



## **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.

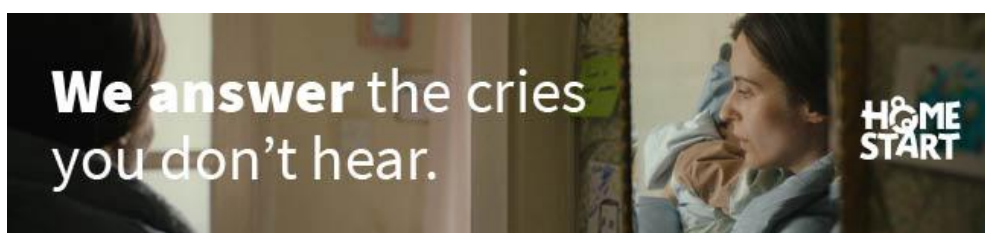
## Constitution

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](mailto:hello@homestartnorthwiltshire.org.uk) T: 01672 569457

W: [www.homestartnorthwiltshire.org.uk](http://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%
<b>Average - total 13 Questions</b>			<b>73%</b>	<b>22%</b>	<b>95%</b>
<b>Top 5 needs identified by families</b>			<b>70%</b>	<b>25%</b>	<b>95%</b>

## 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.*

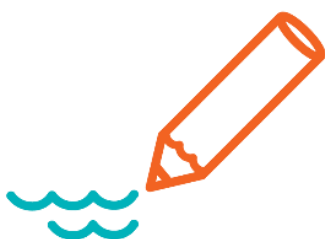
We then caught up with mum a few months after support ended and she recalled what a difference Sasha's support had made:

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**

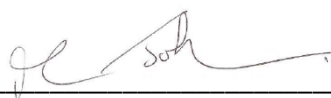
For the year ending 31 March 2025, the Company was entitled to exemption from audit under section 477(2) of the Companies Act 2006 relating to small companies.

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: 8<sup>th</sup> 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	£	£	£	£	£
<b><u>INCOME</u></b>						
Grants and Donations	2	6,740	152,134	114,000	272,874	237,349
Income from Investments	3	6310	0	0	6,310	5301
<b>TOTAL INCOME</b>		<b>13,050</b>	<b>152,134</b>	<b>114,000</b>	<b>279,184</b>	<b>242,650</b>
<b><u>EXPENDITURE</u></b>						
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
<b>TOTAL EXPENDITURE</b>		<b>(3,587)</b>	<b>157,403</b>	<b>120,410</b>	<b>274,226</b>	<b>250,451</b>
<b>NET INCOME/(EXPENDITURE)</b>		<b>16,637</b>	<b>(5,269)</b>	<b>(6,410)</b>	<b>4,958</b>	<b>(7,801)</b>
<b>TRANSFERS BETWEEN FUNDS</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>NET MOVEMENT IN FUNDS</b>		<b>16,637</b>	<b>(5,269)</b>	<b>(6,410)</b>	<b>4,958</b>	<b>(7,801)</b>
<b>Reconciliation of Funds</b>						
Funds brought Forward		77,153	12,039	19,258	108,450	116,251
<b>FUNDS CARRIED FORWARD</b>		<b>93,790</b>	<b>6,770</b>	<b>12,848</b>	<b>113,408</b>	<b>108,450</b>



## BALANCE SHEET - as at 31 March 2025

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

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 8<sup>th</sup> 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

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From 1 April 2025 to 31 March 2028

£2,100,000 per annum

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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**

	<b>Period Ending £'s</b>	<b>Period Ending £'s</b>
	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**

	<b>Period Ending £'s</b>	<b>Period Ending £'s</b>
	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**

<b>2. GRANTS AND DONATIONS</b>	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>(NCLF) Lottery Fund £</b>	<b>Total Funds 2025 £</b>	<b>Total Funds 2024 £</b>
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
				-	-
	<b>6,740</b>	<b>152,134</b>	<b>114,000</b>	<b>272,874</b>	<b>237,349</b>

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

<b>3. INVESTMENT INCOME</b>	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>(NCLF) Lottery Fund £</b>	<b>Total Funds 2025 £</b>	<b>Total Funds 2024 £</b>
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**

	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>(NCLF) Lottery Fund £</b>	<b>Total Funds £ 2025</b>	<b>Total Funds £ 2024</b>
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**

<b>5. GOVERNANCE COSTS</b>	<b>Unrestricted Funds £</b>	<b>Restricted Funds £</b>	<b>(NCLF) Lottery Funds £</b>	<b>Total Funds 2025 £</b>	<b>Total Funds 2024 £</b>
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
	<b>290</b>	<b>4,925</b>	<b>1,621</b>	<b>6,836</b>	<b>6,454</b>

<b>6. EMPLOYMENT COSTS</b>	<b>2025 £</b>	<b>2024 £</b>
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
	<b>194,959</b>	<b>173,865</b>
Attributable to Charitable activities	190,939	170,772
Attributable to Governance	4,021	3,093
Total employment costs	<b>194,959</b>	<b>173,865</b>

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:

	<b><u>2025</u></b>	<b><u>2024</u></b>
<b>Number of staff</b>	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**

	<b><u>31.03.25</u></b> <b>£</b>	<b><u>31.03.24</u></b> <b>£</b>
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**

	<b><u>31.03.25</u></b> <b>£</b>	<b><u>31.03.24</u></b> <b>£</b>
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)**

	<b><u>31.03.25</u></b> <b>£</b>	<b><u>31.03.24</u></b> <b>£</b>
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**

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

## 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	-	-
	<b>266,134</b>	<b>277,812</b>	<b>19,618</b>	<b>31,297</b>

### 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
	<b>-</b>	<b>27,050</b>	<b>10,413</b>	<b>93,790</b>	<b>77,153</b>

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

**14. ANALYSIS OF NET ASSETS**

	<b>Cash at Bank and in hand</b>	<b>Other net Assets</b>	<b>Total</b>
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
	<b>205,961</b>	<b>(92,554)</b>	<b>113,408</b>

END.