



North Somerset

Making a Difference for Families and Children

Annual Report 2021/2022

This year Home-Start North Somerset has supported 86 families with 135 children through Home-visiting and Mums in Mind Groups.

We have recruited and trained 8 new volunteers bringing the total to 40 active volunteers.



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Board of Trustees

Dali Sidebottom	Chair of Trustees
Nicky Day	Trustee, interim treasurer from January 22
Charles Wright	Trustee
Sheila French	Trustee
Jane Sleigh	Volunteer Representative
Jane Wells	Trustee (Retired November 2021)
Rebecca Cresswell	Trustee (Retired September 2021)
Christopher Bird	Treasurer (Retired January 2022)
Andrew Robb	Trustee (Retired February 2022)
Jade Terry	Trustee (Retired June 2022)

Staff Team

Julie Parsons	Senior Organiser
Sally Downey	Co ordinator
Karen Whitaker	Co ordinator
Catriona Henderson	Fundraising and Marketing Officer
Helen Howes	Administrator

Volunteers

Andrea	Emma	Karen L	
Alex	Fran	Karen M	Nicola
Andrew R	Gill	Kate E	Patsy
Annette	Helen	Kate J	Petra
Annie.	Holly	Katrina	Sarah L
Ann	Izzy	Kaye	Sue O
Barbara	Jackie	Lindsay	Sue R
Belinda	Jane	Marian	Val
Carol	Janet	Mo	
Debra	Jem		
Diane	Jennie		
Eleanor	Julianne		

Home-Start North Somerset

Home-Start North Somerset is a voluntary organisation that supports families who are experiencing difficulties and have at least one child under the age of five. We recruit and train volunteers who support families within their own home offering non-judgemental, confidential support, friendship and practical assistance specifically tailored to the family's needs.

Mission Statement

Childhood makes a huge impact. We aim to make sure those years count so that a child's future is not limited and families can thrive.

Our vision is to be the leading independent family support charity in North Somerset. We aim to be a partner of choice for families and organisations, known for our reliable, responsive and respected quality service. Through families and volunteers working together, we aim to improve outcomes for all.

Respectful

We welcome and respect each other's views and are confidential in the way we work together and with others.

Supportive

We believe in supporting and developing everyone involved in our charity.

Inclusive

We value collaboration with partners and aim to work in an open and non-judgemental way, listening to feedback from those we work with.

Independent

We are true to our vision and make pro-active decisions that are in the best interest of our charity.

Ambitious

We strive for success and are enthusiastic to develop and sustain an excellent service.

Responsible

We are clear on our roles and take all responsibilities seriously making sure we question and challenge in order to make carefully considered decisions at an appropriate level.

Trustworthy

We are honest and can be trusted to meet our commitments ethically and responsibly.

Effective

We aim to work effectively and efficiently making careful use of all our resources.

Home-Start North Somerset

We are a local charity and have been working exclusively in North Somerset for 17 years to provide practical and emotional support to families with young children who are experiencing difficulties. We are registered with the Charity Commission and Companies House. We are quality assured by Home-Start UK.

Our ambition is to :-

- Develop a range of services from which families can choose
- Secure resources to maintain or increase the number of families supported
- increase support groups

We aim to :-

- support families throughout the whole of North Somerset, offering support, friendship and practical assistance
- visit families in their own homes, where the dignity and identity of each individual can be respected and protected
- reassure parents that difficulties in bringing up children are not unusual and encouraging enjoyment in family life
- develop a relationship with the family in which time can be shared and understanding can be developed; the approach is flexible to take account of different needs
- encourage the parents' strengths and emotional well-being for the ultimate benefit of their own children
- encourage families to widen their network of relationships and to use effectively the support and services available within the community.

We offer free, confidential support, friendship and practical help to parents, with at least one child under 5 in North Somerset. Families are welcome to approach us themselves or with their consent may be referred by a professional such as a health visitor who is known to them.

We recruit and train home-visiting volunteers, who all have parenting experience and match them carefully with a family who has requested or been referred for support. Each volunteer then regularly visits a family in their own home, offering emotional and practical support through difficult times for as long as it is needed. This friendly parent-to-parent support is a simple yet effective way of enabling families to get back on track and start to really enjoy family life again as the following quotes demonstrate.

Home-Start Home-Visiting Family Quotes

"All my life, I have struggled to accept help from anyone. My volunteer was amazing, making everything look natural and she always had a positive attitude which I followed so easy".

"Thank you to each and everyone of you for working so hard to be able to support families in need. I do not have enough words for my volunteer as she did an amazing job. We all appreciate her so much".

"Just a mother type figure that listened. Don't have the same support in my own family".

"My volunteer's support and sympathy always kept me going through some of the hardest times of my life. She always found a way to help me see the positive and kept me going. My volunteer and I would often have a laugh over the phone which really helped me see the positives and move forward".

*"My volunteer was also very calm, collected kind and very funny.
We got on so well as we had a lot in common".*

"Nice to have someone to talk to – she was reassuring. I am going out more with the children".

*"Having someone friendly to talk to that makes situations seem different
from a different point of view".*

"I made a supportive and valued friend with my volunteer".

"My volunteer was always so understanding of anything I discussed with her. I never felt judged or like she would be disappointed in me. She really helped me to rationalise my thoughts and put my feelings into perspective. She also helped me to understand that I've been through a lot and it's ok to feel the way I do".

"I gained back my self-esteem and started to be more relaxed. I understood it is ok not to feel ok and seek help".

"My volunteer has been a perfect match to me and my family".

Home-Start Mums in Mind Family Quotes

"I've met a very lovely friend and know that I'm not alone. I couldn't face being with other mums who were really loving life so this group really helped."

"It was nice to have other people who understood what I was going through as well, somewhere to talk about it and all not feel ashamed or anything. Group just made me feel more normal and I don't feel as much anymore that I don't wish I didn't have a baby."

"When I got my diagnosis I felt like I was stuck in it. Now I know that it's not always going to be a bad day and in time I felt lighter. I didn't realise what I was experiencing was intrusive thoughts. I feel like every mum should come to this group!"

"I learnt from group that there are other mums like me that worry about things and that I don't have to be perfect."

"I think it's challenged my attitude and changed the way I think about things. This is how it is and it's only as good as you can make it. When you said that there are other people out there with partners but it doesn't necessarily mean they have support. I felt more positive about being a single mum."

"Seeing what other mums are doing and getting tips from them helps. She [baby] benefited from being around other babies too and it helped me relax which helped her relax."

Baby Massage, Baby Yoga and Toddler Yoga Quotes

How the group has helped my baby/child

- *Creating a calm bedtime routine*
- *My child socialising with other babies and children*
- *Introduced new activities for baby*
- *Given ideas for baby massage at home*
- *Baby sleeping very well after class*
- *New ways of interacting with my child*
- *Singing with my child*
- *Learnt new baby massage techniques*
- *Learn ways to relax my baby*
- *Helped my baby's constipation, wind and tummy pain*

What would you like to say about our groups

- *We would love to continue and have loved coming! Thank you Mel!*
- *Keep group like this going it has helped so much*
- *Amazing class*
- *Love the fact it's free - so helpful of financial circumstances*
- *Good way to meet new people*
- *Great - Love the atmosphere!*
- *Thank you for having us. We really enjoyed coming*
- *Would really recommend Mel's Class. Lots of fun!*
- *very lonely and struggling, helped massively. Made friends, felt better*
- *Class works!*
- *Love the variety!*
- *More sessions please*
- *Don't change a thing with this class. Thank you so much.*
- *Helped me to interact with my baby better*
- *The teacher is lovely - More sessions please*
- *The class has been really enjoyable*
- *The sessions are fab*
- *We have really enjoyed the classes*
- *Mel has been fab and a great support*

Chair's Report

April 2021 - March 2022

The consequences of the Covid Pandemic were still being felt in terms of returning to business as usual. Face to face contact with families was resumed initially out of doors and then in families' homes. A thorough risk assessment was conducted prior to volunteers and families meeting.

First Mums in Mind of the year continued as a Zoom and then moved to Face to Face.

Referrals were slow to pick up so an online referral system was introduced along with improving data collection on activity and progress.

Our base moved to smaller premises in the same building and was used for meetings but staff continued to work from home for some of their time. Search for more appropriate accommodation continued.

Home visiting still formed the core of our work but we continued to explore and develop different ways of engaging with families. Telephone support continued to complement face-to-face contact and we introduced brand new Baby Yoga, Baby Massage and Toddler Yoga groups.

We held an online telephone befriender course in March and April and 4 more volunteers were trained. This was followed in the summer by a preparation course for those trained in telephone support to become home-visiting volunteers.

We continued to get regular feedback from families and volunteers through reviews and supervision. In addition to this our volunteer representative conducted a survey which was generally very positive. It came up with some ideas for consideration such as more opportunities for volunteers to meet each other to exchange ideas and experiences while still protecting family confidentiality.

We held 3 volunteer support sessions as part of our ongoing training for volunteers on Autism, Safeguarding and Domestic Abuse.

We appointed a new marketing officer Catriona Henderson who despite only working one day a week has done a grand job in raising the profile of HSNS, promoting our services and recruiting volunteers and trustees via a range of media including social media, updated leaflets and our website. Raising income through fundraising events remained difficult due to Covid.

Once again through the generosity of Lottie Dale and Paul Priestley we were able to provide all our families with Christmas parcels including gifts for the children.

We have had a significant turnover of trustees this year. We were very sad to say goodbye to Jane Wells who has been a stalwart of Home-Start North Somerset for over ten years and latterly served as vice-chair and fundraising lead. We welcomed 2 new trustees during the course of the

year. Andrew Robb and Charles Wright who between them bring a wealth of knowledge and business experience to the Board. Unfortunately, Andrew was unable to continue as a trustee and our treasurer Chris Bird also resigned as well as Rebecca Cresswell and Jade Terry. So the search for new trustees became even more important. Many thanks to Nicky Day for stepping up as interim treasurer.

Our Home-Start model depends on three key pillars. Staff, volunteers, and finances. We are fortunate to have staff, volunteers and trustees who are dedicated and passionate about what we do and go that extra mile to ensure support for our families continues. This is against an ever more challenging backdrop of diminishing resources while the need for our service is even greater. Partnerships with our colleagues in health, education and social care remain critical in delivering a coherent offer to families across North Somerset.

I am confident that together we can continue to deliver this essential service for as many families as resources allow. Thanks to everyone who helps us in this endeavour.

Dali Sidebottom

Treasurers Report

April 2021 to March 2022

Despite the pandemic, I am very pleased to say the finances remain in a healthy state, despite the lockdowns and uncertainties during the year.

We are very grateful to our funders, North Somerset Council, North Somerset Clinical Commissioning Group, the Henry Smith Charity, Quartet Community Foundation who have continued to support Home-Start North Somerset.

We are grateful to receive donations from the local Co-op, TK Maxx and Waitrose stores, as well as regular donations from Volunteers and Friends.

Finally, a big thank you to the members of the fundraising committee who worked tirelessly to raise the profile of HSNS and funds in spite of the restrictions.

In this financial year,

- We applied for grants to the Lottery Fund, Quartet and Garfield Weston
- A family Fund was set up to enable the staff to purchase goods and provide immediate help to families

I look forward to a year where our operations will continue to develop, without restrictions due to the pandemic

Nicky Day

The Statement of Financial activities below was approved by the board on 1st November 2022

Statement of Financial Activities Year Ending 31st March 2022

The following accounts have been prepared in accordance with the Statement of Recommended Practice (SORP) issued by the Charity Commission to comply with the Executive Committee's obligations as the Trustees of the Charity for keeping accounting records

	2022	2022	2021	2021
	£	£	£	£
Income				
Donations & Legacies	44.27		3,817.31	
Easyfundraising	109.52		88.18	
Individual Donations - Non Gift Aid	504.00		110.00	
Just Giving	-		121.82	
Organisations	2,960.62		2,147.55	
Regular Individual Givers	2,070.00		623.09	
Membership	11.00		6.00	
Christmas Fundraising	585.50		548.30	
Other				
		6,284.91		7,462.25
Investment Income				
Bank Interest		-		7.68
Other Income				
Restricted Grant Funding	Quartet	20,000.00		2,000.00
Unrestricted Grant Funding	NHS Bristol	30,000.00		
	Clevedon Town Council	-		1,000.00
	Portishead Town Council	-		1,500.00
	North Somerset Council	15,000.00		
	Children in Need			10,000.00
	Henry Smith	43,200.00		-
	Quartet	5,000.00		-
Covid 19 Support	National Lottery	-		-
	HMRC JRS Grant	-		42,082.26
Total Income		119,484.91		64,052.19
Expenditure				
Direct Charity				
Activity Costs		1,568.10		331.85
Staffing Costs		77,951.26		76,265.17
Volunteer Expenses		1,539.42		297.90
Premises Costs		4,903.74		8,319.63
Baby Massage		5,773.50		-
Insurances		534.00		534.00
		92,270.02		85,214.55
Other				
Bank Charges		99.24		79.00
Legal & Professional		185.00		224.00
Office & Admin Expenses		7,148.81		8,493.59
		7,333.81		8,796.59
		99,603.83		94,011.14
Surplus/Deficit		£19,881.08		(£29,958.95)
Cash & Bank Balances B/Fwd		46,576.99		76,535.94
Total Funds		£66,458.07		£46,576.99
Funded By:				
Current Accounts		67,565.37		48,037.00
less Creditors due within one year		-1107.30		-1,460.01
		£66,458.07		£46,576.99

Notes to the Accounts

Independent Examiners Report to the Trustees of Home-Start North Somerset Respective responsibilities of Trustees and Examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the charities act) and that an independent examination is needed.

It is my responsibility to:

- . examine the accounts under section 145 of the Charities Act
- . to follow the procedures laid down in the general Direction
- . given by the Charity Commission (under section 145(5)(b) of the
- . Charities Act) and
- . to state whether particular matters have come to my attention

Basis of independent examiners statement

My examination was carried out in accordance with general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with these records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below,

Independent Examiners Statement

In connection with my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in, any material respect, the requirements to keep accounting records in accordance with section 130 of the Charities Act to prepare accounts which accord with the accounting records and comply with the with the accounting requirements of the Charities Act have not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Signed: MJIBowles, 83 Upper Halfway, Beanacre, Melksham, SN12 7QA

Date: 30/09/2022