ... or more!

There For Parents When They Need Us Most

We have a wonderful, committed team of volunteers who visit families once a week, in their own homes, for 2-3 hours. They aim to build family resilience, confidence and wellbeing. Our volunteers offer no judgement; just compassionate, confidential help and support.

Our Mission

We offer non-judgemental support, friendship and practical help to parents with young children. We train and supervise volunteers to visit families at home, or support them through group activities, working together in an informal, flexible and confidential way. We work with families at times of difficulty to promote family resilience and improve children's life chances; our aim is to empower parents to give their children the best possible start in life.

Constitution

We are a Company Limited by Guarantee – Registration Number 5208226 – governed by a Memorandum and Articles of Association (incorporated on 17.08.04) and have a Charity Registration Number: 1106736. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member.

Registered Office: Unit 1, Fordbrook Business Centre, Pewsey, SN9 5NU

E: hello@homestartnorthwiltshire.org.uk T: 01672 569457

W: www.homestartnorthwiltshire.org.uk



Board of Trustees April 2022 - March 2023

Chair	Jo Owen-Jones	Treasurer	Marcia Johnson
Trustee	Sheree Whorlow	Trustee	Clare Messenger (<i>joined June 2022</i>)
Trustee	Wendy Stuart	Trustee	Lois Smith (<i>joined August 2022</i>)
Trustee	Lt Col Mick Haynes	Trustee	Kristy Green (<i>joined August 2022</i>)
Trustee	Jason Waters (<i>joined Feb 2023</i>)	Trustee	Susan Pitcher (<i>Left May 2023</i>)

We are seeking to appoint new trustees, up to a maximum of twelve. Applicants should have an interest in children, young families or the voluntary sector. We are particularly seeking skills and experience in marketing and developing supporter relationships; life experience and local knowledge of (and preferably based in), Swindon. We particularly encourage applications from people from black, minority ethnic, and LGBTQIA+ communities, as we want our board to be representative of the families we support. Successful candidates will be co-opted and come up for election at the next AGM. Induction and further training opportunities are provided. Full details are available on request.

Committees

There are two sub-committees, which meet regularly and report to the Board:

Human Resources (HR) Committee – Chair – Sheree Whorlow

Finance and Fundraising (F & F) Committee – Chair – Marcia Johnson

Designated Trustees

Data Protection - Wendy Stuart; Health and Safety - Mick Haynes; Safeguarding - Jo Owen-Jones

Staff Team 2022-2023

Scheme Managers (job share)	Tania Rackham
Scheme Manager (job share)	Lisa Kinnaird
Family Support Organisers	Caz Flippance, Tanya Dale, Aisling Hunt, Sally Green Jane Carter (also Rapid Response Worker, June 2022)
Senior Administrator	Dawn Wilson
Data Analyst (for Lamplight)	Sam Check
Finance Officer	Frank Pessell
Fundraiser & Community	Joanne Kent
Engagement	



Chair's Annual Report

Thankfully, the last twelve months have shown a gradual return to normality in Home-Start North Wiltshire (HSNW). We have all got used to our new name and the return of regular face to face home visiting by volunteers. However, there have been some changes introduced during the pandemic which have stayed with us and some new services introduced. We learnt that hybrid working improved efficiency and saved travel costs. This has been particularly important given that the numbers of families helped doubled between August 2021 and August 2022 while funding unfortunately did not double to match this. We did however manage to get generous funding from The Henry Smith Charity grant which allowed us to extend the area of north Wiltshire covered by Home-Start to include Melksham.



Families

Supporting families and helping children to get the best possible start in life is the reason why HSNW exists. In order to maximise the numbers of families that can be reached, the Friendship Café in Tidworth has continued, thanks to a grant from the Armed Forces Covenant Fund Trust and the facilities kindly made available to us by the Army Welfare Service (AWS).

In the autumn a Mums and Toddlers Brunch Café was started in Devizes to help families who might feel uncomfortable in a normal toddler group to build confidence in a protected setting and make friendships going forwards. This has been expertly facilitated by Sally Green our newest Family Support Organiser (FSO) with the help of dedicated regular volunteers.

Last year I reported that we had recruited a Rapid Response Worker and Family Support Organiser, Jane Carter, to enable us to respond promptly to families where we did not immediately have a volunteer available. Jane has been kept very busy, not only in this role but also running the Tidworth Café and visiting some families in Swindon. Clearly this new role has been very valuable in giving urgent support until a volunteer can be found and the family can be handed over to a volunteer with one of the FSOs for ongoing help. Sometimes, however she has found that a simple immediate intervention and signposting will resolve things with only one or two visits.

Caz ran her very popular baby massage group in the autumn. This is a wonderful way to help with bonding and to give new mothers confidence when handling their baby.

All of the above are slightly different from the traditional Home-Start model but like other Home-Starts up and down the country, we are trying to give as much help as possible to as many families as possible within the resources available. Nonetheless, here in North Wiltshire we still believe that the unique Home-Start feature of home visiting and supporting families within their homes will remain at our core. All of the FSOs have been working as hard as possible to get appropriate and timely help to where it is most needed.

Family support is not just emotional. We have found that more and more families are highlighting financial problems as a particular stressor. Clearly we are not able to help financially on a regular basis but volunteers are able to signpost families to other organisations who can assist. We have reviewed our Family Fund and are able, on a case by case basis, to provide crisis support for items such as a stair gate or cot. We know families sometimes need help urgently, for example, with food, baby milk, nappies etc and when volunteers are faced with this, they can contact their FSO who may

arrange a foodbank voucher or supplies paid for from the family fund. Very sadly last year we reported at the AGM the death of Kate Maurice who was a long time trustee and supporter of HSNW. Donations made in her memory have boosted the fund and we are very grateful to Kate's family and friends for this.

The team have also been arranging gifts, not just at Christmas and Easter but also Mother's Day, the Platinum Jubilee and half term activity packs. Some of these contained kindly donated goods such as knitted hats and quilts as well as books and gifts from various stores who have supported us through the year. Recycled laptops have also been made available to some families thanks to our collaboration with Green Machine Computers Ltd and our thanks go to them too.

Swindon

At the time of writing we have not yet heard whether we have been successful in our latest bid to the National Lottery Communities Fund. It is therefore not possible to say whether or not we will be able to continue with our plans to extend Home-Start cover back into Swindon. The pilot was successfully completed and uncovered, as was expected, a degree of need in some ways different from the rest of the patch as well as the usual issues raised by families. Swindon has a much more multi-ethnic population and it made us ever more acutely aware of the need to recruit more diverse volunteers. A Baby and Toddler Café is planned as an interim measure to try and help as many families as possible. We have repurposed some existing funding to enable us to run two short-term groups in Swindon this year, with the first due to launch in April 2023.

Volunteers

Volunteer recruitment has continued to be a priority and three Volunteer Preparation Courses were run: In March and April 2022 there was a course in Wroughton to try and attract volunteers willing to work in Swindon, although many of them have in fact been deployed all over the patch. In July a small group was trained in the office at Pewsey and in November there was a course in Devizes. It was excellent to be able to welcome so many new volunteers into the HSNW fold and I'm delighted to say that we now have 44 active volunteers. Unfortunately the course planned for the spring of this year has had to be deferred and is now planned later in the year. Without so many willing volunteers we could not function and I am very grateful to all those who give up their time and commit with such energy to "being there" for families when they need a helping hand. As ever we continue to need to recruit more volunteers in order to be able to maintain and increase the service as the figures dictate we need to.

The training given to new volunteers is always rated very highly in the feedback that we receive and ongoing training and support is provided to volunteers in the form of peer groups which happen every couple of months in different venues across the patch to try and enable as many people as possible to access them. The topics are very diverse from domestic abuse to crafting via learning through play and of course the annual safeguarding training which is mandatory for all volunteers and staff associated with HSNW.

Jo Kent has not only continued to work hard as a fund raiser but also arranged a picnic in the summer to thank the volunteers. This was fated not to happen; –first it was too hot and then too wet, but the thought was there! We actively try to make our volunteers feel valued and my thanks go out to them all for their dedication and commitment.

This year marks the 35th anniversary of HSNW/HSK and the 50th anniversary of HSUK and there are plans afoot for a celebratory party for all – may the weather look a little more kindly on us this time!

Trustees

We hold an annual skills review of Board members and this highlights where we could use more expertise. The Board has been greatly enhanced this year thanks to the recruitment of three new trustees. Kristy Green knew HSNW well having been a home visiting volunteer and it is very useful to have a volunteer perspective on the Board. Lois Smith is a retired solicitor and provides very welcome legal advice and Jason Waters has joined with a financial background to strengthen the team led by our hard working treasurer, Marcia. I would like to welcome and thank them all for agreeing to help with the governance of the charity.

My thanks also go out to all the other trustees who have worked so hard this year especially Sheree who deals with all the HR issues and Wendy who has produced the Strategic Plan. Wendy also attended and contributed to a series of HSUK meetings on Board effectiveness and following this received a grant from HSUK which enabled us to hold a joint board and staff team building day to enable us to gain a better understanding of each others roles. The Board is aware that more needs to be done to try to improve our diversity in order to better reflect the families that we are here for and this remains very much on our agenda. Thank you also to Marcia who, with help from Frank in the office, continues to run our finances which get ever more complex due to multiple funding streams.

Marketing Group

We have been trialling a new marketing group to try to find the most efficient way to raise the HSNW profile both to let families know that we are here for them and also to attract funding. This has so far consisted of trustees and some staff members but if it is to continue we would hope to attract and train special fund raising volunteers and this is the plan for the next year.

Networking

Networking is ever more important in order not to duplicate services in the County and also to learn from others. Tania is working with Children and Families Voluntary sector Forum and the Wiltshire Inclusion Network, which promotes and supports equality, diversity and inclusion throughout the County, and she and Lisa have close connections with the Children's Centres. Lisa spent a lot of time making connections in Swindon during the pilot and preparing the way for potential expansion of our work there if funding permits.

The west country Home-Starts got together for a cluster day in Bristol in September which was very welcome as it was the first since 2019 because of the pandemic. This is a wonderful opportunity to share ideas and best practice and to get reassurance that the problems that one Home -Start has are very often shared by others. We continue to liaise with Home-Start South Wiltshire and were pleased to train one of their volunteers for them on our course in November.

Home-Start UK (HSUK) has been running a lot of webinars this year and has support groups/forums which can be joined in order to discuss an issue. We have finally signed the new agreement with HSUK although there is still work to be done on aspects of the Handbook which goes with the agreement. The levy that we pay to HSUK is also still under discussion but at present the calculation remains the same and the support that we are receiving from them has been welcomed.



Evaluation

An important part of the work that we do is the evaluation to ensure that we are providing a cost effective service that is what families actually want. The total number of parcels of help for families this year amounted to 182 including 69 attending groups. The full break down of these figures are available in the Evaluation Report and the Scheme Managers' reports which are provided to each Board meeting. The use of Lamplight as a Case Management System has enabled a much more detailed look at the issues that families really need help with and their reports of what interventions they have found helpful. My thanks go to Sam who has not only mastered the technology but has trained the team and even some of the trustees on how to get data from it. The plan for next year is to expand the use of Lamplight even further to try to eliminate paper wherever possible. I am very grateful to Alison Millett who has stayed on as an advisor to the Board for evaluation but who also puts in an enormous amount of work producing the Evaluation Report as well as the school readiness surveys, thank you Alison.

My thanks to Dawn for ensuring all these reports are up on the website and for regularly updating this with all the HSNW news. Thanks to her perseverance we now have a good functioning website.

The Future

Looking forward, we have just heard that sadly, Lisa who has been job sharing with Tania, is to leave us due to relocation out of the area. Both Scheme Managers work incredibly hard and we have regularly evaluated the job share every six months to ensure the most efficient way of working. They have been flexible and worked really well together and we will miss Lisa's enthusiasm and her training skills very much and I wish her all the very best for the future.

We are having a strategy day in May to plan the future work depending on the outcome of the bid to the National Lottery Community Fund. Even if successful this funding will need to be matched but it would be good to keep pressing onwards with the expanded coverage and services that we have been able to provide to families in the past few years.

Finally, I am very grateful to Clare Messenger who has agreed to take over as chair of HSNW. I have been honoured to serve as chair for the last nearly seven years. I took over just before we were to have a change of Scheme Manager. Bel Crompton had managed Home-Start Kennet (as it then was) very successfully for many years but had decided the time was right for her to retire. It is with great sadness therefore that I have to report Bel's untimely death in February of this year. Many of you will have known her and remember her fondly for her teaching skills and guidance and our condolences go to Bel's family at this difficult time.

We have weathered a few storms since 2016 not least the Covid pandemic but it feels that now is a good time to have a fresh pair of eyes looking at what more we can achieve. Thank you all, team, volunteers and trustees for all your support and I hope to continue as a trustee for the time being.

Jo and Wendy at the Ramsbury Fair 2022



Team Report

All Change With a New Name

Toward the end of the last financial year, the Board made the decision to change the name of the charity from Kennet to North Wiltshire. I don't think anyone had any idea how much work this would involve with updating all the documents, changing emails, a new website, informing Companies House and the Charities Commission. Finally, because it was the obvious time to do it, changing banks to one with a more robust payments system. Everyone in the team has supported this work over the past year and we still have a few issues, but mostly we are thriving with a name that does mean something on a Google search.

The Staff

The team has worked hard again to more than achieve the targets set for them by our funders. With a team of 11 part time workers, the only day we all overlap is a Wednesday which is the day for catching up, team meetings, lunches, case conferences, supervisions and any other gathering requiring most staff. We do also do some fun things like manning a stall at the Army Welfare Service funday and Devizes Health and Well Being event, as well as taking some down time to do some crafting at the Scrapstore Resource Centre, Wiltshire.



FSO Activities

- Expanding into Melksham – Aisling has visited Spurgeon's Children Centre and delivered an online presentation to their wider team. HSNW and Home-Start South Wiltshire (HSSW) gave a joint presentation to the Health Visitors covering West Wilts.
- New Groupwork in Swindon - unfortunately we have not yet found a suitable venue for our Tuesday morning toddler group.
- Groupwork in Tidworth – Tidworth group needs more volunteers and families. A professional storyteller has been booked for the summer in the hope that it will attract more families via social media advertising.
- Groupwork in Devizes – this group continues to be a success story with plenty of families and volunteers.

Families

We have supported 182 families this year including 326 children with 53 volunteers. This is a significant increase compared to 2021-2022 (when we supported 79 families and 156 children). We were delighted to reach to our pre-pandemic National Lottery Communities Fund target of reaching 100 families per year over three years, before this project ends in June 2023.

Group Work via Cafés

New to the portfolio from April 2022 and with the support of our partners at the Army Welfare Service we launched a new Friendship Café in Tidworth. The issue of a lack of volunteers willing to travel to that area meant we had to think of a way to support more families with fewer people. It has taken a while to grow, but the informal format has proved very successful. A second Café called the Mums and Toddlers Brunch Café was then successfully launched in Devizes in November 2022 to combat the cost of living and offer a meal for cash strapped children and parents. It too has been extremely popular.

We have supported 69 families through group (Café) work this year:

- 24 families at the Tidworth Café (of which twelve were also home visiting (HV) families)
- 39 at the Devizes Café (of which eight were also HV families)
- Six at baby massage (one of which then came to Tidworth Café, and another one self-referred for home-visiting)

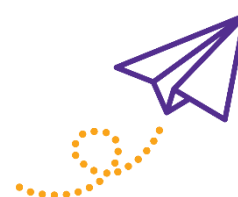
The growth in popularity of the Cafés can be seen through the increase quarter on quarter in the average number of families attending each session – Tidworth has doubled and Devizes increased by 150%. The Devizes group peaked with an extremely busy session with 18 families attending in March! The cross-pollination effect of the support we offer is noticeable – even when looking at a small group like baby massage held in September 2022 - it results in families accessing other groups that we run and our home-visiting support.

Group work summary as of 31st March 2023

	Tidworth Café	Devizes Café	Baby massage	Total 2022-23
No. families attending a session	24	39	6	69
No. families attending multiple sessions	12	24	5	41
Avg families per session (past three months)	6	12	NA	18
Peak attendance (past three months)	9	18	NA	27

Our initial grant funding period for our Devizes Café ended, but due to the popularity and success of this group, we committed to continue delivering sessions until at least May half-term.

We have also repurposed some existing funding to enable us to run two short-term groups in Swindon this year, with the first due to launch in April 2023.



Summary of Active Families Carried Forward

Active home-visiting caseloads have risen again from 46 on 31 December 22, to 55 on 31 March 23. This was due partly to an increase in referrals received in the last quarter of the year (from 23 in the previous quarter, to 30 in the final quarter). We received 25 new referrals in the last two months alone, which resulted in the high figure of 55 active families, carried over into the new financial year.

From 1st April 2023, FSO capacity will be reduced by seven hours per week, pending the outcome of our National Lottery Community Fund application. We all await the outcome with everything crossed and thank everyone for their input into this application.

Home-visiting Caseloads as of 31st March 2023

Breakdown per FSO	15h p/w	20h p/w	21h p/w	25h p/w	Total
Families waiting for an initial visit	5	2	1	1	9
Families waiting for a match visit	2	2	3	3	10
Families receiving paid worker support	1	2	1	1	5
Families receiving volunteer support	9	8	9	5	31
Total Home-visiting support	17	14	14	10	55

Total FSO hours available: 81 per week, up from 78 last year

This is a marked increase in families carried forward compared to previous years; with 41 active families on 31st March 2022, and 15 on the 31st March 2021 (during the pandemic).



Referral Data

Referral Source and Location

Breakdown of Home Visiting Referrals - by Location and Referral Source (2022-23)													
	Location												
Referral Source	Calne	Chippenham	Corsham	Devizes	Marlborough	Melksham	Swindon	Tidworth	Trowbridge (not our rea)	Westbury	Total	%	
AWS			1					2			3	3	
Children’s Centre	1			6	3	2		6	1		19	17	
Education	1		1	5	1			2			10	9	
Family Support Services	1	1									2	2	
GP		1									1	1	
Health Visitor		1		2	2		20	7		1	33	30	
Internal Home-Start								1			1	1	
Mental Health Services							1				1	1	
Other ¹		1				1	1				3	3	
Perinatal MH Services	1										1	1	
Self-Referral	3	2	2	4	4	4		1	1		21	19	
Social Prescriber	1	1			3			1			6	5	
Social Services	1						1	2			4	4	
Support Extension			1		2	1	1	1			6	5	
Total	9	7	5	17	15	8	24	23	2	1	111	100	
%	8	6	5	15	14	7	22	21	2	1			

Differences noted in referrals received by location (compared with the previous financial year), include an increase in Swindon due to the pilot project, and a continuing drop off in Tidworth (32 to 23). Melksham, Chippenham, Corsham, Calne have all seen increases in referrals, with Devizes and Marlborough very slightly down year-on-year.

The main differences to point out in referral source include a decrease in referrals made by Social Prescribers (14 down to 6), and a large increase in self-referrals (from 8 up to 21).

It is also notable that when excluding Swindon data, Health Visitor referrals drop significantly (21 down to 13). This reduction is particularly evident in Tidworth and Marlborough – areas which also

¹NHS Physiotherapist, Women's Refuge, Citizens Advice

experienced a drop in Children's Centre referral rates. However, overall activity in Tidworth remains high due to group provision.

New this year is the inclusion of support extensions in our numbers for the first time, where support for a family has lasted longer than six months.

Family Demographics

Type of Housing	Percentage
Social Housing	49%
Military Housing	19%
Private Owned	16%
Private Rented	10%
Temporary Accommodation	0%
Other	5%
No data	1%
TOTAL	100%

Access to vehicle?	Percentage
Yes	55%
No	44%
No data	1%
TOTAL	100%

Family Engagement

Continuing improvement is being seen on FSO success rates at getting an initial visit – last year 45 out of 90 current year referrals (50%) reached initial visit; this year it is 68 out of 105 (65%).

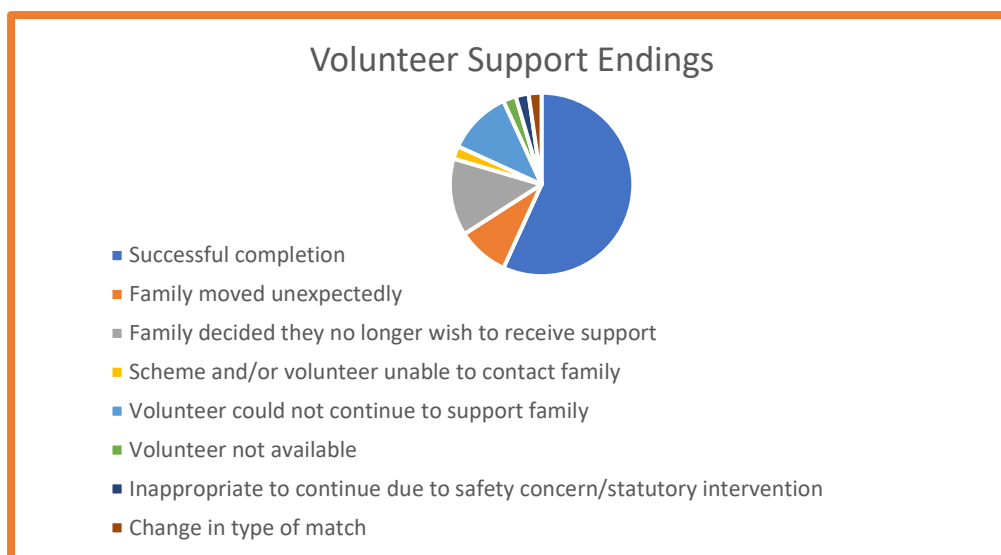
We have seen a 73% increase in overall families supported through home-visiting compared with last year – up from 60, to 113 families.

We currently have 63 families supported who have two or more sets of home-visiting coping scores, which is 80% more than we had for the whole of last year (2021-22: 35 families with two sets of scores).

If we exclude the Swindon project, referrals are at a similar level to last year, but we are busier because of the higher numbers engaging with our service!

The average duration of volunteer support is currently 5.5 months, a slight decrease from six months last financial year. The majority of families ended this year have reached successful completion – a 47% increase on last year.





Family Outcomes

Outcome	Average % change (2022-23)	Comparative data: Average % change (2021-22)
Coping with own mental health	27%	21%
Parent's self esteem	33%	17%
Coping with feeling isolated	28%	23%
Coping with own physical health	20%	10%
Managing child's behaviour	15%	12%
Coping with extra work of multiple children under five	19%	4%
The day-to-day running of the house	14%	11%
Stress caused by conflict in the family	15%	10%
Coping with financial pressures	1%	2%
Being involved in the children's development	16%	4%
Coping with child's mental health	8%	3%
Use of other services	10%	18%
Parents own learning needs	5%	5%
Coping with child's physical health	-1%	-3.9%

Family data taken from review and end visits shows that the top five categories where the average score was less than three at initial visit (meaning parents felt they were “really not coping” in these areas), all increased to an average score of higher than three (meaning parents feel they were “coping”), after support. Indeed, across almost all areas positive change has been achieved – and at a higher percentage than was achieved last financial year.

Coping with parent's own physical health appears to be a rising but hidden need: it does not appear as a frequent need within the 'family circumstances at referral' data but is disclosed by 64% of families at initial and review visits.

Looking at average outcomes, there is a small change in 'coping with financial pressures' – it appears likely that Home-Start support is helping to stabilise these scores despite the challenging financial climate.

The table below shows the improvement of family's ability to "cope" following Home-Start support against the needs identified as requesting support at the initial visit. Every category shows improvement (where the families provided at least two sets of data). This demonstrates the efficacy of the parent-to-parent support model.

Coping Scores of Needs Identified	Need identified	Need Met
Category	%	Total
Coping with own mental health	78%	88%
Parents self esteem	76%	94%
Managing children's behaviour	75%	94%
Coping with feeling isolated	70%	93%
Coping with own physical health	67%	98%
The day to day running of the house	59%	95%
Coping with extra work of multiple children under 5	56%	89%
Stress caused by conflict in the family	51%	97%
Being involved in children's development	51%	100%
Coping with financial pressures/household budget	46%	86%
Use of other services	38%	88%
Coping with child's mental health	37%	91%
Parents own learning needs	22%	86%
Coping with child's physical health	13%	100%

Safeguarding/Complexity

One fifth of our cases are deemed to be complex by their FSOs (typically presenting at their initial visit with more than seven support needs). This, alongside the overall increase in activity levels this year, is reflected in a continued increase in Records of Concern (ROCA). This year, 18 home-visiting families had ROCA work records, compared to only six for 2021-22. 10 currently active families have ROCAs.

Families have also been supported through a number of unexpected life events during the course of Home-Start support, including:

- Bereavement (affecting five families)
- Returning to work/gaining new employment (affecting 11 families)
- Losing employment (affecting two families)
- Separation (affecting five families)
- New parental relationships (affecting two families)
- Serious illness of a parent (affecting four families)
- Serious illness of a child (affecting two families)
- New child/children in family (affecting eleven families)
- Accident and emergencies (affecting six families)
- New caring responsibilities (affecting five families)

- Change in housing (affecting 13 families)
- Change in immigration status (affecting one family)
- Domestic abuse (affecting five families)
- Family Fund Use

In total last year, we spent £5,318.23 within our Family Fund (including £350 on supermarket vouchers, ready for future distribution). Last quarter, essential items purchased included a refurbished freezer, a child's coat, a car seat, a table, nappies, gas/electric top-up, a clothes airer, household curtains, and a double buggy; the majority of requests have been for emergency food provision. We continue to work closely with partners and help families access free or low-cost resources where possible.

Contributions from Tesco Community Fund, the National Benevolent Charity and donations made in memory of Kate Maurice, will be added to our Family Fund for next year.



**For parents when
they need us most**



The Difference We Make

Case Study 1

When we first met Mum and child A, who were refugees, they were living in a tiny, one roomed studio flat. It was barely furnished; they shared a bed, there were no curtains, and, with only two wooden chairs, they couldn't even cuddle up together and read stories. Child A, who had hearing loss, had no toys, and spent all day at home with Mum. Mum was a good mum but depressed. Living in a new area, they knew no-one. Things were tough and they were relying on the Foodbank. *"They had nothing."* (FSO)

Then their Home-Start volunteer arrived. Seeing how little the family had, she liaised with Home-Start to arrange new curtains, toys, and food vouchers. She took them to visit places in their new area including a soft play centre - where they had lots of fun! The family enjoyed trips to the park (where the volunteer taught them to play football!). The volunteer said, *"We spent a lot of time giggling. I was mum's only company once a week. It's such a basic need, company, I was a friend to mum who was very lonely."*

Mum was determined to improve their lives. The volunteer supported her - helping with housing, preparing for her driving theory test, registering Child A at pre-school, and (because mum had no transport) travel to job centre appointments/driving test centre. The volunteer also helped mum toilet train Child A preparing her for pre-school.

When support ended, the family were much better placed. Mum had secured a new, spacious flat - with a bedroom each. Home-Start helped furnish it - providing a bed, washing machine and sofa (from Kennet Furniture Refurbiz). Child A was attending nursery five days a week, socialising with peers and receiving support with speech and language. Mum passed her driving theory! With her child at pre-school, Mum was using this time to study online - hoping to gain employment in Early Years. The family are happier, things are brighter.

"I think mum will excel now, she's keen to drive, work...make her and A's life better, they have a good future." (Volunteer).

Case Study 2

When Home-Start met three-year-old Child B, he was frustrated. He was experiencing speech delay and didn't feel heard. Child B avoided eye contact and felt sad; he was trying to speak but wasn't understood. Sometimes, in frustration, he would throw things. His family were trying their best but had challenges too. They had no local support and English was their second language. Child B struggled with sharing/taking turns which, in addition to his language delay, made interaction with others fraught. Preschool felt a struggle as peers/staff couldn't understand him; living in a bi-lingual house meant finding the right word was challenging. Child B often felt tearful, lonely, and cross. His parents needed support they wanted to help him but didn't know how.

That's when Home-Start arrived. The HSNW volunteer recalls a quiet, nervous, child who 'babbled'. Every week, our volunteer arrived with a bag of activities - *"He was always curious what was in my bag!"* - spending 1-1 time with Child B, to help develop his speech. Whether with cards, puzzles or stories, our volunteer patiently encouraged Child B to identify objects. Our volunteer modelled the games and techniques she was using with Child B to Mum - encouraging her to do the same. Lots of playtime gave Child B practise learning to share and take turns (even if the adult's turn was short, it was progress!)

With our volunteer's support, the family joined a group. Child B didn't attend playgroups as his speech delay made it stressful. Here it was different. The group's supportive setting enabled Child

B to utilise his newfound sharing skills and interact with new friends using new words! Volunteer and Mum saw his confidence soar. He loved it!

After six months, when it was time to say goodbye, our volunteer took Child B and family on a special day trip, giving him happy memories to treasure.

After HSNW support, Child B felt happier. He was being understood, was more confident with language and enjoyed better interactions with family/peers. He was less angry and frustrated. His Mum could now understand him more.

Our volunteer said, *"Child B changed quite considerably. He was excited to see me, which was lovely, and used a lot more language; he was more spontaneous in saying things. He was asking questions, talking about what he could see/what interested him. Mostly, he was speaking in sentences you could make sense of. The turn taking/sharing had progressed too."*

The FSO agreed, saying at her final family visit, *"Child B was talking to me!", "His speech has improved massively."*

Child B begins school next year and is much better placed to start. He knows he can communicate and make friends. He is happier and his family have the strategies to support him. Mum says Child B "misses her" but HSNW volunteer gave him the springboard to get 'ready' for school with optimism!

Quotes

When asked 'How did Home-Start make a difference to you?', respondents answered:

"Having someone as nice as our volunteer, to come and visit once a week was so nice, to have a cuppa with another adult. Mum (February 2022)

"It's been so good to get some support from Home-Start and I definitely feel better about things now." Mum (February 2022)

We have a few financial problems now, am trying to do weekly budgets. Our volunteer organised a food parcel, it definitely helped us. I'm scared about the fuel bills in the winter..." (Mum July 22)

Feedback

All families who completed our End Support Survey said they were 'very satisfied' with Home-Start and would recommend our service.

Feedback from 6-12 months surveys (via Survey Monkey or phone call) includes:

"Thanks so much for finding me our volunteer she's so fab we are getting along so well. Had a great morning yesterday with my daughter I wish I knew about all of this years ago, but I'm so grateful for everything it means a lot thank you 🍷 Thanks it's so reassuring to hear my volunteer say I am a good Mum and that I'm doing everything really well with my daughter and how brilliant she is etc." (Mum, September 22)

"They adored her. L even told her he loved her when she left. Thank you!" (Mum, October 22)

Giving practical and emotional support:

Often, knowing someone is there for you makes all the difference. Having emotional support and someone to listen to you when times are tough, can be all that some parents need.

"Hi. I just wanted to take a minute to say thank you and express just how fantastic it was having a volunteer here for a couple of hours today. She kept the kids busy for me, while I got on and caught up with housework - and I made sure I utilised every minute of having her here. I managed to wash up, Hoover and steam clean the floors, clean all my windows and glass,

clean the kitchen, clean the downstairs toilet, tidy the front room & sort all the kids toys out into the correct boxes and bring in my black bin from outside. I wouldn't have got any of that done today without her (maybe the washing up in dribs and drabs throughout the day, lol). Having so little time to do anything does affect my mental health, I feel very trapped and restricted and get very depressed sometimes (although I have felt better since being on antidepressants). Today was wonderful, not just for me having the freedom to get bits done but the little ones thoroughly enjoyed having her undivided attention - they absolutely love her (even my youngest, who usually just wants me constantly). I am so grateful for my volunteer, she is a perfect match for our family. Xx " Mum, September 2022

"Home-visiting support is amazing. What would I do without my volunteer?! I get so little time for myself (this week has been so tough) and when she visits, I can have a shower and do some things. I am so thankful to her, I value those 2 hours a week, we do stuff, go out, I get some independence. She's always there to help." (Mum of two small children, July 2022)

Volunteers

As of March 2023, we have over 40 active volunteers and a further nine volunteers who are resting. An additional three volunteers, our Community Champions', are available to support on an ad-hoc basis with fundraising and events. We also have several local ladies who create and donate hand knitted items for our families. These items and other generous donations formed the Christmas Gift Boxes for families in 2022.

We also provided opportunities for volunteers to stay involved with us in other ways. For example, by helping at new volunteer coffee mornings or supporting the groups.

Volunteer Activities

- Our latest Volunteer Preparation is due to begin on 27th April, with five new trainees. Aisling will be working an extra day a week during this time, to deliver the course.
- Fear Less delivered our latest Volunteer Peer group in March 2023.

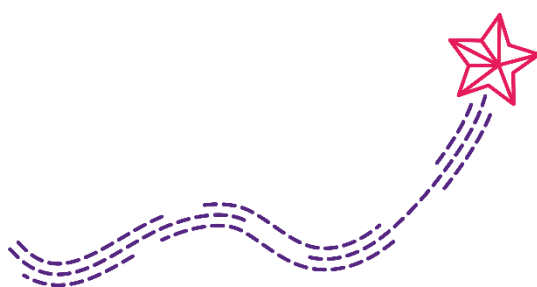
Feedback from the Volunteer

Volunteers are happy and engaged. Feedback from the Volunteer survey 2022 (July) includes:

- 97% volunteers agree HSNW cares about their wellbeing.
- 97% agree communication is good.
- 93% feel valued. *"Have always been thanked."*
- 75% agree ongoing training (Peer Groups) are good. *"Really helpful and informative."*

"Really enjoyed it and would be happy to do it again! Felt like a great team..." (Community Champion after helping at a HSNW stand, Dec 2022)

Our volunteers are all amazing and are at the core of our service. We are always recruiting those special people who can support others through all kinds of trials.

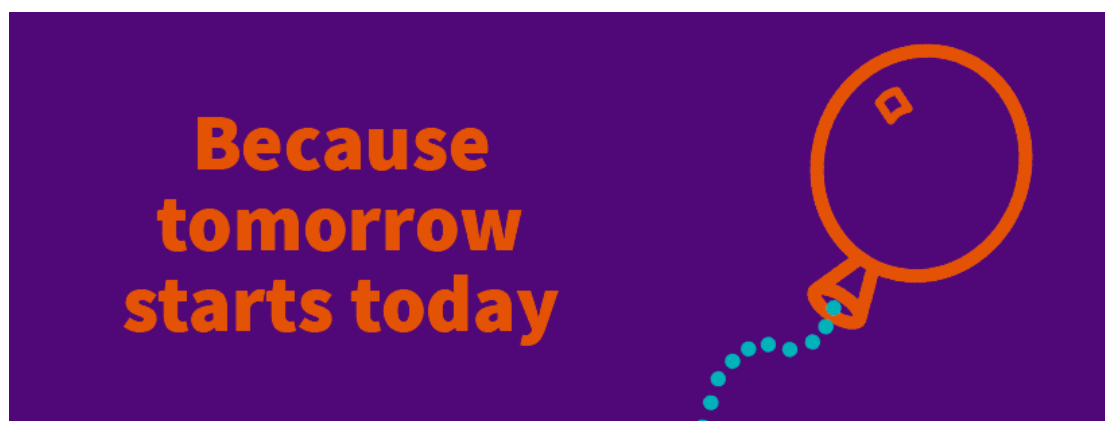


Partner Updates

- Wiltshire Council are currently consulting with partners and residents, as they prepare to commission Family Hubs (which will replace Children's Centre provision).
- To support the development of a HSNW Equality, Diversity and Inclusion Action Plan, we are now engaging with the Wiltshire Inclusion Network, which promotes and supports equality, diversity and inclusion throughout the County.

Social Media Online and Promotional Activity

- New posts are added to the website every month and content is fully reviewed every year.
- Our Facebook activity remains high – over the last 90 days to April 1st 2023, we have reached 9,200 people, engaging 381 comments and shares, with 450 regular followers.
- Over the last month on Twitter, we have made 806 impressions, leading to three visits to our profile.
- Instagram is our newest social media venture and here our reach has increased and grows steadily. We are constrained however with the free version in that it does not permit website links or video content.
- A large proportion of content is now provided via HSUK. However, Dawn is also very skilled at local content. A free professional version of Canva allows for graphic design that is “on brand” and bespoke.
- Most posters and leaflets are produced inhouse with Tania or Jo writing the copy for Dawn to format to either print or publish in house or send out to a professional printer.
- Our quarterly newsletter produced and printed in house is sent out to 181 supporters by post and a further 78 via email.



Thank You

To all who support us through Localgiving and Payroll Giving. To all volunteers and trustees who donate their expenses. To all of those listed below and to our anonymous donors please also consider leaving a gift in your will (after looking after loved ones).

Anna Creed	National Lottery Community Fund
Adey JF and MB	Pewsey Co-op
Alistair Barr	Pewsey Rugby Club
Andrew and Virginia Reekie	Preshute Evening Group
Bruce Creed	P & J Noble
Children in Need	R & J Owen-Jones
Carol Langford	Sara Holden
Co-op Community Fund	S E Mackintosh
Devizes Lions	St George's Church, Preshute
Diane Mackinder	St Peter's and St Pauls
Dr N Maurice	Slimming World Devizes
East Kennet Carol Singers	Sue Titman
F Pessell	Tesco Bags of Help
HJ & EJ O'Regan	The Henry Smith Charity
HSUK Government Loneliness Covid 19 Fund	The Norrie Trust
J & K Saunders	Waitrose Marlborough
Jean Rickard	Waitrose Swindon
Marlborough Lions	Wiltshire & Swindon Community Foundation
Morrisons	William Wilks

Thank you to all of our partners and referrers:

Army Welfare Service	Green Machine Computers Ltd
Home-Start South Wiltshire	The Rise Trust
Home-Start UK	Unit Welfare Officers
Parent Support Advisers	HCRG Care Group
Spurgeons Children's Charity	Wiltshire Public Health

And finally a thank you to all those companies and individuals who donated time or other resources to our organisation and the families we support.



Treasurer's Report

The Independent Examiner's Report and Annual Accounts give a full and detailed picture of the income and expenditure of Home-Start North Wiltshire for the year ending 31st March 2023. The division of the expenditure between charitable activities and governance shows that 2.6% of our income was spent on the latter.

A successful application for £410,000 over 3 years starting April 2020 was made to The National Lottery Community Fund. This combined with a three-year grant from The Henry Smith Charity Covid 19 Fund, a grant from Swindon Borough Council, a three-year grant from Children in Need for targeted work with children and a new three year Grant from The Henry Smith Charity provided the majority of the income for the year.

Additional income came from Wiltshire and Swindon Community Foundation and from grants from Home-Start UK as well as from small donations and fundraising. These included donations from Devizes Lions, Tesco and Waitrose.

Some of this additional income enabled us to support families by offering help when they struggled to purchase essential items, fund an Autumn Outing, provide activity packs for children and Christmas packs to families. In kind donations for some of the packs were provided by Waitrose and the Co-op.

Expenditure exceeded income during the year, but this was covered by the money in Restricted Funds carried forward from 2021/2022.

The Balance Sheet at 31st March 2023 shows assets less liabilities of £116,251 (£126,231 in 2021/2022). Much of this money is in restricted funds and must be used to support the projects for which the grants were awarded. Also included is a prepayment (£3,478) to Green Machines for IT support for part of next year.

HSNW has been awarded another three-year grant by the National Lottery Community Fund and this combined with the ongoing The Henry Smith Charity Grants means that the Charity has a firm financial basis for 2023/2024 although additional funds are still needed.

HSNW holds sufficient funds in reserve so that if there was a sudden loss of Grant Funding there would not be an abrupt cessation of support to vulnerable families. Money is also held to cover a contingent liability to TPT, HSNW's Pension Provider.

We would like to thank all our funders and everyone else who has supported the Charity.

Exemption from the appointment of auditors

For the year ending 31 March 2023 the Company was entitled to exemption from audit under section 477(2) of the Companies Act 2006 relating to small companies.

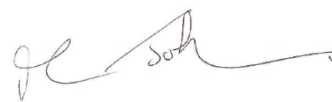
The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

This report has been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

Marcia Johnson
Honorary Treasurer

This report was approved by the Trustees and signed on their behalf by

Date: 4th October 2023



COMPANY REGISTRATION NUMBER

05208226

ENGLAND & WALES

REGISTERED CHARITY NUMBER

1106736

HOME-START NORTH WILTSHIRE

COMPANY LIMITED BY GUARANTEE

ACCOUNTS

31 MARCH 2023

Independent Examiner's Report



**CHARITY COMMISSION
FOR ENGLAND AND WALES**

Independent examiner's report on the accounts

Section A Independent Examiner's Report

Report to the trustees/directors/ members of	Charity Name HOME START NORTH WILTSHIRE		
On accounts for the year ended	31 ST MARCH 2023		
	Charity no.:	1106736	Company no.: 05208226
Set out on pages	27-40 (remember to include the page numbers of additional sheets)		

	I report to the charity trustees on my examination of the accounts of the Company for the year ended 31/03/2023. 03/ / YYYV.
Responsibilities and basis of report	As the charity's trustees of the Company (who are also the directors of the company for the purposes of company law), you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ("the 2006 Act"). Having satisfied myself that the accounts of the Company are not required to be audited for this year under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ("the 2011 Act"). In carrying out my examination, I have followed the Directions given by the Charity Commission (under section 145(5)(b) of the 2011 Act.
Independent examiner's statement	I have completed my examination. I confirm that no material matters have come to my attention which gives me cause to believe that: • accounting records were not kept in accordance with section 386 of the Companies Act 2006; or • the accounts do not accord with such records; or • the accounts do not comply with relevant accounting requirements under section 396 of the Companies Act 2006 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or • the accounts have not been prepared in accordance with the Charities SORP (FRS102). I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:		Date:	10-8-2023
Name:	MRS DIANA J HUGHES, FCCA		
Address:	CHARLTON OAKER LTD, 7-7E SMUFF STREET DEVIZES WILTSHIRE SN10 1DU		

STATEMENT OF FINANCIAL ACTIVITIES –
Year Ended 31 March 2023

		Unrestricted	Restricted	BIG Lottery	Total	Total
		Funds	Funds	Funds	Funds	Funds
	Note	£	£	£	2023	2022
					£	£
<u>INCOME</u>						
Grants and Donations	2	8,771	105,325	110,000	224,096	204,032
Income from Investments	3	1,938	0	0	1,938	19
TOTAL INCOME		10,709	105,325	110,000	226,034	204,051
<u>EXPENDITURE</u>						
Charitable activities	4	5,735	93,552	130,739	230,026	201,400
Governance costs	5	403	3,335	2,250	5,988	5,274
TOTAL EXPENDITURE		6,138	96,887	132,989	236,014	206,674
NET INCOME/(EXPENDITURE)		4,571	8,437	(22,989)	(9,980)	(2,623)
TRANSFERS BETWEEN FUNDS		0	0	0	0	0
NET MOVEMENT IN FUNDS		4,571	8,437	(22,989)	(9,980)	(2,623)
Reconciliation of Funds						
Funds brought Forward		58,852	4,288	63,092	126,231	128,854
FUNDS CARRIED FORWARD		63,422	12,725	40,103	116,251	126,231

BALANCE SHEET - as at 31 March 2023

		<u>31.03.23</u>		<u>31.03.22</u>	
		£	£	£	£
CURRENT ASSETS	Note				
Debtors	8	5,438		34,820	
Cash at Bank and in hand		173,405		160,819	
		178,843		195,638	
CREDITORS					
Amounts falling due within one year	9	41,416		47,754	
NET CURRENT ASSETS			137,427		147,885
TOTAL ASSETS LESS CURRENT LIABILITIES					
			137,427		147,885
PROVISIONS FOR LIABILITIES					
Other provisions (existing)	10		20,335		20,335
NPV of deficit recovery contributions	11		841		1,319
NET ASSETS			116,251		126,231
FUNDS					
Restricted	12		52,828		67,379
Unrestricted	13		63,423		58,852
			116,251		126,231

These accounts have been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006, Charities SORP FRS102.

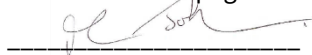
For the year ending 31 March 2023 the Company was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the Company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The Directors acknowledge their responsibilities for:

- i) ensuring the Company keeps accounting records which comply with section 386 of the Companies Act 2006 and
- ii) preparing accounts which give a true and fair view of the state of affairs of the Company as at the end of the financial year, and of its profit or loss for the financial year, in accordance with the requirements of section 393, and which otherwise comply with the requirements of the Companies Act 2006 relating to Accounts, so far as is applicable to the Company.

The accounts on pages 27-40 were approved by the Board of Trustees on: October 4th 2023



Marcia Johnson, Treasurer and Trustee`

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2023

1. ACCOUNTING POLICIES

Basis of accounting

The financial statements have been prepared under the historical cost convention and in accordance with the Statement of Recommended Practice “Accounting and Reporting by Charities” (Charities SORP FRS102) and the Charities Act 2006.

Going concern

Sources of substantial funding for the charity continue, so the trustees are confident that the charity will be able to continue as a going concern for the following twelve months.

Donations

Grants and donations are allocated to income in the accounting period to which the funds relate. They are recognised as soon as the Charity is informed, they are due and receivable. Tax recoverable on Gift Aid donations is recognised when the donation is recognised.

Fixed assets

It is the policy of the charity to write off in the year of purchase any individual item of equipment costing less than £2,000. Items of equipment costing in excess of £2,000 and considered to be worth more than that at the Balance Sheet date, will be capitalised and depreciated at rates to be determined at the time.

Governance costs

Governance costs are made up of Management Committee expenses, Consultancy Fees, Independent Examination expenses, Book Keeping and Accountancy costs, and staff costs relating to Quality Assurance compliance.

Pension costs – current service

The Charity operates a money purchase (defined contribution) pension scheme for the benefit of its current employees who wish to join and become members. The assets of the scheme are held separately from those of the Home-Start North Wiltshire. Contributions are charged to the Statement of Financial Activities in the period in which they fall due. Home-Start North Wiltshire and the members each paid contributions at the rate of 5% during the accounting period to The Pensions Trust. There were no unpaid contributions at the balance sheet date.

Pension provision – past service

SCHEME: TPT Retirement Solutions – The Growth Plan

The company participates in the scheme, a multi-employer scheme which provides benefits to some 950 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2023

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore, the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2020. This valuation showed assets of £800.3m, liabilities of £831.9m and a deficit of £31.6m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2022 to 31 January 2025:	£3,312,000 per annum	(payable monthly)
---------------------------------------	----------------------	-------------------

Unless a concession has been agreed with the Trustee the term to 31 January 2025 applies.

Note that the scheme's previous valuation was carried out with an effective date of 30 September 2017. This valuation showed assets of £794.9m, liabilities of £926.4m and a deficit of £131.5m. To eliminate this funding shortfall, the Trustee asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2019 to 30 September 2025:	£11,243,000 per annum	(payable monthly and increasing by 3% each on 1st April)
---	-----------------------	--

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2023

PRESENT VALUES OF PROVISION

RECONCILIATION OF OPENING AND CLOSING PROVISIONS

	Period Ending	Period Ending
	31-Mar-23	31-Mar-22
	(£s)	(£s)
Provision at start of period	1,318	6,325
Unwinding of the discount factor (interest expense)	25	36
Deficit contribution paid	(480)	(1,601)
Remeasurements - impact of any change in assumptions	(22)	(30)
Remeasurements - amendments to the contribution schedule	-	(3,412)
Provision at end of period	841	1,318

INCOME AND EXPENDITURE IMPACT

	Period Ending	Period Ending
	31-Mar-23	31-Mar-22
	(£s)	(£s)
Interest expense	25	36
Remeasurements – impact of any change in assumptions	(22)	(30)
Remeasurements – amendments to the contribution schedule	-	(3,412)
Contributions paid in respect of future service*	*	*
Costs recognised in income and expenditure account	*	*

*includes defined contribution schemes and future service contributions (i.e. excluding any deficit reduction payments) to defined benefit schemes which are treated as defined contribution schemes. To be completed by the company.

ASSUMPTIONS

	31-Mar-23	31-Mar-22	31-Mar-21
	% per annum	% per annum	% per annum
Rate of discount	5.52	2.35	0.66

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2023

The following schedule details the deficit contributions agreed between the company and the scheme at each year end period:

DEFICIT CONTRIBUTIONS SCHEDULE

Year ending	31 March 2023 (£s)	31 March 2022 (£s)	31 March 2021 (£s)
Year 1	480	480	1,601
Year 2	400	480	1,649
Year 3	-	400	1,698
Year 4	-	-	1,457
Year 5	-	-	-
Year 6	-	-	-
Year 7	-	-	-
Year 8	-	-	-
Year 9	-	-	-
Year 10	-	-	-
Year 11	-	-	-
Year 12	-	-	-
Year 13	-	-	-
Year 14	-	-	-
Year 15	-	-	-
Year 16	-	-	-
Year 17	-	-	-
Year 18	-	-	-
Year 19	-	-	-
Year 20	-	-	-

The company must recognise a liability measured as the present value of the contributions payable that arise from the deficit recovery agreement and the resulting expense in the income and expenditure account i.e. the unwinding of the discount rate as a finance cost in the period in which it arises.

NOTES TO THE FINANCIAL STATEMENTS
Year ended 31 March 2023

2. GRANTS AND DONATIONS	Unrestricted Funds	Restricted Funds	NCLF Lottery Fund	Total Funds 2023	Total Funds 2022
	£	£	£	£	£
NCLF Lottery (GST)	-	-	110,000	110,000	150,000
NCLF Corona Virus Support Fund	-	-		-	4
Swindon Borough Council (pilot)	-	25,000		25,000	
The Henry Smith Charity CLSG	-	32,000		32,000	-
Children in Need	-	6,000		6,000	10,000
Wilts & Swindon Community Foundation	-	5,000		5,000	-
The Henry Smith Charity	-	15,000		15,000	39,002
HSUK Army Central Fund	-	3,000		3,000	-
Armed Forces Covenant Fund Trust	-	4,500		4,500	
HSUK Empowering Woman	-	4,200		4,200	-
Co-Operative	-	3,948		3,948	-
Families Fund General	-	2,326		2,326	785
Families Fund Tesco Groundwork	-	1,500		1,500	
Families Fund Wiltshire & Swindon Community Fund	-	1,500		1,500	
Families Fund Waitrose	-	1,350		1,350	4,241
Other Donations	8,771	-		8,771	
				-	-
	8,771	105,324	110,000	224,096	204,032

NOTES TO THE FINANCIAL STATEMENTS
Year ended 31 March 2023

**3. INVESTMENT
INCOME**

	Unrestricted Funds £	Restricted Funds £	NCLF Lottery Fund £	Total Funds 2023 £	Total Funds 2022 £
General Fund					
Interest receivable	1938	0	0	1938	19

**4. ANALYSIS OF EXPENDITURE ON
CHARITABLE ACTIVITIES**

	Unrestricted Funds £	Restricted Funds £	NCLF Lottery Fund £	Total Funds 2023 £	Total Funds 2022 £
Employment costs (Note 6)	3	66,563	100,354	166,920	147,351
Staff travel & general expenses	54	2,917	2,044	5,015	2,800
Staff training	186	918	434	1,537	1,745
Staff recruitment	-	-	-	-	84
Volunteer travel & general expenses	23	3,270	3,641	6,935	3,396
Volunteer training	-	380	389	769	1,305
Rent and rates	-	6,381	9,618	15,998	14,913
Covid & Cleaning Costs	-	15	246	261	14
Telephone, internet and fax	-	1,021	2,350	3,371	4,108
Printing, Post and stationery	-	626	1,090	1,717	1,557
Advertising and promotion	-	512	2,124	2,636	1,674
Service charges (Affiliation fees)	-	-	3,735	3,735	4,841
Insurance	-	748	1,072	1,820	1,447
Families fund expenses	-	6,205	-	6,205	6,048
Friendship Café	-	2,772	20	2,792	-
Resilience building	5,470	-	-	5,470	5,470
Equipment purchase	-	1,225	3,622	4,847	4,648
	5,735	93,552	130,739	230,026	201,400

NOTES TO THE FINANCIAL STATEMENTS
Year ended 31 March 2023

5. GOVERNANCE COSTS	Unrestricted Funds £	Restricted Funds £	NCLF Lottery Fund £	Total Funds 2023 £	Total Funds 2022 £
Salaries	-	2,812	-	2,812	2,704
Consultancy fees				-	-
Independent examination	-		200	200	215
Management committee expenses	268	62	865	1,196	426
Management training	113		122	235	-
Governance General	22	-	279	302	719
Bookkeeping and accountancy	0	461	783	1,244	1,210
	403	3,335	2,250	5,988	5,274

6. EMPLOYMENT COSTS

	2023 £	2022 £
Salaries	159,175	143,131
Employer's NI	4,155	3,966
Pension expense - current service	6,880	6,364
Pension - past service provision for pension deficit	(480)	(3,412)
FRS102 - I&E finance expense re PV of pension deficit contributions liability (Note 11)	3	6
	169,732	150,055
Attributable to Charitable activities	166,920	147,351
Attributable to Governance	2,812	2,704
Total employment costs	169,732	150,055

There are no employees with emoluments exceeding £50,000

The average number of staff employed by the charity during the financial year amounted to:

	2023	2022
Number of staff	11	10
These were all part time positions and represent:		
Average number of full time equivalent positions	5.70	4.78

NOTES TO THE FINANCIAL STATEMENTS
Year ended 31 March 2023

7. CORPORATION TAX

Home-Start North Wiltshire is a registered charity and is therefore exempt from Corporation Tax

8. DEBTORS

	31.03.23	31.03.22
	£	£
Other debtors –		
Gift Aid tax refund	253	284
Other debtors –		
Grant Swindon Project		25,000
Other debtors – Payment in Advance		
Computer Contract	3,478	8,948
Other debtors –		
Prepaid Zoom		
Subscription		
(10months)+ NC Ins,		
Ad World, PO drop&Go		
Hire K&ACT(Devizes)	1,451	588
Accounts Receivable (sales Ledger) - INV-		
0263 Spurgeons	255	
	<u>5,438</u>	<u>34,820</u>

9. CREDITORS: Amounts falling due within one year

	31.03.23	31.03.22
	£	£
Creditors & accruals	6,641	6,629
Funds received in advance	34,775	41,125
	<u>41,416</u>	<u>47,754</u>

10. OTHER PROVISIONS (existing)

	31.03.23	31.03.22
	£	£
Provision for pension deficit (debt on withdrawal)	20,335	20,335
	<u>20,335</u>	<u>20,335</u>

NOTES TO THE FINANCIAL STATEMENTS
Year ended 31 March 2023

11. NPV OF DEFICIT RECOVERY CONTRIBUTIONS

	31.03.23	31.03.22
	£	£
Net present value	841	1,319

12. RESTRICTED FUNDS: Movement in resources

	Incoming	Outgoing	Balance at 31.03.23	Balance at 31.03.22
NCLF Lottery (GST)	110,000	132,989	40,103	63,091
Swindon Borough Council (pilot)	25,000	25,000	-	-
The Henry Smith Charity CLSG	32,000	29,085	2,915	-
The Henry Smith Charity	15,000	8,996	6,004	-
Armed Forces Covenant Fund Trust	4,500	3,189	1,311	-
HSUK Army Central Fund	3,000	3,000	-	-
Children in Need	6,000	10,161	-	4,161
Families Fund (Tesco/Waitrose/WCF)	6,676	4,308	2,495	126
Co-Operative	3,948	3,948	-	-
Wiltshire & Swindon Community Foundation	5,000	5,000	-	-
HSUK Empowering Women	4,200	4,200	-	-
	<u>215,325</u>	<u>229,876</u>	<u>52,828</u>	<u>67,379</u>

13. UNRESTRICTED FUNDS

	Transfer	Incoming	Outgoing	Balance at 31.03.23	Balance at 31.03.22
General		10,710	6,139	13,423	8,852
Designated	-	-	-	50,000	50,000
	<u>-</u>	<u>10,710</u>	<u>6,139</u>	<u>63,423</u>	<u>58,852</u>

NOTES TO THE FINANCIAL STATEMENTS
Year ended 31 March 2023

14. ANALYSIS OF NET ASSETS

	Cash at Bank and in hand	Other net assets	Total
Restricted:			
NCLF Lottery (GST)	40,103		40,103
The Henry Smith Charity CLSG	2,915		2,915
The Henry Smith Charity Armed Forces Covenant Fund Trust	6,004		6,004
Families Fund (Tesco/Waitrose/WCF)	1,311		1,311
General	2,495		2,495
	70,577	(57,154)	13,423
Designated	50,000		50,000
	<u>173,405</u>	<u>(57,154)</u>	<u>116,251</u>

HOME-START NORTH WILTSHIRE

England & Wales - Charity number 1106736

Accounts



Home- Start North Wiltshire

Annual Report and Accounts 2021-2022

(Home-Start Kennet changed its name to Home-Start North Wiltshire April 2022)



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About Home-Start North Wiltshire (formerly Home-Start Kennet)

We are a registered charity, based in Wiltshire. We support local families from all backgrounds, through their most challenging times.

Being a parent has never been easy. It can be lonely, frustrating, heart-breaking and overwhelming. Life-changing events can happen to anyone.

All parents struggle at one time or another. We are there to support families through their toughest times.

Families we help may be facing challenges such as:

- Poor mental or physical health – including post-natal depression
- Family breakdown or bereavement
- Isolation
- Financial worries
- Twins, triplets ... or more!

There for parents when they need us the most

We have a wonderful, committed team of volunteers who visit families once a week, in their own homes, for 2-3 hours. They aim to build family resilience, confidence and wellbeing. Our volunteers offer no judgement; just compassionate, confidential help and support.

Our Mission

We offer non-judgemental support, friendship and practical help to parents with young children. We train and supervise volunteers to visit families at home, or support them through group activities, working together in an informal, flexible and confidential way. We work with families at times of difficulty to promote family resilience and improve children's life chances; our aim is to empower parents to give their children the best possible start in life.

During the pandemic we changed the way we offered support moving to telephone, video calls and outdoor venues to support families. We also sent out activity packs during lockdown in 2021 and 2022. We were relieved to move back to face to face and in-home support during the period of this report.

Editor's note

At the point of writing, we have changed our name to Home-Start North Wiltshire. This is to reflect the geographical area we cover, to make it easier for people to find us. It also reflects our position in relation to our sister charity Home-Start South Wiltshire. To avoid confusion, we will call ourselves Home- Start throughout the remainder of this Annual Report section.



Constitution

We are a Company Limited by Guarantee – Registration Number 5208226 – governed by a Memorandum and Articles of Association (incorporated on 17.08.04) and have a Charity Registration Number: 1106736. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member.

Registered Office: Unit 1, Fordbrook Business Centre, Pewsey, SN9 5NU

E: hello@homestartnorthwiltshire.org.uk T: 01672 569457

W: www.homestartnorthwiltshire.org.uk

Board of Trustees April 2021 - March 2022

Chair	Jo Owen-Jones	Treasurer	Marcia Johnson
Trustee	Sheree Whorlow	Trustee	Susan Pitcher (<i>Co-opted 1 Feb 2021</i>)
Trustee	Wendy Stuart	Trustee	Eileen Emptage (<i>Resigned May 2021</i>)
Trustee	Lt Col Mick Haynes		

We are seeking to appoint new trustees, up to a maximum of twelve. Applicants should have an interest in children, young families or the voluntary sector. Successful candidates will be co-opted and come up for election at the next AGM. Induction and further training opportunities are provided. Full details are available on request.

Committees

There are two sub-committees, which meet regularly and report to the Board:

Human Resources (HR) Committee – Chair – Sheree Whorlow

Finance and Fundraising (F & F) Committee – Chair – Marcia Johnson

Designated Trustees

Data Protection - Wendy Stuart; Health and Safety - Mick Haynes; Safeguarding - Jo Owen-Jones

Staff Team 2020-2021

Scheme Managers (job share)	Tania Rackham (on maternity to Jan 22)
Scheme Manager Maternity Cover	Lisa Kinnaird (recruited May 21 and job share)
Family Support Organisers	Teng Smith (resigned February 22), Caz Flippance, Tanya Dale, Aisling Hunt, Sally Green (recruited March 22)
Family Group Leader	Claire Ansell (redundant October 21)
Senior Administrator	Dawn Wilson
Project Data Evaluation Lead	Carol Adams (retired April 2021)
Data Administrator (for Lamplight)	Sam Check
Finance Officer	Frank Pessell
Fundraiser and Community Engagement.	Joanne Kent

Chair's Annual Report

A period of change once again

This has been a momentous year for Home-Start Kennet, having changed our name at an extraordinary general meeting on March 21st 2022, we are now officially known as Home-Start North Wiltshire (HSNW). As you may imagine this has created a lot of work especially for Dawn and Marcia as everything had to change, from the website, to leaflets and promotional materials and most difficult of all, the bank account. We took the opportunity to change banks as so many are reluctant to hold charity accounts now or make it very expensive.



The new name reflects much better the area that we now cover with home visiting. The name Kennet was used to describe a local government district of Wiltshire in 1974. It covered Devizes, Marlborough, Pewsey and their surrounding areas and was abolished in 2009 as part of the structural changes at that time. A lot of people are now unfamiliar with the name except as a description of the river or canal. We also now cover a much wider area extending to Corsham and Trowbridge in the west and south and up to Swindon and Ludgershall in the north and east. It is hoped that families looking online for Home-Start help in their area will be able to identify us more readily. It also streamlines with Home-Start South Wiltshire covering the south of the county.

After another year of Covid ups and downs we seem finally to be returning to a more normal pattern of referrals as you will see from the team report and in fact we are busier than ever. In March 2022 we were actively supporting 75% more families, compared with April 2021. As predicted, there are problems coming to light now which were hidden and exacerbated by the isolation of the pandemic. It was shocking to hear that some new-born babies had no face to face contact with their health visitors in some areas until they reached their 2nd birthday check up. Problems with speech and language development are being found and also anxiety in both children and parents due to a lack of socialising and normal family and community contacts. Our volunteers are well trained to help parents read to their children and engage in imaginative play, building confidence and helping to reduce the anxiety that a lot of parents feel especially the first time around.

Hybrid working has remained as a legacy of the pandemic which allows for more efficient use of time and also office space. The office has been reorganised (several times) and has been able to be used to host the latest prep course which is a great way for volunteers to immediately feel a part of the team as well as saving money on hall rentals. We continue to use MS Teams and Zoom for some meetings and face to face for others such as board and strategy meetings when it is easier for free discussion and catching up to be present in person. Sadly, at times we were forced to resort to Zoom when we did not want to, such as for the Christmas party which once again fell victim to Covid regulations. I am not going to tempt fate by looking forward to Christmas this year.

The Staff

We have once again had changes in our staff team members. We were delighted to welcome Tania back in January after her maternity leave and were particularly pleased to be able to accommodate her request for part time working by persuading Lisa to stay on as her job share. We have benefitted from the strengths and knowledge of each of them. A real case of 1+1 making the value of 3.

We were sorry to say goodbye to Carol who retired after doing much of the work to bring our new data system, Lamplight, online for April 2021. Claire moved to Dorset and Teng has moved back into social work. We will miss Teng's experience in the Team, but I know that her skills will be much in demand in the social work field. I wish them all well in their new careers.

We have been fortunate to recruit a new member of staff who knows us well as she was a volunteer. Sally Green joined us in March 2022 as a Family Support Organiser (FSO) and has been busy from the word go as our referrals started to accelerate at about the same time.

Jo Kent, Tania and Marcia have been very busy focussing on bid writing as we progress towards the end of our current Lottery money. This has meant Jo drawing back a little from her community engagement role but we have had wonderful support from our fundraising volunteers in particular Susan who has organised a lot of supermarket stalls which raise very welcome funds and our profile at the same time. We are very pleased to be able to welcome more fund-raising volunteers and hope that this role may attract more volunteers who would like to help but are not able to commit to the home visiting.

The administration team has been particularly busy with the change to a new case management data system, Lamplight, now well embedded thanks to Sam and Dawn. Sam has held a series of training workshops with the staff on using Lamplight, and it is working well, integrating with hybrid working. Frank has worked hard on setting up and implementing the Xero financial package, initially with support from Sam, this has eased some of the year end pressures. The newest Home-Start North Wiltshire website (May 2022) is very much better than the previous one launched in January 2021. Unfortunately, the teething problems reported to the last AGM about our then new website, proved to be ongoing and again the change of name provided the impetus to move to a different designer and enable more functionality. This has caused Dawn a few headaches but as always, she has risen wonderfully to the challenge! Our thanks go to Mark Wingrove Media for this latest piece of work.

Supporting Families

The rest of the team have been back to mostly face to face visiting this year although at times of peak Covid we were forced back into remote contact, following government guidance at each point. Even the face to face work has varied from the intimate – Caz’s baby massage group, to the remote –Aisling’s buggy walks in the park. Currently as a part of the hybrid working, a lot of the day to day contact can be done from home but the weekly case conference and monthly team meetings are back in the office with suitable ventilation and Covid precautions.

I mentioned last year that we had been able to support families with activity packs for the children and signposting to food banks and other support where needed. In view of the ever increasing rises in fuel and energy costs as well as food prices we anticipate that families will be under increased pressure next year (2022-23). We have always had a families’ fund to draw on in cases of family crisis. As a charity we are not set up to provide goods or food to families but we have discussed how best to help where real need has been identified. We have just drawn up guidance for FSOs to help them deliver where an urgent need has been identified. We will continue to be able to give all our families packs to help over the long holidays and Christmas and little treats, thanks to generous donations from Tesco and the Coop as well as a number of local funders and other sources (too numerous to name individually here). We have also been able to give out donated quilts from Linus Quilts, and knitted goods made by wonderful local supporters, some baby clothes and also shoes donated Russell and Bromley shops. A big thank you goes to all who have given us support in donations both monetary or in kind.



In order to try and alleviate the pressure and provide support for families as soon as possible, two new initiatives have been introduced this year:

Tidworth Friendship Café was established to give families a place to meet every week, providing new opportunities to make friends and build important support networks. Some of these families have

subsequently been identified as needing more in depth support from a home visiting volunteer who can be introduced as soon as they become available while others have benefitted from the mutual support of meeting with other parents.

The other initiative was the appointment of an employed Rapid Response Worker who can provide immediate support to families anywhere within our area whilst an appropriate volunteer is sourced, giving us more flexibility to respond to need. She works with the other FSOs and transfers the family once a volunteer has been found in order that ongoing visiting and support can continue as required.

The Swindon pilot project which was in the planning stages last year eventually started in March 2022. Twelve families who will all be referred by the Swindon Health Visiting team will receive support and the project will be fully evaluated to identify needs and problems arising. Swindon Borough Council were able to provide half of the funding for the project, but it is not expected that this funding stream will continue so we will have to seek alternative funding if a HS service is to continue in Swindon. The Wroughton prep course was organised to train volunteers who are able to visit in Swindon and the north of the patch and we have already received six referrals some of which were unfortunately too complex and therefore not suitable. Moving into a new area with different challenges will be a steep learning curve for all of us, referrers as well as ourselves.

Home-Start UK has been increasing its efforts to find funding for all Home-Starts for which we are very grateful. Examples of this have been sponsorship from John Lewis, BT, White Stuff and promotion via the Masked Singer programme. They have also increased their support with webinars and forums to allow mutual support groups to develop across the country. This year has seen the development of a new agreement between Home-Start UK and individual Home-Starts. This has proved to be a more time consuming piece of work than anticipated and we have still not yet received the final agreement but expect to sign within the next few months..

Trustees

The board has been keeping up with all of this via the HSUK intranet and lengthy discussion over the implications of the new agreement at board meetings. We were sorry to lose Eileen Emptage as a trustee back to her important health visiting role, having been encouraged out of retirement to help with the pandemic. We have had a campaign to recruit new trustees and are busy progressing three new candidates. Clare Messenger, Kristy Green and Lois Smith who will bring a wealth of experience from both the NHS, legal and the charity sector. Clare recently moved to the area. I look forward very much to working with them.

The HR committee led by Sheree has been busy with staff changes and recruitment and as mentioned, Marcia and the finance committee have been very busy thinking about and applying for the next round of funding. Wendy has once again done sterling work on the strategic plan and has signed up to an HSUK project around board effectiveness. We await the outcome with interest! Particular thanks are due to Alison Millett who has remained as an advisor to the board and produced a very interesting piece of research on school readiness in the local schools. This has influenced our future planning and bids and thinking on how we can help a group of children affected by two years with little support to make the best start possible to their education. My thanks go to all the trustees for their time and dedication.

Partners

Tania and Lisa have gradually been able to re-establish links with the local community including Home-Start South Wiltshire, the Wiltshire Community Foundation, the Army Welfare Service, Spurgeons, The Rise Trust and others and we are trying to work in a county-wide and collaborative way to ensure best use of scarce resources, ensuring that we do not duplicate services.

Volunteers

All the prep courses have been face to face this year which is a much better way to get to know new volunteers and train them when it is possible. In order to cope with the increased demand Lisa has led two,

each based in different areas – Devizes in Oct 21, Wroughton in Mar-April 22. A third is planned in Pewsey for June 22. This is a lot of work but necessary to cope with the increasing demand and natural loss of current volunteers.

Finally, to our all - important volunteers, a big welcome to all new members of the team and a big thank you to all who have stayed with us throughout this difficult time. Home-Start values you all so much. There is a further visit to Corsham Court planned as a thank you in July. Last year's visit was very successful and we hope for a lovely sunny day in order to enjoy the gardens at their best. The peer groups have been well attended recently and we have had some very good speakers on interesting topics. The Finkley Down farm trip for families last autumn and planned again for this year, was a fun way for volunteers to meet up whilst at the same time supporting their family. The coffee morning in Devizes for both new and prospective volunteers is another good way to keep in touch both with the wider team and each other.

The Future

We look forward to 2022-23 with excitement. There are several new plans in the pipeline, dependent on funding. However, above all we will continue its core work of providing non-judgemental support to families in their homes at times when they need it, reaching out into all communities and trying to let families know that we can provide support and help to improve their confidence and resilience at this difficult time.



Socially distanced at Corsham Court July 2021



Fun at Finkley Down Farm October 2021

Team Report

A year of challenges

The team were without a manager for a period of time after Fiona Le Bon (maternity Cover Scheme Manager) left us in March 2021. The HR committee set up an Interim Management Group composed of a trustee, Teng, Dawn and Joanne to support the team whilst a replacement maternity cover manager was recruited. Lisa Kinnaird joined us in May 2021 and immediately began recruiting volunteers for a volunteer preparation course in Devizes which she delivered successfully in October 2021. She also picked up and developed the Swindon Project as well as recruiting and training volunteers for that pilot in Wroughton in March and April 2022.

In the middle of all this we were embedding the new Xero accounting system, moving to the new Lamplight data system from April 2021, having lost Carol at that point, as well as wrestling with issues with the (then) new website. As ever the team pulled together and with Lisa in post progress was steadily being made. It is testament to the dedication and commitment of the staff, volunteers and trustees that we managed all that and began to see referrals increasing as the pandemic ebbed and flowed.

Aisling and Jo supported the outdoor buggy walks, Claire and Teng were running online Paediatric First Aid and Caz ran a Baby Massage course in Pewsey. Volunteers were invited to a picnic at Corsham Court in July which proved popular. A reward for all the deliveries of activity packs and crisis support for families locked in by Covid. A trip to Finkley Down Farm for our families during October half term was also our most successful to date.

That same month we held our AGM of 2021 and a strategic development Day. We said goodbye to Claire to a new home and role in Dorset.

Covid then hit the planned Christmas events so they were moved online and Joanne and the FSOs worked hard to make it a fun time for all. Once again all hands were engaged in Christmas Gift Packs for families with Waitrose, BT and White Stuff donating goodies. Our volunteer elves were very busy the week before Christmas wrapping and packing the Christmas boxes for delivery to our families.

The Staff

The new year promised yet more lockdowns, but we celebrated the return of Tania job sharing with Lisa in the managers' role. In February Teng accepted a new post and moved back to Social Services. Another round of recruitment secured volunteer Sally to fill her vacant position as a paid employee. Sally has gone from receiving support, to volunteering to paid employee. Quite a journey. She literally hit the ground running and hasn't stopped since. Lisa was also running the Wroughton Prep Course at this time so that we had volunteers to support the 12 families expected for the Swindon Pilot.

Joanne and Tania teamed up and took up the challenge to secure more funding. Joanne's success rate has been exceptional from the smaller grants of £500 to £3000 to larger multi year grants such as Henry Smith Trust with £117,000 over 3 years secured April 2022. Well done!

As this report is being written our FSOs and volunteers are supporting over 50 families as we hit 50 volunteers during 2021-22. Many hours go into supporting a family before a volunteer is matched to offer weekly visits. During this past year these same members of staff have had to master another new paperless system for recording the family's journey of change – Lamplight. This has been made easier thanks to the efforts of Sam who is the data administrator and analyst for this system, she has spent time training the FSOs on the best ways to utilise this system. The finances have also gone easier this year now Frank has moved them all online to Xero. It has taken a while, but he is finally figuring out where all the funding streams go.



You will have seen in the Chair's report that the final pièce de résistance for 2021-22 was the decision at an EGM to change the company and charity name. This led to a significant amount of additional work updating online accounts, banking, documents, templates and so on. So far it has already paid dividends in that referrers and service users can locate us and our service area more easily.

Families

We have received 90 referrals this year, with 79 of those supported including 156 children by 53 volunteers. This is a significant increase compared to 2020-2021 (when we supported 63 families) bringing us closer to our pre-pandemic National Lottery target of reaching 100 families per year.

Summary of Active Families Carried Forward

Breakdown per FSO	AH	CF	SG	TD		Total
Families waiting for an initial visit	2	3	2	7		14
Families waiting for a match visit	4	1	0	3		8
Families receiving paid worker support	0	2	1	0		3
Families receiving volunteer support	3	8	0	5		16
Total	9	14	3	15		41

Total FSO hours available: 78 per week

This is a marked increase in families carried forward compared to last year; on the 31st March 2021, we supported 15 active families.



Referral Data

Referral Source and Location

1 April 2021-31 March 2022											
Referral Source	Location										
	Calne	Chippenham	Corsham	Devizes	Marlborough	Melksham	Swindon	Tidworth	Trowbridge	Total	%
Army Welfare Service								2		2	2
Children's Centre				6	6			10		22	24
Education				2				2		4	4
Family support services				1		3			1	5	6
GP				1				1		2	2
Health Visitor		1		3	6		1	10		21	23
Internal Home-Start				1				1		2	2
Mental Health services				1			1			2	2
Midwife								1		1	1
Other			1							1	1
Perinatal MH Services						1	1			2	2
Self Referral		1		2	2		1	2		8	9
Social Prescriber	4	2		1	4	1		2		14	16
Social Services			1			1		1		3	3
Social Worker					1					1	1
Total	4	4	2	18	19	6	4	32	1	90	
	4.4	4.4	2.2	20.0	21.1	6.7	4.4	35.6	1.1		

Our highest sources of referrals continue to be Children's Centres, Health Visitors and Social Prescribers, followed by self-referrals. Our busiest areas continue to be Tidworth, Marlborough and Devizes.

The categories labelled 'Family Support Services' and 'Other' include three referrals from Portage (a children's Special Educational Needs and Disabilities service), one from Citizen's Advice Wiltshire, one from Splitz Support Service (who offer domestic abuse support), and one from the Building Bridges Programme (who support with adult education/employment).



Family Demographics

Housing	
Social Housing	40%
Military Housing	21%
Private Owned	13%
Private Rented	17%
Temporary Accommodation	0%
Other	4%
No data	4%
TOTAL	100%

Car available	
Yes	51%
No	49%
No data	0%
TOTAL	100%

Family Outcomes

Of the families who received an initial visit, 22 became 'Planned endings', with the average duration of support being 6.2 months. The majority of families remain open and active. Only three families disengaged from the service after receiving an initial visit.

Positive improvements have been reported across 13 domains of need. The most significant differences have been made to reducing isolation, improving parent's mental health, and helping families to access other services and community supports.

Outcome	Average % change in coping scores
Coping with feeling isolated	23.0%
Coping with own mental health	21.0%
Use of other services	18.3%
Parent's self esteem	16.9%
Managing child's behaviour	11.7%
The day-to-day running of the house	11.0%
Coping with own physical health	10.3%
Stress caused by conflict in the family	10.0%
Parents own learning needs	4.6%
Being involved in the children's development	4.4%
Coping with extra work of multiple children under 5	4.2%
Coping with child's mental health	2.7%
Coping with financial pressures	1.8%

Coping scores regarding children's physical health have decreased very slightly, with average scores at the end of support 0.2 lower than at the beginning of support. However, typically very few families identify this as a need they would like Home-Start support with. Indeed, only four of the families who reached a planned

ending last year expressed a need for support in this area, and for all four of these families, their children's physical health either improved or remained stable.

Outcome	Families expressing a support need	Support needs achieved/partially achieved
Parent's self esteem	71%	88%
Coping with own mental health	69%	96%
Coping with feeling isolated	69%	96%
Coping with financial pressures	60%	76%
Managing child's behaviour	57%	90%
Coping with own physical health	54%	95%
The day-to-day running of the house	49%	89%
Stress caused by conflict in the family	46%	88%
Being involved in the children's development	34%	92%
Use of other services	29%	100%
Coping with child's mental health	26%	89%
Coping with extra work of multiple children under 5	26%	100%
Parents own learning needs	23%	100%
Coping with child's physical health	11%	100%

During the course of Home-Start involvement, supported families have also been affected by injury or serious illness (ten families), bereavement (eight families), separation (two families), and domestic abuse (one family). Three supported families also welcomed new children last year. Unfortunately, the number of families affected by bereavement this year appears particularly high; our records indicate that this is directly linked to the Covid pandemic.

There have been six Record of Concern and Action (ROCA) forms completed this year, and one referral to the Multi-Agency Safeguarding Hub (MASH).

Our Families Fund has been well utilised this year, supporting families to purchase basic essentials, from bedroom curtains to buggies. We anticipate increased demand during this upcoming year, as families face growing financial pressures. We have previously agreed that we do not want to set an upper limit to the amount an individual family can access from this fund, however, we also want to avoid creating dependency, or becoming the default funder when alternatives are available. We would benefit from developing a clear internal procedure regarding issuing vouchers and equipment, to ensure all of our decision-making is open and transparent.



The difference we make

Case Study 1

This has been a challenging and complex case, Mum suffers from mental health issues and anxiety, lives away from her family, and feels isolated. Mum recently separated from her partner and this triggered more feelings of low self-esteem, loneliness and a lack of confidence. With Home-Start support Mum wanted to build up her confidence to get out of the house and attend face to face groups within the community.

After almost five months of Home-Start support mum said she was, “finding it very helpful and enjoying having her volunteer support her” – this has been especially good as the volunteer encouraged Mum to go to the park and now Mum has taken Child 1 herself - which Mum said “she would not have done before Home-Start support”. Volunteer and Mum also attended an Easter event together. Inside the home her volunteer has helped practically with the organisation of chores into small doable tasks. At the request of the volunteer, Home-Start provided Mum with a new stairgate as Child 1 is now mobile.

Tremendous teamwork by FSO, mum and volunteer!

Case Study 2

When we met Mum, she was tearful and on edge; she was down on herself, her future and felt alone. A single mum, money was tight, and Mum’s relationship with her own mother had broken down. Mum worried about being away from her child and, because of this, was reluctant for her to join nursery. It was a difficult time. They didn’t leave the house or see anyone. Child A (a toddler) was very quiet; having been born shortly before the pandemic, she wasn’t used to seeing people. The family needed support. We introduced them to a new volunteer.

The volunteer gently encouraged Mum to go outside, and together they visited the duckpond, park and local garden centre. She helped the family go shopping, to the post office and to the charity shop – looking for bargains. Discovering Mum couldn’t cook (relying on expensive ready meals instead), the volunteer helped her learn - sharing tips on cooking on a budget and batch cooking. During support, the family received Home-Start help with essentials including nappies, bedding, BT vouchers and food boxes.

The volunteer saw how Child A, although little, loved to dance. To give her an opportunity to try something new and, equally importantly, to interact with other children, she suggested to Home-Start whether we could fund some ballet classes. We agreed and Child A loved it!

With support due to end, Mum’s car broke down and freezer packed up - causing unexpected financial worry and hardship. It was a stressful time and not a good time to end; therefore, we extended support.

Over the course of support, Mum became less anxious and her outlook on life changed. After lots of reassurance from her volunteer Child A was able to stay with a child minder, the little girl is now thriving. Leaving Child A with a childminder gave mum confidence that her child would be ok if she wasn’t with her. Another positive change was Mum’s relationship with her mother; the volunteer supported her as they repaired their relationship, and Mum is now comfortable with Child A now staying over with her grandmother.

Today, Mum is much happier; her confidence and self-esteem have grown. Mum feels better about herself and can picture a brighter future.

The volunteer reflects on the family and says;

“Mum’s progress was particularly evident over the last few months; she looked forward to my visits and became more relaxed and ‘smiley’. It was clear she loved her child from our first meeting and as time progressed, she became more patient and understanding of both their needs. Financial worries are still a concern, but Mum has learnt to do a simple budget...Now Child A is at the childminders, she is hopeful of getting a part time job so she can meet local people and build a network.”

Family Support Worker said:

"Mum is significantly happier, even compared to the middle of support, so that extra support really helped. I've noticed Child A talking a lot more; being with other people really benefited her. She was piling me up with toys and books and excitedly saying 'I do this, and I do that' at nursery. The volunteer was so patient; I hope she understands the differences she has made."

As for Mum, she said,

"Having someone as nice as my volunteer, to come and visit once a week was so nice, to have a cuppa with another adult.

It's been so good to get some support from Home-Start and I definitely feel better about things now."

Quotes

When asked 'How did Home-Start make a difference to you?', respondents answered:

"It was so nice to have someone I could talk to about things, and I knew that I could trust her not to tell anyone. My child would get really excited when the volunteer arrived because he knew that she would usually come to the park with us to play and never got bored of pushing him on the roundabout like I do!"

"Home-Start helped with walking the dog, cooking food, organising and general emotional support. Initially I felt ashamed to ask for help, but I soon realised it was the best decision I could've made."

"I value it [Home-Start support] so much. It's amazing...what would I do without my volunteer?! I have no time at all (this week has been so tough). I'm so thankful to my volunteer, I get to do stuff for myself (even take a shower!), go out together, get some independence."

Feedback

All families who completed our End Support survey said they were 'very satisfied' with Home-Start and would recommend our service.

Feedback from 6-12 months surveys (via Survey Monkey or phone call) includes:

"It was so nice to have someone I could talk to about things and I knew that I could trust her not to tell anyone."

"I am feeling better in myself now more confident."

"The lady I had was great at encouraging my children to try new foods which they wouldn't do for me! And they are still willing to try new foods now."

"(I) really liked the combination of phone and face to face support although preferred the physical visits as it helped the volunteer to understand the children's needs better. I also felt the physical visits helped form a bond with the volunteer that wouldn't have been the same over the phone."

Giving emotional support:

Often, knowing someone is there for you makes all the difference. Having emotional support and someone to listen to you when times are tough, can be all that some parents need.

"It was nice to have someone to talk to. Nice not being judged. Volunteer helped play with (my child) at the park and went on walks together."

“Love, Love, Love Milly (volunteer). Brilliant, perfect, matching skills!”

“I cannot thank you enough for providing a much-needed shoulder to cry on and an ear to listen to me. I always looked forward to my visits and I’m very sad our time has come to an end.”

Volunteers

As of March 2022 we currently have 39 active home-visiting volunteers (including the new Swindon cohort), and a further nine volunteers who are resting. An additional six volunteers are available to support on an ad-hoc basis with fundraising and events.

A number of volunteer records have recently been archived, including Joanne, Sam and Sally (now team members), two volunteers who have moved out of the area, one volunteer decided not to return to home-visiting due to Covid concerns, and one who stopped responding to FSO contact.

We provided opportunities for volunteers (too cautious to home-visit) to stay involved with us in other ways. For example, by helping at new volunteer coffee mornings or joining the Buggy Walks in Summer 2021. This helped keep volunteers engaged and boosted the benefits to wellbeing associated with volunteering.

“It was nice to do something face to face.” (Buggy Walk Volunteer, 2021)

One volunteer recognised returning to supporting families was important for her mental health too.

“As much as the family needs it, I need it to get my confidence back.” (Volunteer, 2021)

A Peer Group was held March 23rd 2022 at Devizes Sports Club and led by Sally, who shared with staff and volunteers interesting information about the ‘Being A Parent’ course offered to families by Children’s Centres. Sally has previously trained to facilitate and deliver this course which we subsequently also incorporated into our prep course session on ‘Meeting the Needs of Children’.

Feedback from the Volunteer Preparation Course 2021

“The first session was excellent on all levels. Lisa and Caz were so informative and positive it definitely highlighted what a wonderful charity it is and what it brings to families who really need it.” (Volunteer, September 2021)

Our volunteers are all amazing and are at the core of our service. We are always recruiting those special people who can support others through all kinds of trials.

Partner updates

We received six large boxes of mixed shoes courtesy of Russell and Bromley, via Home-Start UK. Dawn has worked closely with Pewsey Primary School to distribute these, who have fed back: *“Thank you so much for thinking of us, I am sure there will be some very happy faces when they get their beautiful new shoes.”*

We had a visit from Wiltshire Community Foundation alongside Rupert Stephenson from the Devizes Constituency Association, who are currently fundraising for the WCF and wanted to learn more about our work. The FSOs shared some really powerful case examples, which we hope will encourage the WCF to continue to support us!

One of our partners is Green Machine Computers Ltd. This company recycles old technology and has been our IT support team for some years. Last year we took that a step further by working with them to offer “tech to families”! We launched a free tech loan scheme for supported families – supplying laptops, mobile phones and tablets.



Our school readiness survey had the twin benefit of reaching schools unfamiliar with Home-Start and hearing sector feedback on how we could help prepare children for school. We received an enthusiastic response; illustrating it is an exercise that can be repeated when consulting with new groups.

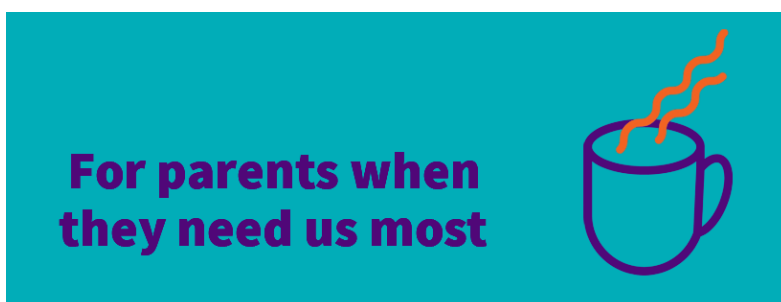
We have spoken on BBC Radio Wiltshire twice (once as part of their 'Happy Heads' campaign) and regularly share news with local media to reach the wider community.

We are in contact with our military stakeholders (e.g. Allied Services) and participated in an event at Upavon Camp (run by AWS and Wiltshire Council) on services/support in the local area.

We have a great relationship with Marlborough, Waitrose; enthusiastic partners in the Easter/Christmas projects, they have donated food and baby milk. Swindon Waitrose donated nappies. Other corporate support includes BT Openreach. Corsham Court hosted our volunteer celebration free of charge.



Tanya and Jo collecting food from Lisa at Waitrose in Marlborough, May 2021



Thank you

To all who supported us through Amazon Smiles, Localgiving and Payroll Giving. To all Volunteers and Trustees who donate their expenses.

To all of those listed below and to our anonymous donors. Please do also consider leaving us a donation in your will.

A Millett	National Lottery Community Fund
Adey JF and MB	Pewsey Co-op
Children in Need	Pewsey Rugby Club
Co-op Community Fund	Preshute Evening Group
Devizes Lions	P & J Noble
F Pessell	R & J Owen-Jones
East Kennet Carol Singers	Sara Holden
The Henry Smith Charity	S E Mackintosh
HJ & EJ O'Regan	St George's Church, Preshute
HSUK Government Loneliness Covid 19 Fund	Tesco Bags of Help
J & K Saunders	Waitrose Marlborough
LCpl Chris Jamieson	Waitrose Melksham
Marlborough Lions	Waitrose Swindon
Morrisons	Wiltshire & Swindon Community Foundation

Thank you to all of our partners and referrers:

Army Welfare Service	Green Machine Ltd
Home-Start South Wiltshire	The Rise Trust
Home-Start UK	Unit Welfare Officers
Parent Support Advisers	Virgin Care Services
Spurgeons Children's Charity	Wiltshire Public Health

And finally a thank you to all those companies and individuals who donated time or other resources to our organisation and the families we support.

ACCOUNTS 2021-2022



Home Start North Wiltshire
Formerly Home-Start Kennet

Treasurer's Report

The Independent Examiner's Report and Annual Accounts give a full and detailed picture of the income and expenditure of Home-Start North Wiltshire (formerly Kennet) for the year ending 31st March 2022. The division of the expenditure between charitable activities and governance shows that 2.6% of our income was spent on the latter.

A successful application for £410,000 over 3 years starting April 2020 was made to The National Lottery Community Fund. This combined with an ongoing three-year grant from the Henry Smith Charity and a three-year grant from Children in Need for targeted work with children provided the majority of the income for the year.

Additional Income was raised from small donations and some limited fundraising. This included donations from Devizes and Marlborough Lions and Waitrose. The main fundraiser was a sponsored walk along Offa's Dyke by a team led by LCpl Jamieson.

This additional income enabled us to support families by offering help when they struggled to purchase essential items, fund an Autumn Outing, provide activity packs for children and Christmas packs to families. In kind donations for some of the packs were provided by Waitrose and White Stuff.

There was an underspend on travel costs as Home Visiting only slowly became viable and support continued to be offered through phone calls.

The Balance Sheet at 31st March 2022 shows assets less liabilities of £126,231 (£128,854 in 2020/2021). Much of this money is in restricted funds and must be used to support the projects for which the grants were awarded. Also included is a prepayment (£8,958) to Green Machines for IT support for the next 2 years.

Home-Start North Wiltshire also holds sufficient funds in reserve so that if there was a sudden loss of Grant Funding there would not be an abrupt cessation of support to vulnerable families. Money is also held to cover a contingent liability to TPT, Home-Start North Wiltshire's Pension Provider.

We would like to thank all our funders and everyone else who has supported the scheme.

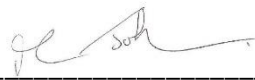
Exemption from the appointment of auditors

For the year ending 31 March 2022 the Company was entitled to exemption from audit under section 477(2) of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

This report has been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

Marcia Johnson
Honorary Treasurer

This report was approved by the Trustees and signed on their behalf by  _____
Date: 5th October 2022

COMPANY REGISTRATION NUMBER
05208226
ENGLAND & WALES

REGISTERED CHARITY NUMBER
1106736

HOME-START NORTH WILTSHIRE
(Formerly Home-Start Kennet)

COMPANY LIMITED BY GUARANTEE

ACCOUNTS

31 MARCH 2022

Independent examiners report on the accounts

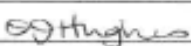


**CHARITY COMMISSION
FOR ENGLAND AND WALES**

Independent examiner's report on the accounts

Section A

Independent Examiner's Report

Report to the trustees/directors/members of	Charity Name HOME START NORTH WILTSHIRE, FORMERLY HOME START KENNET		
On accounts for the year ended	31 st March 2022		
	Charity no.:	1106736	Company no.: 05208226
Set out on pages	24-35 (remember to include the page numbers of additional sheets)		
Responsibilities and basis of report	I report to the charity trustees on my examination of the accounts of the Company for the year ended 31/12/2021 As the charity's trustees of the Company (who are also the directors of the company for the purposes of company law), you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ("the 2006 Act"). Having satisfied myself that the accounts of the Company are not required to be audited for this year under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ("the 2011 Act"). In carrying out my examination, I have followed the Directions given by the Charity Commission (under section 145(5)(b) of the 2011 Act).		
Independent examiner's statement	I have completed my examination. I confirm that no material matters have come to my attention which gives me cause to believe that: • accounting records were not kept in accordance with section 386 of the Companies Act 2006; or • the accounts do not accord with such records; or • the accounts do not comply with relevant accounting requirements under section 396 of the Companies Act 2006 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or • the accounts have not been prepared in accordance with the Charities SORP (FRS102). I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.		
Signed:			Date: 1-9-2022
Name:	MRS DIANA J HUGHES, CHARLTON PARK LTD		
Relevant professional qualification(s) or body (if any):	F.C.A., FMAAT		
Address:	7-7a SNUFF STREET, DEVIZES, SN10 1DU		

Statement of Financial Activities - Year Ended 31 March 2022

	Note	Unrestricted <u>Funds</u> £	Restricted <u>Funds</u> £	BIG Lottery <u>Funds</u> £	Total Funds <u>2022</u> £	Total Funds <u>2021</u> £
<u>INCOME</u>						
Grants and Donations	2	4,241	49,791	150,000	204,032	268,921
Income from Investments	3	19	0	0	19	125
TOTAL INCOME		4,260	49,791	150,000	204,051	269,045
<u>EXPENDITURE</u>						
Charitable activities	4	5,884	48,416	147,100	201,400	206,048
Governance costs	5	223	3213.05	1,837	5,274	4,320
TOTAL EXPENDITURE		6,108	51,629	148,938	206,674	210,369
NET INCOME/(EXPENDITURE)		(1,848)	(1,837)	1,062	(2,623)	58,677
TRANSFERS BETWEEN FUNDS		0	0	0	0	0
NET MOVEMENT IN FUNDS		(1,848)	(1,837)	1,062	(2,623)	58,677
Reconciliation of Funds						
Funds brought Forward		60,700	6,125	62,029	128,854	70,177
FUNDS CARRIED FORWARD		58,852	4,288	63,092	126,231	128,854

		<u>31.03.22</u>		<u>31.03.21</u>
	Note	£	£	£ £
CURRENT ASSETS				
Debtors	8	34,820		14,643
Cash at Bank and in hand		160,819		170,935
		195,638		185,577
CREDITORS				
Amounts falling due within one year	9	47,754		30,064
NET CURRENT ASSETS			147,885	155,514
TOTAL ASSETS LESS CURRENT LIABILITIES			147,885	155,514
PROVISIONS FOR LIABILITIES				
Other provisions (existing)	10		20,335	20,335
NPV of deficit recovery contributions	11		1,319	6,325
NET ASSETS			126,231	128,854
FUNDS				
Restricted	12		67,379	68,154
Unrestricted	13		58,852	60,700
			126,231	128,854

For the year ending 31 March 2022 the Company was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the Company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The Directors acknowledge their responsibilities for:

Ensuring the Company keeps accounting records which comply with section 386 of the Companies Act 2006 and preparing accounts which give a true and fair view of the state of affairs of the Company as at the end of the financial year, and of its profit or loss for the financial year, in accordance with the requirements of section 393, and which otherwise comply with the requirements of the Companies Act 2006 relating to Accounts, so far as is applicable to the Company.

The accounts on pages 24-35 were approved by the Board of Trustees on: October 5th 2022

John

Marcia Johnson, Treasurer and Trustee

Notes to Financial Statements

Year ended 31 March 2022

1. Accounting Policies

Basis of accounting

The financial statements have been prepared under the historical cost convention and in accordance with the Statement of Recommended Practice “Accounting and Reporting by Charities” (Charities SORP FRS102) and the Charities Act 2006.

Going concern

Sources of substantial funding for the charity continue, so the trustees are confident that the charity will be able to continue as a going concern for the following twelve months.

Donations

Grants and donations are allocated to income in the accounting period to which the funds relate. They are recognised as soon as the Charity is informed, they are due and receivable. Tax recoverable on Gift Aid donations is recognised when the donation is recognised.

Fixed assets

It is the policy of the charity to write off in the year of purchase any individual item of equipment costing less than £2,000. Items of equipment costing in excess of £2,000 and considered to be worth more than that at the Balance Sheet date, will be capitalised and depreciated at rates to be determined at the time.

Governance costs

Governance costs are made up of Management Committee expenses, Consultancy Fees, Independent Examination expenses, Book Keeping and Accountancy costs, and staff costs relating to Quality Assurance compliance.

Pension costs – current service

The Charity operates a money purchase (defined contribution) pension scheme for the benefit of its current employees who wish to join and become members. The assets of the scheme are held separately from those of the Home-Start. Contributions are charged to the Statement of Financial Activities in the period in which they fall due. Home-Start and the members each paid contributions at the rate of 5% during the accounting period to The Pensions Trust. There were no unpaid contributions at the balance sheet date.

Pension provision – past service

SCHEME: TPT Retirement Solutions – The Growth Plan

The company participates in the scheme, a multi-employer scheme which provides benefits to some 950 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

NOTES TO THE FINANCIAL STATEMENTS Cont.

Year ended 31 March 2022

The scheme is classified as a 'last-man standing arrangement'. Therefore, the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2020. This valuation showed assets of £800.3m, liabilities of £831.9m and a deficit of £31.6m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2022 to 31 January 2025:	£3,312,000 per annum	(payable monthly)
---------------------------------------	----------------------	-------------------

Unless a concession has been agreed with the Trustee the term to 31 January 2025 applies.

Note that the scheme's previous valuation was carried out with an effective date of 30 September 2017. This valuation showed assets of £794.9m, liabilities of £926.4m and a deficit of £131.5m. To eliminate this funding shortfall, the Trustee asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2019 to 30 September 2025:	£11,243,000 per annum 3% each on 1st April)	(payable monthly and increasing by
---	--	------------------------------------

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

Present Values of Provision

Reconciliation of Opening and Closing Provisions

	Period Ending 31 March 2022 (£s)	Period Ending 31 March 2021 (£s)
Provision at start of period	6,325	7,494
Unwinding of the discount factor (interest expense)	36	169
Deficit contribution paid	(1,601)	(1,554)
Remeasurements - impact of any change in assumptions	(30)	216
Remeasurements - amendments to the contribution schedule	(3,412)	-
Provision at end of period	1,318	6,325

Income and Expenditure Impact

	Period Ending 31 March 2022 (£s)	Period Ending 31 March 2021 (£s)
Interest expense	36	169
Remeasurements – impact of any change in assumptions	(30)	216
Remeasurements – amendments to the contribution schedule	(3,412)	-
Contributions paid in respect of future service*	*	*
Costs recognised in income and expenditure account	*	*

*Includes defined contribution schemes and future service contributions (i.e. excluding any deficit reduction payments) to defined benefit schemes which are treated as defined contribution schemes. To be completed by the company.

Assumptions

	31 March 2022 % per annum	31 March 2021 % per annum	31 March 2020 % per annum
Rate of discount	2.35	0.66	2.53

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

NOTES TO THE FINANCIAL STATEMENTS Cont.
Year ended 31 March 2022

The following schedule details the deficit contributions agreed between the company and the scheme at each year end period:

Deficit Contributions Schedule

Year ending	31 March 2022 (£s)	31 March 2021 (£s)	31 March 2020 (£s)
Year 1	480	1,601	1,554
Year 2	480	1,649	1,601
Year 3	400	1,698	1,649
Year 4	-	1,457	1,698
Year 5	-	-	1,457
Year 6	-	-	-
Year 7	-	-	-
Year 8	-	-	-
Year 9	-	-	-
Year 10	-	-	-
Year 11	-	-	-
Year 12	-	-	-
Year 13	-	-	-
Year 14	-	-	-
Year 15	-	-	-
Year 16	-	-	-
Year 17	-	-	-
Year 18	-	-	-
Year 19	-	-	-
Year 20	-	-	-

The company must recognise a liability measured as the present value of the contributions payable that arise from the deficit recovery agreement and the resulting expense in the income and expenditure account i.e. the unwinding of the discount rate as a finance cost in the period in which it arises.

It is these contributions that have been used to derive the company's balance sheet liability.

NOTES TO THE FINANCIAL STATEMENTS Cont.
Year ended 31 March 2022

2. Grants and Donations

	Unrestricted Funds £	Restricted Funds £	BIG Lottery Fund £	Total Funds 2022 £	Total Funds 2021 £
BIG Lottery (GST)			150,000	150,000	150,000
Lottery Corona Virus Support Fund		4		4	13,000
HSUK/DCMS Loneliness Fund				-	10,000
Children in Need Wilts & Swindon Community Foundation	-	10,000		10,000	10,000
				-	5,000
Henry Smith Army Benevolent Fund	-	39,002		39,002	50,500
				-	15,000
Tampon Tax	-	-		-	1,543
Co-op	-	-		-	5,515
Families Fund	-	785		785	563
Other Donations	4,241	-		4,241	6,300
Tesco Groundwork		-		-	1,500
	4,241	49,791	150,000	204,032	268,921

3. Investment Income

	Unrestricted Funds £	Restricted Funds £	BIG Lottery Fund £	Total Funds 2022 £	Total Funds 2021 £
General Fund					
Interest receivable	19	0	0	19	125
	4260	49791	150000	204051	269046

NOTES TO THE FINANCIAL STATEMENTS Cont.
Year ended 31 March 2022

4. Analysis of Expenditure on Charitable Activities

	Unrestricted Funds £	Restricted Funds £	BIG Lottery Fund £	Total Funds 2022 £	Total Funds 2021 £
Employment costs (Note 6)	4	35,108	112,240	147,351	153,217
Staff travel & general expenses	-	756	2,044	2,800	1,123
Staff training	-	1,265	480	1,745	3,306
Staff recruitment	-		84	84	387
Volunteer travel & general expenses	-	1,682	1,714	3,396	644
Volunteer training	-	100	1,205	1,305	107
Rent and rates	-	2,000	12,913	14,913	14,913
Covid & Cleaning Costs	-	11	3	14	575
Telephone, internet and fax	230	1,706	2,172	4,108	3,227
Printing, Post and stationery	31	820	707	1,557	1,118
Advertising and promotion	-	495	1,179	1,674	2,846
Service charges (Affiliation fees)	-	1,200	3,641	4,841	2,703
Insurance	-	544	904	1,447	1,079
Families fund expenses	150	2,729	3,169	6,048	5,803
Resilience building	5,470	-	-	5,470	5,470
Equipment purchase		-	4,648	4,648	9,532
	5,884	48,416	147,100	201,400	206,048

NOTES TO THE FINANCIAL STATEMENTS Cont.
Year ended 31 March 2022

5. Governance Costs

	Unrestricted Funds £	Restricted Funds £	BIG Lottery Fund £	Total Funds 2022 £	Total Funds 2021 £
Salaries	-	2,704	-	2,704	2,625
Consultancy fees	-	-	-	-	-
Independent examination	215	-	-	215	205
Management committee expenses	-	-	426	426	112
Management training	-	-	-	-	-
Governance General	-	287	432	719	158
Book keeping and accountancy	8	223	979	1,210	1,220
	223	3,213	1,837	5,274	4,320

6. Employment Costs

	2022 £	2021 £
Salaries	143,131	144,893
Employer's NI	3,966	4,355
Pension expense - current service	6,364	7,102
Pension - past service provision for pension deficit	(3,412)	(893)
FRS102 - I&E finance expense re PV of pension deficit contributions liability (Note 11)	6	385
	<u>150,055</u>	<u>155,842</u>
Attributable to Charitable activities	147,351	153,217
Attributable to Governance	<u>2,704</u>	<u>2,625</u>
Total employment costs	<u>150,055</u>	<u>155,842</u>

There are no employees with emoluments exceeding £50,000

NOTES TO THE FINANCIAL STATEMENTS Cont.
Year ended 31 March 2022

The average number of staff employed by the charity during the financial year amounted to:

	<u>2022</u>	<u>2021</u>
Number of staff	10	12
These were all part time positions and represent:		
Average number of full time equivalent positions	4.78	6.2

7. Corporation Tax

Home-Start north Wiltshire (formerly Home-Start Kennet) is a registered charity and is therefore exempt from Corporation Tax.

8. Debtors

	31.03.22	31.03.21
	2	1
	£	£
Other debtors – Gift Aid tax refund	284	119
Other debtors – Grant Swindon Project	25,000	0
Other debtors – Payment in Advance Computer Contract	8,948	14,428
Other debtors – Prepaid Zoom Subscription (10 months)+ Hiscox Cyber Ins	588	96
	<u>34,820</u>	<u>14,643</u>

9. Creditors: Amounts falling due within one year

	31.03.22	31.03.21
	£	£
Creditors & accruals	6,629	10,991
Funds received in advance	41,125	19,072
	<u>47,754</u>	<u>30,064</u>

NOTES TO THE FINANCIAL STATEMENTS Cont.**Year ended 31 March 2022****10. Other Provisions (existing)**

	31.03.22	31.03.21
	£	£
Provision for pension deficit (debt on withdrawal)	20,335	20,335
	<u>20,335</u>	<u>20,335</u>

11. NPV of Deficit Recovery Contributions

	31.03.22	31.03.21
	£	£
Net present value	1,319	6,325

12. Restricted Funds: Movement in resources

	Balance at 31.03.21	Incoming	Outgoing	Balance at 31.03.22
BIG Lottery (GST)	62,029	150,000	148,938	63,092
HSUK/DCMS Loneliness Fund	-	-	-	-
Lottery Corona Virus Support Fund	844	4	849	-
Families Fund	505	785	1,164	127
Army Benevolent Fund	-	-	-	-
Henry Smith	3,639	39,002	42,641	-
Children in Need	1,136	10,000	6,975	4,161
	<u>68,154</u>	<u>199,791</u>	<u>200,566</u>	<u>67,379</u>

13. Unrestricted Funds

	Balance at 31.03.21	Transfer	Incoming	Outgoing	Balance at 31.03.22
General	30,053	(19,353)	4,260	6,108	8,852
Designated	30,647	19,353	3,000	3,000	50,000
	<u>60,700</u>	<u>-</u>	<u>7,260</u>	<u>9,108</u>	<u>58,852</u>

NOTES TO THE FINANCIAL STATEMENTS Cont.
Year ended 31 March 2022

14. Analysis of Net Assets

	Cash at Bank and in hand	Other net assets	Total
Restricted:			
Big Lottery (GST)	63,092		63,092
	-		0
Families Fund	127		127
Children in Need	4,161		4,161
	-		0
General	43,439	- 34,587	8,852
Designated	50,000		50,000
	<u>160,819</u>	<u>(34,587)</u>	<u>126,231</u>

HOME-START NORTH WILTSHIRE

England & Wales - Charity number 1106736

Accounts



Home-Start Kennet Annual Report and Accounts 2020-2021



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About Home-Start Kennet

Home-Start Kennet is a registered charity, based in Wiltshire. We support local families from all backgrounds, through their most challenging times.

Being a parent has never been easy. It can be lonely, frustrating, heart-breaking and overwhelming. Life-changing events can happen to anyone.

All parents struggle at one time or another. We are there to support families through their toughest times. Families we help may be facing challenges such as:

- Poor mental or physical health – including post-natal depression
- Family breakdown or bereavement
- Isolation
- Financial worries
- Twins, triplets ... or more!

There for parents when they need us the most

We have a wonderful, committed team of volunteers who visit families once a week, in their own homes, for 2-3 hours. They aim to build family resilience, confidence and wellbeing. Our volunteers offer no judgement; just compassionate, confidential help and support.

Our Mission

Home-Start Kennet offers non-judgemental support, friendship and practical help to parents with young children. We train and supervise volunteers to visit families at home, or support them through group activities, working together in an informal, flexible and confidential way. We work with families at times of difficulty to promote family resilience and improve children's life chances; our aim is to empower parents to give their children the best possible start in life.

During the pandemic we changed the way we offered support moving to telephone and video calls to support families. We also started sending out activity packs during lockdown in 2020. We are looking forward to moving back to face to face and in-home support going forward.



Constitution

Home-Start Kennet is a Company Limited by Guarantee – Registration Number 5208226 – governed by a Memorandum and Articles of Association (incorporated on 17.08.04), and has a Charity Registration Number: 1106736. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member.

Registered Office: Unit 1, Fordbrook Business Centre, Pewsey, SN9 5NU

E: hskadmin@homestartkennet.co.uk; T: 01672 569457 W: www.homestartkennet.co.uk

Board of Trustees April 2018 - March 2019

Chair	Jo Owen-Jones	Treasurer	Marcia Johnson
Trustee	Sheree Whorlow	Trustee	Susan Pitcher (Co-opted 1 Feb 2021)
Trustee	Wendy Stuart	Trustee	Alison Millett (Resigned Oct 2020)
Trustee	Lt Col Mick Haynes	Trustee	Eileen Emptage (Resigned May 2021)

We are seeking to appoint new trustees, up to a maximum of twelve. Applicants should have an interest in children, young families or the voluntary sector. Successful candidates will be co-opted and come up for election at the next AGM. Induction and further training opportunities are provided. Full details are available on request.

Committees

There are two sub-committees, which meet regularly and report to the Board:

Human Resources (HR) Committee – Chair – Sheree Whorlow

Finance and Fundraising (F & F) Committee – Chair – Marcia Johnson

Designated Trustees

Data Protection - Wendy Stuart; Health and Safety - Mick Haynes; Safeguarding - Jo Owen-Jones

Staff Team 2020-2021

Scheme Manager	Tania Rackham (on maternity from Oct 1 st 2020)
Scheme Manager Maternity Cover	Fiona-Le-Bon (Aug 20-March 21), (<i>Lisa Kinnaird recruited May 21</i>)
Family Support Organisers	Teng Smith, Edwina Astle (resigned July 20), Caz Flippance Alison Sage (retired Sept 20), Tanya Dale (started Oct 20). Aisling Hunt (started Nov 20)
Family Group Leader & FSO	Claire Ansell
Senior Administrator	Dawn Wilson
Project Data Evaluation Lead	Carol Adams (retired March 2021)
Administrator (for Lamplight)	Sam Check (started Dec 20)
Finance Officer	Frank Pessell
Fundraiser and Community Engagement.	Joanne Kent

Chair's Annual Report

This has once again been a very challenging year for everyone. We moved from lockdown in April 2020 to a period of relative freedom in the summer of 2020 but just as we were considering some return to normal working practices along came the second wave and the prolonged lockdown which took us into the spring of 2021. The vaccination programme was wonderful news but as our families and most of the staff are in the younger age groups, they are only now becoming eligible for vaccination. I am very hopeful that once this cohort has been protected, we will be able to get back to doing what we do best very soon – offering in house support to families with young children to ensure for them the best start in life. Research (from The Best Start for Life: a vision for the 1,001 critical days) which was published in March 2021, has shown just how important it is for their whole life ahead that children should have a loving and nurturing start. Here at HSK we are committed to helping parents who are going through a difficult time for whatever reason. Our trained volunteers listen in a non-judgemental way, signpost and show parents through structured play how much fun their children can be.



With the restrictions imposed on seeing people inside and, in the early stages meeting people at all, HSK had to adapt swiftly to new ways of working and new ways of offering support. Many positives have come out of this. The staff team, helped by volunteers, delivered activity packs to families at Christmas and Easter and half term breaks to help give children books and play activities to promote learning in an easy way. Food parcels were arranged where FSOs identified need and IT support was also given to enable vulnerable families to stay connected and access benefits.

Contact with families in the early stages was by phone and/or video calls. We also ran groups on line such as first aid for babies and children, particularly useful at a time when people were having difficulty or were reluctant to contact their doctors.

We were greatly helped in providing this support by donations of books from the Marlborough LitFest provided by The White Horse Book shop in Marlborough and some from Caroline Franklin of Ramsbury. Waitrose in Marlborough supplied mince pies, chocolates and biscuits for the Christmas hampers and help for funding these hampers came from Children in Need and Tesco. The John Lewis partnership have been promoting and helping Home-Starts this year through the Give a little Love project organised by HSUK and we have received donations of warm clothing and tree decorations from White Stuff who are also promoting HS this year through a similar HSUK scheme. Our Treasurer will give more detail about all the various funding streams we have received in her report. We are extremely grateful for all this support and would like to thank everyone who has donated gifts and money whether large or small throughout this difficult year.

It has been very encouraging to receive such support from our parent organisation, HSUK both via the projects mentioned above but also via webinars and frequent video updates from the CEO Peter Griggs who is really making a difference at the helm.

A period of change

We have managed to go through a period of extensive organisational change within the charity during 2020-21. The old data system run by HSUK, MESH, finally closed down at the end of March 2021. The administration team put a huge amount of work into transferring data onto our new case record

management system, Lamplight, and at the time of writing all staff are being trained to use this. Ultimately this system will save everyone a lot of time as there will be no paper records and data will be entered directly into the Lamplight data system. This will enable easier searches for data for reports, bid writing and evaluation and will ensure a consistent approach to recording information.

At the same time the new accounting package, Xero, has gone live and this will ultimately allow us to produce easier year end and budget reports and will help our account independent examiners, Charlton Baker, who use the same system and who have been helping to train our financial officer in the use of Xero.

We also have a new website which is more modern looking and more user-friendly. This gave us considerable teething problems initially but thanks to Dawn's perseverance we can now update it relatively easily and keep our friends up to date with the latest news and allow potential families to contact us in a straightforward manner.

A text service was introduced to make it easy for families to get in touch and find out more about how HSK can help. They simply text Family to 66777 and one of the FSOs responds within a couple of days to see what support is needed.

The staff

There have been major changes within the staff team during this year too. Tania left to go on maternity leave in October and is now a proud Mum – many congratulations. We recruited a maternity cover replacement, Fiona Le-Bon, who was with us until March when, for family reasons, sadly she had to leave. During her time, she worked hard to bring the Team together and organised a team building workshop to help to identify everyone's strengths. We were able to use this to help us put in place a temporary interim management team (IMT) while we recruited a new maternity cover Scheme Manager for the rest of Tania's maternity leave. Dawn, Jo and Teng volunteered to step up and take on the responsibility of running HSK supported by the HR committee. We had weekly meetings and the IMT did a fantastic job holding things together and continuing to take things forward as well as supporting the new replacement Scheme Manager, Lisa Kinnaird, who started in early May. I would like to express my huge thanks to all the team for their work through this difficult time but particularly the IMT. The extra skills that they have developed during this period will continue to be put to good use in supporting the running of HSK in the future.

There have been changes in the FSO team as well. Edwina Astle left in July 2020 and Alison Sage retired in September. We wish them both well for the future. Particular thanks go to Alison for her time both as our administrator and then latterly as an FSO. We were able to recruit two new FSOs using remote technology and welcomed Tanya Dale in October and Aisling Hunt in November. They have had a challenging first few months trying to get to grips with the role and getting to know the team while working remotely but have risen to the challenge very well and are now starting to be able to do home visits in person. The office was made more Covid secure by the introduction of Perspex screens and strict protocols which has meant that some office working has been possible since the spring though full team meetings and most work has continued to be via Microsoft Teams.

The administration team has seen changes too. Carol Adams sadly retired in April after a sterling last push to get the data sorted out for the Lamplight transfer. Many thanks to her for all the effort that has gone into this. We were very fortunate to be able to recruit Sam Check in January to help the admin team. Sam is one of our volunteers and has extensive knowledge of both accounting and administration systems.

Dawn has taken on the responsibility of supervising the administration team and together with Frank they provide wonderful support to the organisation.

Supporting Families

Group work was important during the last twelve months as a way of reaching out to families and supporting them remotely and we were able to reach some parents who would otherwise have had difficulties in accessing information and a feeling of community. The children and babies first aid course was delivered by Louise Worsley, an external first aid trainer, and reached some fathers (even those posted overseas) as well as mothers. Funded by the Army Benevolent Fund - The Soldier's charity, it enabled us to help to bring Tidworth's military and civilian families together as there was an opportunity for chatting after the training. The chance to reach both parents was welcome as we try hard to be as inclusive as possible.

As lockdown started to ease we began to plan to hold buggy walks in local parks just as a way of getting isolated parents and their babies and toddlers together. The lockdowns have been particularly hard on parents with new babies as the normal networks have not been available and we wanted to reach out to this group.

We have been looking long and hard at the benefits versus the drawbacks of remote working for the staff team and have concluded that a degree of hybrid working will be the answer for all for the time being. This is under constant review in order to get the best balance between support and mentoring and peace and quiet for report writing and phone calls. One consequence of remote working has been an improvement in our green footprint as far fewer journeys have been made in the past year. We aim to get back to home visiting which is our core priority but also to hold onto the extra services that we have found that we can offer to some families who may prefer this.

Volunteers

The volunteer numbers have been boosted by a successful online preparation course. This is the first time the course has been delivered in this way and it involved a lot of preparatory work by the whole team to ensure that things ran smoothly both from the IT point of view and from the delivery and content perspective. It ran for seven weeks during February and March 2021 and was followed up with everyone finally getting together in person in April for a chance to chat. I am delighted to welcome nine new volunteers from this course some of whom were swiftly matched with families or involved with group or other supportive work for families such as helping to pack up and deliver the family gift bags. A further volunteer preparation course has been planned for October when we hope we will be able to go back to face to face delivery though the potential remains for some mixed remote and in person training if needed.

Like much else over Christmas 2020, our party for volunteers and staff was cancelled but Caz organised a very enjoyable pre-Christmas quiz on line which was very well attended. Jo Kent has also organised virtual coffee mornings for volunteers and this summer (2021) a trip to Corsham Court gardens was organised to thank volunteers for their continuing support in difficult circumstances. The peer support training groups have continued on line but sadly Zoom does not allow for the invaluable chatting to other volunteers and just picking up tips from talking to others in person so we look forward to being able to get together again. Pewsey rugby club (always great supporters of HSK) have very kindly allowed us to rent their large function room which ensures distanced meetings in person are now possible.

As always, I would like to thank all the wonderful volunteers in whatever capacity they have helped, for the gift of their time and commitment to HSK. We couldn't offer this help without you. I have not included quotes from families here but I would suggest a look at the document "Our Covid year 20-21" (available on our website under Documents) which gives details of exactly how much impact you have had.

The above document was authored by Alison Millett who sadly retired as a trustee after ten years of sterling service at the last AGM. She very generously agreed to continue in her role as an evaluator and she helped to set up an evaluation group which has been meeting regularly to look at the data and feedback from families to inform the way we plan going forward.

Trustees

We have been fortunate in recruiting Susan Pitcher as a new trustee to the board. She has been a head teacher and has had previous experience as a chair of a small charity. We are still actively recruiting new trustees to ensure smooth succession plans for the future stability of HSK.

My particular thanks this year go to the Sheree Whorlow and Mick Haynes on the HR committee for giving a lot of their time supporting the IMT while we were recruiting a new stand in Scheme Manager. Marcia Johnson as ever has kept us financially on track and Wendy Stuart has been co-ordinating and writing up our strategic plans. Thank you to all for freely giving your time and brain power to ensuring the governance of HSK.

Partners

Networking outside the organisation has of course been more difficult this year. We have kept in touch with HS South Wilts but have not had any joint projects this year. Health visiting has been much reduced and children's centres have in some cases been closed as were schools in the early part of the year. This has all led to a downturn in numbers of referrals from outside agencies though self-referrals have gone up somewhat in 2020-21. As lockdown eased so the numbers being referred and general enquiries have steadily gone up so we are hoping to be able to reach out to a much higher number of families with small children in 2021-22.

There is a general concern that some safeguarding issues may not have been picked up during the lockdowns due to the lack of statutory visits and school attendance. We have continued to require annual safeguarding training from staff and volunteers and this has been on line. The importance of vigilance even when making remote contact with families has been stressed.

The Future

Looking forward I am hopeful that with vaccination numbers ever rising, we will have a better twelve months ahead of us. We have done some work towards our stated plan to run a pilot offering Home-Start support in Swindon. Unfortunately, with the change of Scheme Manager we had not made much progress but have very recently had the offer of a meeting which we hope will open some doors and allow us to look at the need and what we can offer to Swindon families.

We are also planning to prioritise our presence on social media in view of the fact that this seems to be the best way to give young families information about all that HSK can offer, not just the home visits but groups such as baby massage, holiday activity support groups, school readiness and much more. We want to do all that we can to make those first 1001 days of life as positive as possible.

Our work with families

Total number of families supported in 2020 – 2021	63
Total number of families supported in groups	25
Number of children supported this year	117

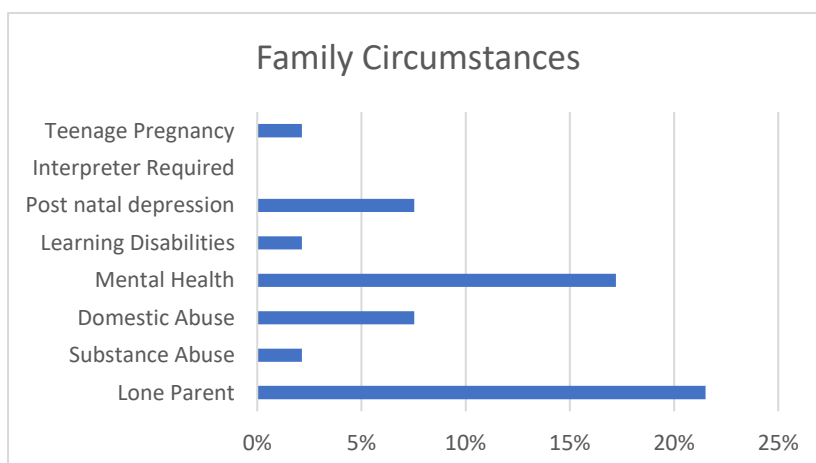
Sources of Referrals

Sources of Professional Referrals	2019-20	2020-2021
Health Visitor	20%	17%
Children's Centre	20%	14%
Midwifery	1%	3%
Social Worker	5%	3%
Education	6%	8%
Other	6.4%	25%
Self Referrals	35%	29%

You will note that the number of referrals from other sources such as housing officers and women's refuge, increased during the pandemic as did those from educational settings.

The Circumstances of Supported Families

The chart below illustrates the circumstances of the families we have supported over the past year.



Several of these families selected multiple options, which is an indicator of more complex needs (for example, a lone parent might also have been struggling with mental health difficulties).

Outcomes

Title	Total Families	Need Achieved	Need Partially Achieved	% Achieved
Managing children's behaviour	10	7	1	80%
Being involved in the children's development/learning	9	7	2	100%
Coping with physical health	13	6	1	54%
Coping with mental health	12	7	1	67%
Coping with feeling isolated	13	8	2	77%
Parent's self-esteem	13	6	0	46%
Coping with child's physical health	11	9	1	91%
Coping with child's mental health	10	8	2	100%
Managing the household budget	10	9	0	90%
The day-to-day running of the home	10	6	3	90%
Stress caused by conflict in the family	11	7	2	82%
Coping with extra work of multiple children under 5	6	3	1	67%
Use of services	13	9	1	77%
Other	5	1	0	20%
Parents own learning needs	4	3	0	75%

It is notable that being involved in the children's development/learning has continued at 100% again this year. Coping with a child's physical health has fallen by 9%, feeling isolated increased by 10% and stress caused by conflict in the family has risen by 35% from last year.

Family Quotes

"Being able to talk about my problems that I had throughout the week", "(the volunteer) giving insight into children's needs", and "I was able to rant!" Parent receiving telephone support 2020

"Being with my volunteer changed my life and changed me completely." (Parent 2020)

"Having that regular encouragement to go on when you feel like giving up or you don't want to do it anymore." Parent 2020

Scheme Manager's Report

The team had two managers during this period. Tania Rackham went through a challenging time from April to October in lockdown 1 with her pregnancy and working remotely. Fiona Le-Bon joined us in August 2020 to enable a smooth handover while Tania was on maternity leave.

Neither are in post at the point of writing this report (Summer 2021). A second maternity cover manager, Lisa Kinnaird, was recruited in May 2021. Therefore, we will use excerpts from the latest evaluation report "Our covid year", written by Alison Millet and available on our website, which provides more insight into this challenging period.

Working during a pandemic

When the Covid pandemic took hold in March 2020, and lockdown brought the closure of schools, nurseries, toddler groups and even outdoor play facilities, the lives of local families were completely disrupted. Many supported parents had already been experiencing problems with behaviour management and became acutely anxious about requests to home-school their children. Families were suddenly isolated, and stresses that existed before the crisis quickly intensified. With little or no opportunity for family members, friends and professionals to notice warning signs or raise concerns, Wiltshire's Safeguarding Vulnerable People Partnership reported that the children's Multi-Agency Safeguarding Hub received a worrying fall in average weekly referrals, down by 100 per week (May 2020), and highlighted an anticipated increase in coercive control as lockdown measures relaxed, as well as an increase in poverty. Our colleagues at Wiltshire Money reported a rising number of debt enquiries, with 72% being from women.

Staff

At Home-Start Kennet, staff, trustees and volunteers had to adapt to completely new ways of working. The office was closed, and staff all worked from home, juggling work pressures with their own family's needs. They had to quickly adopt new and unfamiliar ways of online working and record keeping. Volunteers also had to cease face-to-face home visits and develop telephone skills in their place, as well as managing the effects of lockdown on their own families.

The staff have been asked to take on board working via video with Microsoft Teams and Zoom, two new data recording systems – the Xero financial package for record-keeping, and the Lamplight Case Record Management System - and build a new website during the year. In all cases they have received training and support, but their willingness to take on new challenges has been exceptional.

Two Family Support Organisers (FSOs), Edwina and Alison decided to move on or retire towards the end of summer 2020. This led to a round of recruiting completed online to maintain the staff hours for the organisation and provide maternity cover for Tania. We welcomed Fiona Le-Bon as Scheme Manager with Tanya and Aisling joining the team as FSOs in October and November, followed a month later by Sam to support the admin team. Sadly, circumstances meant Fiona left us in March 2021 and so a second maternity cover manager was sought. In the interim a management team was put in place to keep work progressing. (Lisa Kinnaird joined us in May 2021).



Families

HSK responded rapidly to the Covid-19 emergency; we immediately began offering extended periods of intensive telephone support to families, providing emotional support and helping them to navigate through an extremely stressful and worrying situation. Group support was quickly transferred to virtual delivery. It became clear that families felt daunted and didn't know where to start – we helped them organise how they were going to access food and medicines, shared resources with them regarding a range of issues (such as setting up new routines, and ideas for indoor play), helped them to make connections with new Covid community support networks and funded emergency essentials. Many families were suffering an exacerbation of their problems, but some were finding, for example, that the increased presence of fathers was beneficial.

As the year progressed to autumn, we began to offer outdoor visits to families. This gave children and families valuable face to face contact with volunteers and, for some, the chance to have fun in the playground again! Recent volunteer feedback showed how positive meeting in the park was for one child and her mum. The volunteer enjoyed it too and marvelled at how the little girl "had grown so much!"

Half Term Packs

Activity packs for October 2020 Half Term and "Halloween" were packed by volunteers and then delivered or posted first class to 13 families currently active or just ended.



My children loved receiving the half term packs, they were so excited when they opened up their new books, colouring and activities, keeping them busy while I get on with cooking and cleaning, it's a lifesaver (Parent, 2020)

These packs proved so popular that we have given out other activity packs at Christmas, Easter and during the summer holidays, as well as providing day trips to support mental wellness.

Volunteers

Training new volunteers was a challenge. The new cohort had only had one session in March 2020 when we went into the first lockdown. It wasn't until January 2021 that they finally completed their training online! What an amazingly patient group.

As always, we would like to extend a special thank you to each of the 30 plus volunteers who make what we do possible:

Hannah, Dawn, Jane C, Jane B, Em, Pam, Felicity, Elizabeth S, Mary C, Victoria, Sandra, Dawn, Kristy, Sally, Richard, Ruth, Susan, Karen Mac, Karen Mor, Lucy, Peter, Rose, Katja, Sue, Angie, Elizabeth C, Julie, Catherine, Maddy, Jenny, Angie, Sally, Naomi and Mary E

In Summary

As the year drew to a close in April 2021 we celebrate surviving where others, sadly, have not. Securing our third round of Lottery funding in March 2020 was incredibly timely. Securing further Covid related funds to support our families made all the difference to what we could offer when normal life was a distant dream. Further lockdowns pre and post-Christmas have again restricted our ability to offer face to face support. As 2021 progresses we foresee an increasing workload so volunteer recruitment is again a priority as is the need to add to the board of trustees who have provided support above and beyond during such a challenging time.



Jo and volunteers at White Horse Bookshop choosing donated books for October Gift bags.



Caz collecting the Christmas Gifts from Lisa, Waitrose Community Liaison from their Christmas Campaign



Caz and Jo sorting out the White Stuff donation Christmas 2020

Treasurer's Report 2020-2021

The Independent Examiner's Report and Annual Accounts give a full and detailed picture of the income and expenditure of Home-Start Kennet for the year ending 31st March 2021. The division of the expenditure between charitable activities and governance shows that 2.1% of our income was spent on the latter.

A successful application for £410,000 over three years starting April 2020 was made to The National Lottery Community Fund. This, combined with the ongoing three-year grant from the Henry Smith Charity and grants from The Community Foundation for Wiltshire and Swindon, Tampon Tax Community Fund and The Co-op Community Fund, meant that HSK was in a position to continue supporting families during the pandemic. However, home visiting ceased for an extended period and telephone or Zoom support was given instead.

A grant from the Army Benevolent Fund was used to support virtual Groups in Tidworth. While a three-year grant from Children in Need is providing funding for targeted work with children.

Grants were received during the year from Tesco Bags of Help Covid-19 Communities Fund, DCMS Loneliness Fund (via HSUK) and the Lottery Coronavirus Support Fund. These enabled us to support families by offering help when they struggled to purchase essential items, provide activity packs for children and Christmas packs to families. In kind donations for some of the packs were provided by John Lewis/Waitrose and White Stuff.

Additional income was raised from small donations but fundraising activities ceased.

There was a significant underspend due to a reduction in referrals and home visiting ceasing which meant there was minimal money spent on travel.

The balance sheet at 31st March 2021 shows assets less current liabilities of £128,854 (£70,177 in 2019/2020). Much of this money is in restricted funds and must be used to support the projects for which the grants were awarded. Also included is a prepayment (£14,428) to Green Machines for IT support for the next three years.

HSK also holds sufficient funds in reserve so that if there was a sudden loss of grant funding there would not be an abrupt cessation of support to vulnerable families. Money is also held to cover a contingent liability to TPT, HSK's Pension Provider.

We would like to thank all our funders and everyone else who has supported the Home-Start Kennet.



Exemption from the appointment of auditors

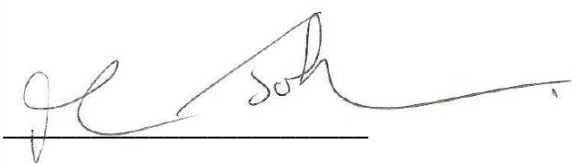
For the year ending 31 March 2021 the Company was entitled to exemption from audit under section 477(2) of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

This report has been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006.

Marcia Johnson
Honorary Treasurer

This report was approved by the Trustees and signed on their behalf:

Signed  Date: October 4th 2021



Thank you

To all who supported us through Amazon Smiles, Localgiving, and Payroll Giving. To all Volunteers and Trustees who donate their expenses.

To all of those listed below and to our anonymous donors:

National Lottery Community Fund	Tesco Bags of Help
A Millett	Pewsey Rugby Club
ABF The Soldiers' Charity	Co-op Community Fund
Bath University Rotork Challenge Team	Devizes Lions
Henry Smith	Children in Need
The Armed Forces Covenant Fund Trust	Wiltshire & Swindon Community Foundation
Tampon Tax Community Fund	Holly Faulkner
St George's Church Preshute	J & K Saunders
M Yates	P & J Noble
Waitrose Marlborough	Waitrose Melksham
HJ & EJ O'Regan	Birley
Mr. & Mrs. Marais	Easterton Parish Council
Penny Teather	Kate Fry
JF & MB Adey	Morrisons
Pewsey Co-op	J. Clark
HSUK Government Loneliness Covid 19 Fund	National Lottery – Coronavirus Virus Community Support Fund
Marlborough LitFest	R & J Owen-Jones
LCpl Chris Jamieson	Bel Crompton
F Pessell	

Thank you to all of our partners and referrers:

Army Welfare Service	Spurgeons Children's Charity
Home-Start South Wiltshire	The Rise Trust
Home-Start UK	Unit Welfare Officers
Parent Support Advisers	Virgin Care Services
Splitz Support Service	Wiltshire Public Health

And finally a thank you to all those companies and individuals who donated time or other resources to our organisation and the families we support.



COMPANY REGISTRATION NUMBER
05208226
ENGLAND & WALES

REGISTERED CHARITY NUMBER
1106736

HOME-START KENNET

COMPANY LIMITED BY GUARANTEE

ACCOUNTS

31 MARCH 2021



**CHARITY COMMISSION
FOR ENGLAND AND WALES**

Independent examiner's report on the accounts

Section A

Independent Examiner's Report

**Report to the
trustees/directors/
members of**

Charity Name
HOME – START KENNET

**On accounts for the year
ended**

31st March 2021

Charity no.:

1106736

Company no.:

05208226

Set out on pages

18-31

(remember to include the page numbers of additional sheets)

**Responsibilities and
basis of report**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31st March 2021

As the charity's trustees of the Company (who are also the directors of the company for the purposes of company law), you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ("the 2006 Act").

Having satisfied myself that the accounts of the Company are not required to be audited for this year under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ("the 2011 Act"). In carrying out my examination, I have followed the Directions given by the Charity Commission (under section 145(5)(b) of the 2011 Act).

**Independent
examiner's statement**

The company's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Association of Chartered Certified Accountants.

I have completed my examination. I confirm that no material matters have come to my attention which gives me cause to believe that:

- accounting records were not kept in accordance with section 386 of the Companies Act 2006; or
- the accounts do not accord with such records; or
- the accounts do not comply with relevant accounting requirements under section 396 of the Companies Act 2006 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
- the accounts have not been prepared in accordance with the Charities SORP (FRS102).

* Please delete the words in the brackets if they do not apply.

Ogthughes

9th September 2021

Mrs Diana J Hughes , FCCA, Charlton Baker Ltd

FCCA, FMAAT

7-7c Snuff Street
Devizes
Wiltshire SN10 1DU

Disclosure

Give here brief details of any items that the examiner wishes to disclose.

STATEMENT OF FINANCIAL ACTIVITIES - Year Ended 31 March 2021

		Unrestricted	Restricted	BIG Lottery	Total	Total
		<u>Funds</u>	<u>Funds</u>	<u>Funds</u>	<u>Funds</u>	<u>Funds</u>
	Note	£	£	£	£	£
INCOME						
Grants and Donations	2	3,300	115,621	150,000	268,921	149,487
Income from Investments	3	125	0	0	125	690
TOTAL INCOME		<u>3,425</u>	<u>115,621</u>	<u>150,000</u>	<u>269,046</u>	<u>150,177</u>
EXPENDITURE						
Charitable activities	4	3,085	115,551	87,412	206,048	197,241
Governance costs	5	205	3557	558	4,320	7,215
TOTAL EXPENDITURE		<u>3,290</u>	<u>119,108</u>	<u>87,971</u>	<u>210,368</u>	<u>204,456</u>
NET INCOME/(EXPENDITURE)		<u>135</u>	<u>(3,487)</u>	<u>62,029</u>	<u>58,677</u>	<u>(54,279)</u>
TRANSFERS BETWEEN FUNDS		0	0	0	0	0
NET MOVEMENT IN FUNDS		135	(3,487)	62,029	58,677	(54,279)
Reconciliation of Funds						
Funds brought Forward		60,565	9,612	0	70,177	124,456
FUNDS CARRIED FORWARD		<u>60,700</u>	<u>6,125</u>	<u>62,029</u>	<u>128,854</u>	<u>70,177</u>

BALANCE SHEET - as at 31 March 2021

		<u>31.03.21</u>	<u>31.03.20</u>
	Note	£	£
CURRENT ASSETS			
Debtors	8	14,643	20,195
Cash at Bank and in hand		170,935	121,097
		<u>185,577</u>	<u>141,292</u>
CREDITORS			
Amounts falling due within one year	9	30,064	42,393
NET CURRENT ASSETS		<u>155,514</u>	<u>98,899</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>155,514</u>	<u>98,899</u>
PROVISIONS FOR LIABILITIES			
Other provisions (existing)	10	20,335	21,228
NPV of deficit recovery contributions	11	6,325	7,494
NET ASSETS		<u>128,854</u>	<u>70,177</u>
FUNDS			
Restricted	12	68,154	9,612
Unrestricted	13	60,700	60,565
Total		<u>128,854</u>	<u>70,177</u>

These accounts have been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006, Charities SORP FRS102.

For the year ending 31 March 2021 the Company was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the Company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The Directors acknowledge their responsibilities for:

- i) ensuring the Company keeps accounting records which comply with section 386 of the Companies Act 2006 and
- ii) preparing accounts which give a true and fair view of the state of affairs of the Company as at the end of the financial year, and of its profit or loss for the financial year, in accordance with the requirements of section 393, and which otherwise comply with the requirements of the Companies Act 2006 relating to Accounts, so far as is applicable to the Company.

The accounts on pages 18 to 31 were approved by the Board of Trustees on: October 4th 2021

Marcia Johnson, Treasurer and Trustee



NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2021

1. ACCOUNTING POLICIES

Basis of accounting

The financial statements have been prepared under the historical cost convention and in accordance with the Statement of Recommended Practice "Accounting and Reporting by Charities" (Charities SORP FRS102) and the Charities Act 2006.

Going concern

Sources of substantial funding for the charity continue, so the trustees are confident that the charity will be able to continue as a going concern for the following twelve months.

Donations

Grants and donations are allocated to income in the accounting period to which the funds relate. They are recognised as soon as the Charity is informed, they are due and receivable. Tax recoverable on Gift Aid donations is recognised when the donation is recognised.

Fixed assets

It is the policy of the charity to write off in the year of purchase any individual item of equipment costing less than £2,000. Items of equipment costing in excess of £2,000 and considered to be worth more than that at the Balance Sheet date, will be capitalised and depreciated at rates to be determined at the time.

Governance costs

Governance costs are made up of Management Committee expenses, Consultancy Fees, Independent Examination expenses, Book Keeping and Accountancy costs, and staff costs relating to Quality Assurance compliance.

Pension costs – current service

The Charity operates a money purchase (defined contribution) pension scheme for the benefit of its current employees who wish to join and become members. The assets of the scheme are held separately from those of the Home-Start Kennet. Contributions are charged to the Statement of Financial Activities in the period in which they fall due. Home-Start Kennet and the members each paid contributions at the rate of 5% during the accounting period to The Pensions Trust. There were no unpaid contributions at the balance sheet date.

Pension provision – past service

SCHEME: TPT Retirement Solutions – The Growth Plan

The company participates in the scheme, a multi-employer scheme which provides benefits to some 950 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore, it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2021

The scheme is classified as a 'last-man standing arrangement'. Therefore, the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2017. This valuation showed assets of £794.9m, liabilities of £926.4m and a deficit of £131.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2019 to 31 January 2025:	£11,243,000 per annum (payable monthly and increasing by 3% each on 1st April)
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Unless a concession has been agreed with the Trustee the term to 31 January 2025 applies.

Note that the scheme's previous valuation was carried out with an effective date of 30 September 2014. This valuation showed assets of £793.4m, liabilities of £969.9m and a deficit of £176.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2016 to 30 September 2025:	£12,945,440 per annum (payable monthly and increasing by 3% each on 1st April)
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From 1 April 2016 to 30 September 2028:	£54,560 per annum (payable monthly and increasing by 3% each on 1st April)
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The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost

NOTES TO THE FINANCIAL STATEMENTS
Year ended 31 March 2021

PRESENT VALUES OF PROVISION

RECONCILIATION OF OPENING AND CLOSING PROVISIONS

	Period Ending	Period Ending
	31-Mar-21	31-Mar-20
	(£s)	(£s)
Provision at start of period	7,494	9,091
Unwinding of the discount factor (interest expense)	169	115
Deficit contribution paid	(1,554)	(1,509)
Remeasurements - impact of any change in assumptions	216	(203)
Remeasurements - amendments to the contribution schedule	-	-
Provision at end of period	6,325	7,494

INCOME AND EXPENDITURE IMPACT

	Period Ending	Period Ending
	31-Mar-21	31-Mar-20
	(£s)	(£s)
Interest expense	169	115
Remeasurements – impact of any change in assumptions	216	-203
Remeasurements – amendments to the contribution schedule	-	-
Contributions paid in respect of future service*	*	*
Costs recognised in income and expenditure account	*	*

*includes defined contribution schemes and future service contributions (i.e. excluding any deficit reduction payments) to defined benefit schemes which are treated as defined contribution schemes. To be completed by the company.

ASSUMPTIONS

	31-Mar-21	31-Mar-20	31-Mar-19
	% per annum	% per annum	% per annum
Rate of discount	0.66	2.53	1.39

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

NOTES TO THE FINANCIAL STATEMENTS
Year ended 31 March 2021

The following schedule details the deficit contributions agreed between the company and the scheme at each year end period:

DEFICIT CONTRIBUTIONS SCHEDULE

	31-Mar-21	31-Mar-20	31-Mar-19
	(£s)	(£s)	(£s)
Year 1	1,601	1,554	1,509
Year 2	1,649	1,601	1,554
Year 3	1,698	1,649	1,601
Year 4	1,457	1,698	1,649
Year 5	-	1,457	1,698
Year 6	-	-	1,457
Year 7	-	-	-
Year 8	-	-	-
Year 9	-	-	-
Year 10	-	-	-
Year 11	-	-	-
Year 12	-	-	-
Year 13	-	-	-
Year 14	-	-	-
Year 15	-	-	-
Year 16	-	-	-
Year 17	-	-	-
Year 18	-	-	-
Year 19	-	-	-
Year 20	-	-	-

The company must recognise a liability measured as the present value of the contributions payable that arise from the deficit recovery agreement and the resulting expense in the income and expenditure account i.e. the unwinding of the discount rate as a finance cost in the period in which it arises.

It is these contributions that have been used to derive the company's balance sheet liability.

NOTES TO THE FINANCIAL STATEMENTS
Year ended 31 March 2021

2. GRANTS AND DONATIONS	Unrestricted Funds £	Restricted Funds £	BIG Lottery Fund £	Total Funds 2021 £	Total Funds 2020 £
BIG Lottery (GST)			150,000	150,000	9,568
Lottery Corona Virus Support Fund		13,000		13,000	
HSUK/DCMS Loneliness Fund		10,000		10,000	
Children in Need		10,000		10,000	4,000
Wilts & Swindon Community Foundation		5,000		5,000	5,000
Zurich					4,000
Henry Smith		50,500		50,500	36,500
Army Benevolent Fund		15,000		15,000	9,195
Garfield Weston					20,000
Tampon Tax		1,543		1,543	4,875
The Armed Forces Community Covenant					16,800
Royal British Legion MIMO					11,083
Chippenham Borough Lands					10,758
Co-op		5,515		5,515	5,052
Families Fund		563		563	1,825
Other Donations	3,300	3,000		6,300	10,830
Tesco Groundwork		1,500		1,500	
Total	3,300	115,621	150,000	268,921	149,487
3. INVESTMENT INCOME	Unrestricted Funds £	Restricted Funds £	BIG Lottery Fund £	Total Funds 2021 £	Total Funds 2020 £
General Fund					
Interest receivable	125	0	0	125	690

NOTES TO THE FINANCIAL STATEMENTS
Year ended 31 March 2021

4. ANALYSIS OF
EXPENDITURE ON
CHARITABLE
ACTIVITIES

	Unrestricted Funds £	Restricted Funds £	BIG Lottery Fund £	Total Funds 2021 £	Total Funds 2020 £
Employment costs (Note 6)	-	88,176	65,041	153,217	- 144,575
Staff travel & general expenses		70	1,053	1,123	5,111
Staff training		3,306	-	3,306	542
Staff recruitment			387	387	-
Volunteer travel & general expenses		236	408	644	4,346
Volunteer training			107	107	1,826
Rent and rates		8,964	5,949	14,913	14,618
Covid & Cleaning Costs			575	575	
Telephone, internet and fax	15	3,134	78	3,227	2,848
Printing. Post and stationery		416	701	1,118	1,740
Advertising and promotion		2,415	431	2,846	2,728
Service charges (Affiliation fees)		2,496	207	2,703	3,541
Insurance		534	545	1,079	897
Families fund expenses		5,803		5,803	4,320
Resilience building	3,070		2,400	5,470	5,470
Equipment purchase			9,532	9,532	4,679
Total	3,085	115,551	87,412	206,048	197,241

NOTES TO THE FINANCIAL STATEMENTS
Year ended 31 March 2021

5. GOVERNANCE COSTS	Unrestricted Funds £	Restricted Funds £	BIG Lottery Fund £	Total Funds 2021 £	Total Funds 2020 £
Salaries	-	2,625	-	2,625	2,500
Consultancy fees	-	-	-	-	523
Independent examination	205	-	-	205	250
Management committee expenses	-	-	112	112	701
Management training	-	-	-	-	702
Governance General Book keeping and accountancy	-	158	-	158	390
	-	774	446	1,220	2,149
Total	205	3,557	558	4,320	7,215

6. EMPLOYMENT COSTS

	2021 £	2020 £
Salaries	144,893	130,689
Employer's NI	4,355	3,936
Pension expense - current service	7,102	6,637
Pension - past service provision for pension deficit	(893)	5,901
FRS102 - I&E finance expense re PV of pension deficit contributions liability (Note 11)	385	(88)
	155,842	147,075
Attributable to Charitable activities	153,217	144,575
Attributable to Governance	2,625	2,500
Total employment costs	155,842	147,075

There are no employees with emoluments exceeding £50,000

Number of staff	<u>2021</u>	<u>2020</u>
	12	10
These were all part time positions and represent:		
Average number of full time equivalent positions	6.2	5.6

NOTES TO THE FINANCIAL STATEMENTS
Year ended 31 March 2021

7. CORPORATION TAX

Home-Start Kennet is a registered charity and is therefore exempt from Corporation Tax

8.DEBTORS	31.03.21	31.03.20
	£	£
Other debtors – Gift Aid tax refund	119	287
Other debtors – Refund Staff Training	0	10
Other debtors – Payment in Advance Computer Contract	14,428	19,898
Other debtors – Prepaid Zoom Subscription (10months)	96	0
Total	<u>14,643</u>	<u>20,195</u>
9. CREDITORS:		
Amounts falling due within one year	31.03.21	31.03.20
	£	£
Creditors & accruals	10,991	2,350
Funds received in advance	19,072	40,043
Total	<u>30,064</u>	<u>42,393</u>
10. OTHER PROVISIONS (existing)	31.03.21	31.03.20
	£	£
Provision for pension deficit (debt on withdrawal)	<u>20,335</u>	<u>21,228</u>
Total	<u>20,335</u>	<u>21,228</u>
11. NPV OF DEFICIT RECOVERY CONTRIBUTIONS		
	31.03.21	31.03.20
	£	£
Net present value	<u>6,325</u>	<u>7,494</u>

NOTES TO THE FINANCIAL STATEMENTS

Year ended 31 March 2021

12. RESTRICTED FUNDS: Movement in resources	Balance at 31.03.20 £	Incoming £	Outgoing £	Balance at 31.03.21 £
BIG Lottery (GST)	-	150,000	87,971	62,029
HSUK/DCMS Loneliness Fund	-	10,000	10,000	-
Lottery Corona Virus Support Fund	-	13,000	12,156	844
Families Fund	556	563	613	505
Army Benevolent Fund	530	15,000	15,530	-
Henry Smith	7,574	50,500	54,435	3,639
Children in Need	900	10,000	9,764	1,136
Co-Operative	-	5,515	5,515	-
Wiltshire & Swindon Community Foundation	52	5,000	5,052	-
Tampon Tax	-	1,543	1,543	-
Tesco Groundwork		1,500	1,500	-
Total	9,612	262,621	204,079	68,154

13. UNRESTRICTED FUNDS	Balance at 31.03.20 £	Transfer £	Incoming £	Outgoing £	Balance at 31.03.21 £
General	29,918	-	3,425	3,290	30,053
Designated	30,647	-	3,000	3,000	30,647
Total	60,565	-	6,425	6,290	60,700

NOTES TO THE FINANCIAL STATEMENTS
Year ended 31 March 2021

14. ANALYSIS OF NET ASSETS	Cash at Bank and in hand	Other net assets	Total
Restricted:	£	£	£
Big Lottery (GST)	61,136		61,136
Lottery Corona Virus Support Fund	844		844
Families Fund	505		505
Children in Need	1,136		1,136
Henry Smith	3,639		3,639
Army Benevolent Fund	0		0
Wiltshire & Swindon Community Foundation	0		0
General	73,027	(42,081)	30,946
Designated	30,647		30,647
Total	<u>170,935</u>	<u>(42,081)</u>	<u>128,854</u>