

# HOME-START ELMBRIDGE

England & Wales · Charity number 1128325

## Details

|                |                                                         |
|----------------|---------------------------------------------------------|
| Status         | Registered                                              |
| Legal form     | Charitable company                                      |
| Company number | <a href="#">06782971</a>                                |
| Registered     | 2009-03-02                                              |
| Register       | <a href="#">View on the Charity Commission register</a> |

## Contact

|         |                                                                                                  |
|---------|--------------------------------------------------------------------------------------------------|
| Address | Charities House<br>2nd Floor<br>1 The Quintet<br>Churchfield Road<br>Walton on Thames            |
| Phone   | 02037577220                                                                                      |
| Email   | <a href="mailto:enquiries@home-start-elmbridge.org.uk">enquiries@home-start-elmbridge.org.uk</a> |
| Website | <a href="http://homestartelmbridge.org.uk">homestartelmbridge.org.uk</a>                         |

## Activities

**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 WITHIN THE AREA OF WALTON, WEYBRIDGE AND HERSHAM AND ITS ENVIRONS.

**Activities:** We offer support to families living in the Borough of Elmbridge in Surrey who have a child under 5 years old. Most families are referred to us by health visitors or social workers. Support is usually provided by weekly two-hour visits from a volunteer and the type of support will be decided upon by the family in consultation with the volunteer.

## Classification

- **How:** Provides Human Resources, Provides Services
- **What:** Other Charitable Purposes
- **Who:** Other Defined Groups

## Geography

- **Area of benefit:** WALTON, WEYBRIDGE AND HERSHAM
- Surrey

## Finances

| Period end | Income   | Expenditure | Assets | Employees |
|------------|----------|-------------|--------|-----------|
| 2025-03-31 | £365,351 | £271,026    | -      | -         |
| 2024-03-31 | £296,569 | £249,092    | -      | -         |
| 2023-03-31 | £128,706 | £214,293    | -      | -         |
| 2022-03-31 | £254,324 | £218,586    | -      | -         |
| 2021-03-31 | £190,979 | £206,388    | -      | -         |

## Trustees

| Name                    | Role | Appointed  |
|-------------------------|------|------------|
| Clare Maddison          |      | 2025-12-11 |
| Eleanor Miller          |      | 2023-11-03 |
| Elizabeth Anne Jones    |      | 2022-01-13 |
| Irene Sally Blackwood   |      | 2019-05-13 |
| Kathleen Clark          |      | 2021-04-19 |
| Nicky Mangold           |      | 2020-05-04 |
| Penelope Yates          |      | 2025-12-11 |
| Richard Jeremy Sharples |      | 2023-09-07 |

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# Accounts

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**Annual Report and Financial Statements  
For the Year ended 31st March 2025**

**Charity Number: 1128325  
Company Number: 06782971**



**Because childhood can't wait**



# **Home-Start Elmbridge**

## **Annual Report and Financial Statements For the Year ended 31<sup>st</sup> March 2025**

**Home-Start Elmbridge**

**Charities House, 1 The Quintet, Churchfield Road, Walton-on-Thames, Surrey KT12 2TZ**

**T: 07731 861598**

**E: [enquiries@home-start-elmbridge.org.uk](mailto:enquiries@home-start-elmbridge.org.uk)**

**W: [www.homestartelmbridge.org.uk](http://www.homestartelmbridge.org.uk)**

 **[facebook.com/HomeStartElmbridge](https://facebook.com/HomeStartElmbridge)**

 **[instagram.com/home\\_start\\_elmbridge](https://instagram.com/home_start_elmbridge)**

**Registered Charity No. 1128325**

**Company Registration No. 06782971**

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# Home-Start Elmbridge

## Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2025

### Report of the Trustees for the Year to 31 March 2025

#### A - OBJECTIVES AND ACTIVITIES

Home-Start Elmbridge (HSE) is an independent charity dedicated to supporting vulnerable families within our local community. While we primarily assist families with at least one child under the age of five, we also have services available to those with older children. Referrals to HSE can come from a variety of sources, but our support is always free, confidential, non-judgmental, and tailored to meet each family's individual circumstances and pace. What sets us apart is our unique approach which involves carefully matching trained and supported volunteers, all with significant parenting experience, to families facing challenging times.

We work in partnership with other agencies to deliver high-quality support that is adaptable and responsive to the individual needs of each family. HSE is one of over 160 local schemes across the country and operates as an independent charity under the umbrella of Home-Start UK. We adhere to their aims, ethos, guidelines, policies, methods, training, and quality assurance processes to ensure consistency and excellence in our services.

In 2024–2025, with the support of 85 dedicated volunteers, we provided support to 201 families through a range of services—including home-visiting support, specialised groups, parenting programmes, one-to-one counselling, and crisis intervention. Thanks to delegated funding from Walton Charities, we were also able to offer practical help to families facing urgent needs, supplying essentials such as white goods, baby items, food vouchers, school uniforms, and care packages.

Thanks to funding from the SGN Fuelling Futures project, we were able to help provide energy advice and information to families, this included access to free carbon monoxide alarms and referrals to the Priority Register. We were also able to help working parents who were facing financial hardship thanks to the In Work Cost of Living Fund. We supported an increased number of families facing housing instability, limited access to public services, or uncertain immigration status with the challenges these issues present.



## **Home-Start Elmbridge**

### **Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2025**

#### **Our main objectives are:**

- To safeguard, protect and preserve the good health, both mental and physical, of children and parents of children.
- To prevent cruelty to or maltreatment of children, physically or emotionally.
- To support families where they are dealing with sickness and/or disabilities.
- To improve children's outcomes through reducing poverty and isolation in families where the financial gap has a big impact.
- To educate parents and make the public more aware of the importance of child welfare and upbringing, within Elmbridge.
- To provide an enabling support increasing the confidence and independence of parents, strengthening relationships with their children, and widening their links with the local community.
- To provide a non-judgmental and confidential service to all families with full respect for culture and race.
- To be inclusive to all families arriving in Elmbridge regardless of culture or residence status.

#### **Public Benefit Statement**

We primarily support families living in Elmbridge with at least one child under the age of 11. Referrals come from a wide network of early help professionals, including health visitors, social workers, and schools. Increasingly, families are reaching out directly - often prompted by recommendations from friends or through social media. We are proud to serve a diverse range of families, inclusive of all backgrounds, cultures, and ethnicities.

Our approach is holistic and tailored to each family's unique circumstances, involving not just the primary caregivers but the wider family unit. Support typically includes regular visits from trained volunteers, alongside access to specialist groups, parenting programmes, counselling, and crisis intervention where needed.

We actively monitor the evolving needs of the Elmbridge community, ensuring our services remain responsive and relevant. This includes regularly reviewing both the availability of local support services and the specific needs identified within the families we serve.

Our activities provide public benefit to the Elmbridge community by:

- Reducing family isolation and increasing social support networks.
- Strengthening parent – child relationships/bond/attachment.
- Improving parents' physical health and emotional well-being.
- Developing and improving parenting skills.
- Improving the home environment.
- Improving children's health, well-being, and development.
- Increasing access to health, education, and community services for all.

## **Home-Start Elmbridge**

### **Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2025**

#### **B - STRUCTURE GOVERNANCE AND MANAGEMENT**

The charity is overseen by a board of six Trustee Directors, all of whom have undergone induction training and a structured interview process to ensure they possess the necessary qualities, skills, and knowledge. These board members are volunteers from the local community and receive ongoing specialised training as needed. Trustee Directors are re-elected every three years, with careful consideration given to their experience, expertise, and diversity. Each trustee leads a specific operational area aligned with their previous experience and knowledge specialism.

Day-to-day management is handled by the Director, supported by a Senior Family Coordinator, Support Coordinators, a Charity Support Officer, and a Development Officer. This team coordinates crisis support, specialist carer support, group work, and counselling services, primarily through a network of home-visiting volunteers.

Trustee Directors are responsible for reviewing and mitigating risks through preventative controls and corrective actions. Regular assessments of operating strengths and weaknesses are conducted, and risk management is incorporated into Board meetings and yearly audits. Audit outcomes for main risk areas are submitted to the HSE board, where one area is reviewed in detail at each board meeting. Any outstanding actions are tracked to minimise potential impacts on the charity, and mitigations identified accordingly.

HSE monitors and controls operational organisation through a series of structured policies and procedures that are centrally coordinated through HSUK. Trustees ensure the operational delivery of these mandatory policies and adapt recommended policies as necessary to reflect the local circumstances of Elmbridge.

#### **Chair's Report**

This year has been one of remarkable achievement and tireless commitment to our mission of supporting the increasing number of families reaching out for help. The support our team and volunteers offer to families continues to ensure every child in their early years has a happy and secure childhood, and parents appreciate the role they play in shaping their children's futures. We've made progress this year through different projects and opportunities.

Every year we see a notable reduction in government and council funding, which has led to more competition for the funds available from funding providers. The knock-on effect on both statutory services and other charities who provide family and children support has created an unforeseen increase in the need for our services. We have had our most successful year ever in terms of fundraising activities which, together with the grants and donations received, resulted in one of our most financially robust years in the history of HSE. However, with rising costs and the challenge of maintaining and growing funding streams, our reserves and cashflow will continue to be closely monitored.

We were lucky to have been the chosen charity of the Mayor of Elmbridge, and the funds and profile raised through events supported by him had a significant impact on our financial security for next year. I extend my heartfelt thanks to Councillor Neil Houston and his wife Veronica for their passionate support and commitment to HSE throughout this year.

## **Home-Start Elmbridge**

### **Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2025**

We continue our mission of offering tailored, non-judgmental support to families with young children through its dedicated volunteers. We have continued success in recruiting and retaining our volunteers and this year has seen even more enhancements to our volunteer package. Key initiatives have been in development around expanding volunteer roles, volunteer skills enhancement recruitment of volunteers with language skills, University Partnerships and advancing our Commitment to Equality, Equity, Diversity and Inclusion.

We have seen an incredible increase in the number of agencies and organisations we network with, and building these relationships is enhancing our profile and extending our reach. This has been a success not only locally but also in the relationship we have with HSUK, and it is encouraging to see the exposure and credibility we have within the HSUK national federation. Our enhanced social media strategy has substantially elevated our profile, expanded our network, and strengthened our brand presence across key platforms.

Following the pilot in 2023-24, Dad Matters Surrey relaunched in 2025. A Dad Matters project lead, and a Chair of the Surrey Steering Group have been recruited and are working with us to drive the project forward. Various initiatives are underway to improve the lives of dads and their young families across Elmbridge.

I am privileged to have a board of trustees who are committed to this organisation and always go 'that extra mile' to support myself, the staff, and our volunteers and I am extremely proud of the relationship our board has with the staff team.

I want to thank Carol Hodges our Scheme Director and the fabulous team that surrounds her. They should be very proud of what they achieve year-in year-out and the testimonials they receive from so many families are heart-warming and humbling.

I would also like to thank those who have been so very loyal in funding us in the past and providing support in so many ways, they are vital to us being able to fulfil our mission. We are also grateful for the commitment and support from our patron, Ruth Langsford, who helps us increase our profile. and securing alternative funding avenues.

**Any support is never taken for granted and it is always received with our gratitude and thanks.**

## **Home-Start Elmbridge**

### **Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2025**

#### **C - ACHIEVEMENTS AND PERFORMANCE**

##### **Director's Report**

The year 2024-25 saw the cessation of direct funding from Surrey County Council's Early Help programme, the first time in the history of HSE. However, we were incredibly fortunate to be selected as the Mayor's Charity of the Year. Thanks to the remarkable commitment and energy of the Mayor and Mayoress of Elmbridge, over £65,000 was raised on our behalf.

This generous support not only softened the immediate impact of losing statutory funding but also allowed us to invest in the future by appointing a dedicated Community Funding Officer. This new role strengthens our capacity to secure the sustainable funding we need to continue delivering our vital services to families across the borough.

Once again, this year has continued the trend seen in 2023–24, with an increasing number of families seeking support for children with additional needs. Our SEND playgroup and support/advice café in Lower Green Community Centre has continued to grow and it was extended to support families throughout the school holidays. Last summer, we were proud to host a dedicated screening at the Everyman Cinema, tailored specifically for children with additional needs. We also ran specialised model train sessions, both of which were hugely successful and greatly appreciated by the families who attended.

Advocating for children remains at the heart of our work. This year, we've seen a concerning rise in the number of children entering reception class only to be placed on reduced timetables, often without access to full-time education. We have worked closely with Surrey County Council's SEND department to ensure that the right support is in place for these families. Our focus has been on helping children transition into reception with the appropriate provisions to meet their individual needs from the outset.

Alongside this popular group at Lower Green, we launched a new group in Weybridge specifically for parents of babies and toddlers. The response was immediate, with the group reaching full capacity shortly after opening. The offer is for HSE families who may find traditional community playgroups overwhelming or financially out of reach, offering a safe, supportive, and accessible space to connect and engage.

The success of these groups is made possible by the dedication of our trained HSE facilitators and the invaluable support of our 16 committed volunteers. We are also grateful to Walton Charity, whose funding enables us to provide transport for families, ensuring access to our groups is not a barrier. The continued growth of our SEND group simply wouldn't be possible without the support and funding from Spurgeon's Family Centre.

We have been fortunate to continue receiving strong support from our volunteer team, with 71 individuals either volunteering or completing training during 2024–25. The majority of these volunteers provide in-home support to families for two hours each week. Their contributions are wide-ranging from accompanying to medical appointments, playgroups, professional meetings, demonstrating positive parenting, offering emotional support through a listening ear, sharing parenting tips and helping children become school ready.

Families have been referred for many reasons including poor mental health, post-natal depression, emotional impact of poor housing conditions, recovering from abusive relationship, bereavement and disability. This year we have seen a concerning rise in families without stable housing or living in unsuitable accommodation.

In addition, families have accessed our Challenging Behaviour parenting courses, which were successfully delivered in local schools including Cleves, Hurst Park, and Hinchley Wood.

## Home-Start Elmbridge

### Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2025

To ensure families continued to feel supported, our Parent Support Café is there for parents who have previously attended the parenting course, or the SEND playgroup and the children are now at school. It is a place where families can offer each other support, helping to reduce isolation.

We are fortunate at HSE to have a highly experienced, trained counsellor as part of our team, who has been supporting families across the borough for several years. When a Family Support Coordinator identifies a need related to emotional wellbeing or a history of trauma, families are offered the opportunity to receive one-to-one counselling. This specialist support is delivered through weekly 50-minute sessions, provided in the family's home over a 12-week period.

Each family supported during the year has been offered their own holistic package of care.

Feedback from families consistently shows that we continue to provide appropriate support to families which enables them and has a positive impact for families now and in the future.

Feedback example:

*"My time with Home-Start helped me feel less alone and I was supported by people who are caring, thoughtful and so helpful. There was a SEN playgroup to go to in the time that I was really struggling – it was a godsend."*

*"I've felt much less isolated as a Mum and validated that I was doing a good job with my children."*

Safeguarding continues to be outstanding, and we maintain a strong partnership with Surrey County Council, actively participating in multi-agency meetings and presenting on Safeguarding Boards to ensure the highest standards of protection.

None of these achievements would be possible without an outstanding team of 13 staff. The team consistently pursue continuous professional development, not only in Level 3 Safeguarding but also in specialised areas such as safeguarding children with disabilities, Level 3 Education Certification, poverty and energy training courses for parenting facilitators, FASD, EEDI, supporting families with personality disorder diagnosis and many more.

This year, Olive Leach, our Development Officer, proudly celebrated 10 years of service. Olive has worked tirelessly to secure funding through bid writing, often navigating challenging circumstances. To strengthen our fundraising efforts and diversify income sources, Olive has expanded her team by bringing on Kat Freeman, who will focus on community fundraising.

This year was my 17<sup>th</sup> year with HSE. Whilst families continue to face similar challenges to when I first started, new and growing pressures have emerged. The rising cost of living, significant increases in utility bills outpacing wage and benefit rises, and some of the highest nursery fees in the country here in Elmbridge, all place additional strain on families. These pressures compound for families where there is poor emotional health, children with challenging behaviour, relationship difficulties or housing problems.

I am proud of how quickly the charity adapts services to meet the evolving needs of families. Rebecca Kingsnorth, Crisis Support Worker, now delivers the Christians Against Poverty course 1:1 in family's homes alongside energy advice. This valuable service has been made possible through funding and training provided by SGN, which includes safety measures such as carbon monoxide alarm awareness, support for fuel poverty, and budgeting guidance.

HSE's work would not be possible without the dedication of our 73 volunteers. All our volunteers benefit from ongoing professional development and receive regular support and supervision every

## Home-Start Elmbridge

### Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2025

6–8 weeks from a Family Support Coordinator. We are deeply committed to ensuring our volunteers feel valued and supported.

Feedback from families who received support for 2 hours per week from their volunteer over a number of months:

*“At a time when life felt overwhelming, Home-Start provided me with a support, a listening ear, some respite, and much needed space to find myself and a way through. I’m now in a much better frame of mind to face life’s challenges and truly embrace the joy a child brings to your life.”*

Volunteers reported after training:

*“I personally loved arriving at a family’s door and seeing their faces light up.”*

*“Absolutely really enjoyed working with the families and was very impressed with the original training which was excellent and varied and extremely useful.”*

HSE offers support to families in Elmbridge through all the services detailed above, home visiting, the various groups, budgeting and fuel poverty, parenting courses and counselling. Our holistic approach to supporting families is only possible through the army of volunteers who offer a few hours of support weekly. We are also truly fortunate to benefit from the commitment of the Directors on our Governing board. Kathy, Sally, Liz, Nicky, Jeremy and Eleanor are all fully committed and work tirelessly in the background. We are very privileged to have so many volunteers – collectively donating thousands of hours each year.

**For parents when  
they need us most**



## Home-Start Elmbridge

### Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2025

#### D – FUNDRAISING

This year, we were fortunate to receive funding from a wide range of sources, with many of our long-standing partners continuing to champion our work. Their support reflects confidence in the quality and impact of our services, and we are truly grateful for their commitment.

However, we are mindful that this level of support cannot be guaranteed in the future. HSE relies heavily on the goodwill of funders and individual donors, and the sustainability of our services depends on continued support. We remain especially thankful to our principal grant-making bodies, alongside the many local organisations and community members whose contributions have been invaluable throughout the year.

In the past year, grants accounted for the largest share of our income at 61% reflecting the strong support of our institutional partners. Donations contributed 24%, demonstrating the continued generosity of individual supporters, while fundraising activities made up the remaining 15%.

We would especially like to thank:

|                                 |                                                  |
|---------------------------------|--------------------------------------------------|
| Abigail Chalrinho               | Liz Ambekar                                      |
| Adam Earl                       | Netsai Mangwende                                 |
| Alistair Cutts                  | New Look, Walton-on-Thames                       |
| Anne Miller                     | Nicky Mangold                                    |
| Barclays Bank                   | Orla Bradley                                     |
| Barker Martial Arts             | Peter Chicken                                    |
| Carole Barratt                  | Rachel Lucas                                     |
| Caroline Bradley                | Rochills, Walton-on-Thames                       |
| Caroline Wood                   | Roger Barton                                     |
| Central Surrey Voluntary Action | Ross Leach                                       |
| Chris Odom                      | Sainsbury's, Walton-on-Thames                    |
| Church of the Holy Name, Esher  | Saputo Dairy UK                                  |
| Colets Health and Fitness       | SGN                                              |
| Community Foundation for Surrey | Spurgeons Charity                                |
| Co-op Local Community Fund      | Squires Garden Centres, Hersham                  |
| Councillor Steve Bax            | St Charles Borromeo School, Weybridge            |
| Danesfield Manor School         | St Faith's Trust                                 |
| Daniel Klarin                   | St James Church, Weybridge                       |
| Elmbridge Borough Council       | St Lawrence's School, East Molesey               |
| Elmbridge Road Runners          | St Mary's Church, East Molesey                   |
| Foxhall And Flour               | Stagecoach, Hinchley Wood                        |
| Gillian Fellows                 | Stripey Stork                                    |
| Gwenda Cochrane                 | Surbiton Hockey Club                             |
| Harry Wilkinson                 | Surrey County Council                            |
| Hedin Automotive                | Surrey Downs Health & Care Partnership           |
| Henry Smith Charity             | Surrey Governors Association                     |
| Judith Coltman                  | Waitrose & Partners Esher, Hersham and Weybridge |
| Kathleen Williams               | Walsingham Care                                  |
| Keith Goodwin                   | Walton Charity                                   |
| KFC Foundation                  | Weybridge Land Charity                           |
| KWW Solicitors                  | Weybridge Male Voice Choir                       |

## **Home-Start Elmbridge**

### **Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2025**

#### **E – FINANCIAL REVIEW**

The accounts for the year to 31 March 2025 are shown on pages 14 to 18, preceded by the report of the Independent Examiner.

Income for the year was £365,351 (2024: £296,569) and Expenditure was £271,026 (2024: £249,092). This resulted in an increase in reserves of £94,325 (2024: surplus £47,477).

Reserves as of 31 March 2025 were £285,732 (2023: £191,407) in total, split into £196,262 (2024: £128,640) of Unrestricted Reserves and £89,470 (2024: £62,767) of Restricted Reserves.

Grant income, despite being slightly lower than last year, was a notable achievement given the challenges of raising funds, with continued support from Henry Smith, Walton Charities and Surrey County Council. Significant one-off donations, as well as two major events in March organised by the Mayor of Elmbridge are reflected in an increase in Fundraising Income, together with higher receivables and, consequentially, year-end unrestricted reserves.

Higher staff costs include a cost-of-living increase, and extra hours worked due to high demand for our services.

#### **F – TRUSTEES' RESPONSIBILITIES**

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of the affairs of the charity at the end of the year and of the incoming and outgoing resources for the year then ended.

In preparing the financial statements, the trustees are required to select appropriate accounting policies and then apply them consistently, making judgments and estimates that are reasonable and prudent. The trustees must also prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charity will continue its activities.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006 and SORP FRS 102.

The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

#### **Small company provisions**

This report has been prepared in accordance with the special provisions for small companies under the Companies Act 2006 and SORP FRS 102.

**Approved by the Trustee Directors on 25<sup>th</sup> September 2025 and signed on their behalf by**

**K Clark**  
**Trustee Director and Chair**

## Home-Start Elmbridge

### Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2025

For and on Behalf of the Trustees

#### G - REFERENCE AND ADMINISTRATION DETAILS

##### Legal status

Home-Start Elmbridge is a Company Limited by Guarantee (06782971) and a Registered Charity (1128325). It was incorporated on the 5<sup>th</sup> of January 2009 and is governed by a Memorandum and Articles of Association.

The registered address is:

1 Quintet, Churchfield Road, Walton on Thames, Surrey KT12 2TZ

##### Management Committee

##### Trustees and Directors:

|                 |             |                                                                             |
|-----------------|-------------|-----------------------------------------------------------------------------|
| Kathleen Clark  | Independent | Appointed April 2021, Chair                                                 |
| Sally Blackwood | Independent | Appointed May 2019, Treasurer                                               |
| Nicky Mangold   | Independent | Appointed May 2020, Volunteers                                              |
| Elizabeth Jones | Independent | Appointed January 2022, Safeguarding                                        |
| Jeremy Sharples | Independent | Appointed September 2023, Governance & Risk                                 |
| Eleanor Miller  | Independent | Appointed November 2023, PR & Marketing                                     |
| Sally Grimstone | Independent | Appointed October 2024, Equity, Diversity and Inclusion and Staff Wellbeing |

Resigned:

|                        |                    |                              |
|------------------------|--------------------|------------------------------|
| <i>Sherrie Beckett</i> | <i>Independent</i> | <i>August 2024, Families</i> |
|------------------------|--------------------|------------------------------|

In accordance with the charitable company's Articles of Association N. Mangold will retire by rotation and offer themselves for re-election at the Annual General Meeting.

##### Advisor to the Trustees:

|            |             |                                 |
|------------|-------------|---------------------------------|
| Neil Clark | Independent | GDPR and Information Technology |
| Rod Horler | Independent | HR and Employment Law           |

##### Company Secretary

|              |             |                         |
|--------------|-------------|-------------------------|
| Ann Charlton | Independent | Appointed February 2022 |
|--------------|-------------|-------------------------|

##### Independent Examiner

Jackson-Scott Associates Limited, 100 Gilders Road, Chessington, KT9 2AN

##### Bankers

CAF Bank Limited, 25 Kings Hill Avenue, West Malling, Kent ME19 4JQ

## **Home-Start Elmbridge**

### **Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2025**

#### **Independent examiner's report to the Trustees of Home-Start Elmbridge.**

I report to the Trustees on my examination of the accounts of Home-Start Elmbridge for the year ended 31<sup>st</sup> March 2025.

#### **Responsibilities and basis of report**

As the charity Trustees of the Charity, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Charity's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

#### **Independent examiner's statement**

If the Charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Association of Accounting Technicians which is one of the listed bodies.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Charity as required by section 130 of the Act; or
2. the accounts do not accord with those records.

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.

Angela Eden FMAAT ATT(Fellow)

10 September 2025

# Home-Start Elmbridge

## Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2025

### HOME-START ELMBRIDGE Statement of Financial Activities (including Income and Expenditure Account)

For the Year Ended 31 March 2025

|                                          | Notes    | Unrestricted Funds | Restricted Funds | 2025           | 2024           |
|------------------------------------------|----------|--------------------|------------------|----------------|----------------|
|                                          |          | £                  | £                | £              | £              |
| <b>Incoming Resources</b>                |          |                    |                  |                |                |
| Grants Income                            |          | 30,000             | 190,097          | 220,097        | 227,551        |
| Donations                                |          | 84,940             |                  | 84,940         | 60,735         |
| Fund-Raising                             |          | 56,451             |                  | 56,451         | 5,807          |
| Interest Income                          |          | 3,863              |                  | 3,863          | 2,476          |
| <b>Total Income</b>                      | <b>2</b> | <b>175,254</b>     | <b>190,097</b>   | <b>365,351</b> | <b>296,569</b> |
| <b>Resources Expended</b>                |          |                    |                  |                |                |
| <b>Charitable Costs</b>                  |          |                    |                  |                |                |
| Staff costs                              | 3        | 22,644             | 135,806          | 158,450        | 139,448        |
| Family Activities / Support              |          |                    | 27,588           | 27,588         | 32,195         |
| Volunteer Costs                          |          | 1,292              |                  | 1,292          | 2,479          |
| <b>Total Charitable Costs</b>            |          | <b>23,936</b>      | <b>163,394</b>   | <b>187,330</b> | <b>174,122</b> |
| <b>Fundraising Costs</b>                 |          |                    |                  |                |                |
| Staff Costs                              | 3        | 27,722             |                  | 27,722         | 24,396         |
| Other Costs                              |          | 3,128              |                  | 3,128          | 105            |
| <b>Total Fundraising Costs</b>           |          | <b>30,850</b>      | <b>-</b>         | <b>30,850</b>  | <b>24,501</b>  |
| <b>Administration and Support Costs</b>  |          |                    |                  |                |                |
| Staff Costs                              | 3        | 13,122             |                  | 13,122         | 15,716         |
| Premises                                 |          | 16,000             |                  | 16,000         | 13,900         |
| Office Expenses                          |          | 16,950             |                  | 16,950         | 16,029         |
| Home-Start Fee                           |          | 5,338              |                  | 5,338          | 3,202          |
| Audit and Accounting                     |          | 1,436              |                  | 1,436          | 1,622          |
| <b>Total Admin and Support Costs</b>     |          | <b>52,846</b>      | <b>-</b>         | <b>52,846</b>  | <b>50,469</b>  |
| <b>Total Resources Expended</b>          |          | <b>107,632</b>     | <b>163,394</b>   | <b>271,026</b> | <b>249,092</b> |
| <b>Net transfer to / (from) Reserves</b> |          | <b>67,622</b>      | <b>26,703</b>    | <b>94,325</b>  | <b>47,477</b>  |
| <b>Total funds at 01 April 2024</b>      |          | <b>128,640</b>     | <b>62,767</b>    | <b>191,407</b> | <b>143,930</b> |
| <b>Total funds at 31 March 2025</b>      |          | <b>196,262</b>     | <b>89,470</b>    | <b>285,732</b> | <b>191,407</b> |

# Home-Start Elmbridge

## Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2025

### HOME-START ELMBRIDGE

#### Balance Sheet

As at 31 March 2025

|                            | 31 March<br>2025 | 31 March<br>2024 |
|----------------------------|------------------|------------------|
|                            | £                | £                |
| <b>Current Assets</b>      |                  |                  |
| Receivables                | 37,707           | 1,891            |
| Prepayments                | 332              | 309              |
| Cash at Bank and in Hand   | 259,308          | 196,224          |
|                            | <u>297,347</u>   | <u>198,424</u>   |
| <b>Current Liabilities</b> |                  |                  |
| Payables                   | 11,615           | 7,017            |
|                            | <u>11,615</u>    | <u>7,017</u>     |
| <b>Net Current Assets</b>  | 285,732          | 191,407          |
| <b>Net Assets</b>          | <u>285,732</u>   | <u>191,407</u>   |
| <b>Unrestricted Funds</b>  |                  |                  |
| General Reserve            | 196,262          | 128,640          |
| <b>Restricted Funds</b>    |                  |                  |
| Income Fund                | 89,470           | 62,767           |
| <b>Total Funds</b>         | <u>285,732</u>   | <u>191,407</u>   |

The Trustee Directors are satisfied that the Charity is entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The Trustee Directors acknowledge their responsibilities:

- the members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 477,
- the directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts,
- these accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the members of the Trustee Director Board on 25<sup>th</sup> September 2025 and are signed on their behalf:

**S Blackwood**

**Trustee Director and Honorary Treasurer**

For and on Behalf of the Trustees

**Home-Start Elmbridge**  
**Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2025**

**Notes to the Financial Statements**  
**For the Year Ended 31 March 2025**

**1 – ACCOUNTING POLICIES**

**Accounting Convention**

These financial statements have been prepared in accordance with the Statement Recommended Practice: Accounting and Reporting by Charities (SORP 2015) and applicable UK Accounting Standards and the Charities Act 2011. They have been drawn up on the historical cost accounting basis.

**Grants Due**

Grants due are accounted for in the year in which they are receivable.

**Resources Expended**

Resources expended are accounted for on an accruals basis.

**Pension Schemes**

The Charity contributes up to a maximum of 5% of gross salary to employee personal pension schemes where the employee contributes an equal amount.

**General Reserve**

It is the policy of the Charity that unrestricted reserves should not be allowed to fall below six months' expenditure, to allow the Charity to maintain services to families in the event of a sudden unexpected fall in income.

**Funding Policy**

This fund arises from grants or donations given to the charity where the donor specifies the use to which the funds may be put. We are therefore required by law to comply with the donor's wishes in the use of these funds.

# Home-Start Elmbridge

## Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2025

### 2 – INCOME

|                                             | Unrestricted<br>Funds<br>2025 | Restricted<br>Funds<br>2025 | Total<br>Funds<br>2025 | Total<br>Funds<br>2024 |
|---------------------------------------------|-------------------------------|-----------------------------|------------------------|------------------------|
|                                             | £                             | £                           | £                      | £                      |
| <b>GRANT INCOME</b>                         |                               |                             |                        |                        |
| Surrey CC / Spurgeons                       |                               | 16,440                      | 16,440                 | 27,592                 |
| Henry Smith                                 |                               | 67,600                      | 67,600                 | 65,600                 |
| Surrey CC Building Belonging/All Age Autism |                               | 30,946                      | 30,946                 | 30,946                 |
| Walton Charities                            | 30,000                        | 8,300                       | 38,300                 | 35,000                 |
| Surrey Downs MHIF                           |                               | 36,032                      | 36,032                 | 0                      |
| Elmbridge Borough Council                   |                               | 8,160                       | 8,160                  | 10,250                 |
| Community Foundation for Surrey             |                               | 7,940                       | 7,940                  | 14,000                 |
| SGN Fuelling Futures                        |                               | 8,604                       | 8,604                  | 0                      |
| Postcode Lottery                            |                               |                             | 0                      | 20,000                 |
| Peter Harrison Foundation                   |                               |                             | 0                      | 5,350                  |
| Grants Received (Other)                     |                               | 6,075                       | 6,075                  | 18,813                 |
| <b>Total Grant Income</b>                   | <b>30,000</b>                 | <b>190,097</b>              | <b>220,097</b>         | <b>227,551</b>         |
| <b>Donations- Corporate and Community</b>   | <b>84,940</b>                 |                             | <b>84,940</b>          | <b>60,735</b>          |
| <b>Fundraising Activities</b>               | <b>56,451</b>                 |                             | <b>56,451</b>          | <b>5,807</b>           |
| <b>Total Donations &amp; Fundraising</b>    | <b>141,391</b>                | <b>0</b>                    | <b>141,391</b>         | <b>66,542</b>          |
| <b>Interest Income</b>                      |                               |                             |                        |                        |
| Bank Interest                               | 3,863                         |                             | 3,863                  | 2,476                  |
| <b>Total Interest Income</b>                | <b>3,863</b>                  | <b>0</b>                    | <b>3,863</b>           | <b>2,476</b>           |
| <b>TOTAL INCOME</b>                         | <b>175,254</b>                | <b>190,097</b>              | <b>365,351</b>         | <b>296,569</b>         |

### 3 – STAFF COSTS

|                                   | 2025<br>£      | 2024<br>£      |
|-----------------------------------|----------------|----------------|
| <b>Salaries</b>                   | <b>177,336</b> | <b>161,768</b> |
| <b>Social Security</b>            | <b>9,298</b>   | <b>7,344</b>   |
| <b>Pensions</b>                   | <b>6,834</b>   | <b>6,142</b>   |
| <b>Travel and Training</b>        | <b>5,826</b>   | <b>4,306</b>   |
|                                   | <b>199,294</b> | <b>179,560</b> |
| <b>Allocated to:-</b>             |                |                |
| <b>Charitable Costs</b>           | <b>158,450</b> | <b>139,448</b> |
| <b>Fundraising</b>                | <b>27,722</b>  | <b>24,396</b>  |
| <b>Administration and Support</b> | <b>13,122</b>  | <b>15,716</b>  |
|                                   | <b>199,294</b> | <b>179,560</b> |

# Home-Start Elmbridge

## Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2025

### 4 – CURRENT ASSETS

|                                 | 2025          | 2024         |
|---------------------------------|---------------|--------------|
|                                 | £             | £            |
| Prepayments including insurance | 332           | 309          |
| Accrued Income                  | 37,707        | 1,891        |
|                                 | <b>38,039</b> | <b>2,200</b> |

### 5 – CURRENT LIABILITIES

|          | 2025          | 2024         |
|----------|---------------|--------------|
|          | £             | £            |
| Payables | 11,615        | 7,017        |
|          | <b>11,615</b> | <b>7,017</b> |

### 6 – RESTRICTED FUNDS

|                                       | Balance<br>01 Apr 2024 | Income         | Expenditure    | Balance<br>31 Mar 2025 |
|---------------------------------------|------------------------|----------------|----------------|------------------------|
|                                       | £                      | £              | £              | £                      |
| Henry Smith                           | 32,800                 | 67,600         | 66,600         | 33,800                 |
| Building Belongings                   | -                      | 20,946         | 20,946         | -                      |
| Walton Charities                      | 12,358                 | 8,300          | 13,901         | 6,757                  |
| Surrey Downs MHIF                     | -                      | 36,032         | 10,509         | 25,523                 |
| Spurgeons/ Surrey CC                  | -                      | 16,440         | 16,440         | -                      |
| Community Foundation for Surrey       | 6,416                  | 7,940          | 12,371         | 1,985                  |
| Surrey CC Better Care All Age Autism  | -                      | 10,000         | 2,500          | 7,500                  |
| Elmbridge BC                          | 7,917                  | 8,160          | 9,623          | 6,454                  |
| SGN Fuelling Futures                  | -                      | 8,604          | 4,780          | 3,824                  |
| Surrey CC - councillor community fund | -                      | 1,350          | 900            | 450                    |
| Peter Harrison Foundation             | 446                    |                | 446            | -                      |
| St. Faith's                           | -                      | 3,125          | 781            | 2,344                  |
| KFC Foundation                        | 412                    | 100            | 512            | -                      |
| Weybridge Land Charity                | 1,800                  |                | 1,800          | -                      |
| CSVA - SPARKS                         | -                      | 1,000          | 667            | 333                    |
| Grants Received - Other               | 618                    | 500            | 618            | 500                    |
|                                       | <b>62,767</b>          | <b>190,097</b> | <b>163,394</b> | <b>89,470</b>          |

### 7 – PAYMENTS TO TRUSTEES

Any payments to trustees related to reimbursement of expenses incurred on behalf of the charity.

### 8 – RELATED PARTY TRANSACTIONS

There were no related party transactions in the year.

## **Home-Start Elmbridge**

### **Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2025**

#### **Appendix A**

##### **Our Services**

Working alongside parents, our early intervention support helps to build independence and resilience empowering parents to build positive and healthy futures for their young children. The support we give is not judgemental, it's compassionate, confidential, and as individual as each family is.

The families we work with are often experiencing multiple difficulties and those struggling to cope with problems such as learning difficulties, disabilities, mental health, wellbeing issues, physical illness, domestic abuse, addictions, isolation, vulnerability, poverty, and homelessness. As such HSE recognized the need to introduce additional services to compliment the traditional Home Visiting support.

Our vision is to deliver a holistic approach to support, during the last year we have offered the following services:

##### **Home-visiting volunteer support**

Our home-visiting volunteer service offered one-to-one confidential practical and emotional support to families in their own homes. Our highly trained staff and volunteers provided high quality peer-to-peer support, working alongside parents, making sure they had the skills needed to nurture their children. We work at each family's individual pace with no time limit for support.

##### **Crisis Support**

For families who needed immediate intervention, our Crisis Support Coordinators worked with them directly, visiting for 2 hours each week, helping to resolve urgent needs and deal with emergency type situations. This support is viewed as short-term intervention over a few months, until such time families are ready to avail of our other services or can cope on their own.

##### **Carer Support**

For families who are living with an illness, disability, or Special Educational Needs (SEN), specialised support is provided by a dedicated member of staff. Liaising with the supervising FSC, our Carer Support Coordinator visits families for 1-2 hours each week. Initially, we offer emotional support to these families as often when we are introduced to the family, the family member is not yet or newly diagnosed. We help with access to appropriate benefits, with appeals when disability benefits have been declined, provide awareness and knowledge of disability issues as often parents 'don't know what they don't know' and help them access to appropriate services and build up independent support networks to reduce isolation. This support tends to be for about 3-6 months. These families can also attend our weekly playgroup/clinic sessions at the Lower Green community centre in Esher.

##### **Counselling Support**

Our counselling service was provided by a professionally qualified integrative-relational counsellor and is provided to parents that we have identified having complex emotional needs. We offer 12 free counselling sessions (50 minutes) on a weekly basis in the family home. Our counsellor usually works with 4 families at any given time.

## Home-Start Elmbridge

### Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2025

#### Group work

We ran several specialist peer support groups aimed towards parents dealing with poor emotional health, low self-esteem, and isolation. When possible, crèche facilities were provided to parents who had young children. We have added new groups and closed existing groups in an attempt to keep abreast of the changes the needs of the families we support. We aim to be flexible and as a result at times these groups can be up and running very quickly to meet demand. Our groups included:

- **Over 5s Parent Support Café** - a regular weekly drop in café held at the Cromwell Centre in St John's estate, open to parents with children aged 5 to 13 years old who are living with Special Educational Needs. These sessions provided opportunities for parents to meet with others in similar circumstances and provided mutual support and developed connections.
- **Parenting Courses** – we ran three 10-week courses for parents to help them with Challenging Behaviour and are currently in the middle of a third course. The courses were held in the 3 different schools in Elmbridge on Wednesday mornings. The course is designed to provide support in circumstances where parents are experiencing significant detrimental impact due to the behavioural challenges of their children because of neuro developmental disorders. Apart from developing several key parenting skills to support improved relationships with their children, parents benefitted from meeting others who are experiencing similar issues. Many of the referrals for these courses come from the Elmbridge Family Centres.
- **Under 5s Playgroup and Café** – a regular weekly drop in playgroup/café held in the Methodist Church in Weybridge. The group is open to families we support with young children aged 0 – 5 years old and has particular focus on supporting those facing social isolation, emotional distress, low-income families, and those with parental capacity issues. These sessions offer a variety of age-appropriate toys, books, and activities designed to support early childhood development including social, language, and motor skills. The café also encourages parents to build friendships and peer support networks, making it especially beneficial for those new to the area or without extended family nearby.
- **Carer Support Playgroup and Clinic** is a new group that we started in October 2023. It is being run as a regular weekly drop-in session at the Lower Green Community Centre, Esher. Families are welcome to join in between 10am and 12pm. These sessions are open to our Carer Support families (families who are living with an illness, disability, or Special Educational Needs), with children aged 0 to 5 years old, however parents of older children (aged 5 to 11 years old) can also attend (without children) to get advice and peer support from other parents. The idea of this group is to offer these families a safe, informal, and non-judgemental environment where the children can have fun taking part in activities.
- **Stay and Play Summer Park Sessions** – over the summer holidays, we ran 6 meet up in the park sessions for families to attend. These popular sessions were held on Wednesday mornings each week in July and August 2024, and families reported they have provided a lifeline over the long summer holidays.

#### Dad Matters

Please note that this service was paused during 2024-25 but will be reintroduced in 2025-25.

The Dad Matters project, aimed at helping fathers build strong relationships with their children and families, while also supporting dads experiencing anxiety, stress, and other mental health challenges.

## Home-Start Elmbridge

### Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2025

Key areas of activity included:

**Outreach** – Volunteers engaged dads in maternity settings, at events, and through “Walk and Talk” sessions. Conversations focused on early bonding, mental well-being, and signposting to relevant services.

**Group Support** – “Dad Chat” sessions were held during antenatal classes, offering peer support and online workshops tailored to new dads.

**Targeted Support** – Specialised support was provided to dads in more complex situations, including those with experience of perinatal mental health issues, child loss, or caring for children with additional needs.

**One-to-One Support** – Individual emotional support was offered via in-person meetings or virtual contact.

**Healthcare Partnerships** – Relationships with local healthcare providers were strengthened to improve access, raise awareness, and ensure the sustainability of support for dads.



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# Accounts

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**Annual Report and Financial Statements  
For the Year ended 31st March 2024**

**Charity Number: 1128325  
Company Number: 06782971**



**Because childhood can't wait**



# **Home-Start Elmbridge**

## **Annual Report and Financial Statements For the Year ended 31<sup>st</sup> March 2024**

**Home-Start Elmbridge**

**Charity House, 1 The Quintet, Churchfield Road, Walton-on-Thames, Surrey KT12 2TZ**

**T: 07731 861598**

**E: [enquiries@home-start-elmbbridge.org.uk](mailto:enquiries@home-start-elmbbridge.org.uk)**

**W: [www.homestartelmbbridge.org.uk](http://www.homestartelmbbridge.org.uk)**

 **[facebook.com/HomeStartElmbridge](https://facebook.com/HomeStartElmbridge)**

 **[twitter.com/hselmbbridge](https://twitter.com/hselmbbridge)**

 **[instagram.com/home\\_start\\_elmbbridge](https://instagram.com/home_start_elmbbridge)**

**Registered Charity No. 1128325**

**Company Registration No. 06782971**

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# Home-Start Elmbridge

## Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2024

### Report of the Trustees for the Year to 31 March 2024

#### A - OBJECTIVES AND ACTIVITIES

Home-Start Elmbridge (HSE) is an independent family support charity serving vulnerable families in the local community. Any family can be referred to Home-Start for assistance, primarily those with at least one child under five, although we also offer support services for older children. Our support is free, confidential, non-judgmental, and tailored to each family's pace. Our unique approach involves carefully matching trained and supported volunteers, all with significant parenting experience, to families facing challenging times.

We collaborate with other agencies to provide high-quality support that is both flexible and responsive to the needs of these families. Home-Start Elmbridge, one of over 160 nationwide, is an independent charity affiliated with Home-Start UK. We adhere to their aims, ethos, guidelines, policies, methods, training, and quality assurance processes.

In 2023-2024, we supported 196 families with the help of 76 volunteers, offering various specialized groups, including crèche facilities, a drop-in café, one-to-one counselling, and crisis support. Emergency grants from Walton Charities enabled us to provide practical assistance to families in crisis, such as white goods, baby supplies, food vouchers, school uniforms, and care packages.

Throughout the year, we also helped families manage the energy crisis by distributing energy vouchers as needed. Our staff received training in delivering Money Management courses, equipping us to offer this advice to the families we support. Additionally, we continued to assist Afghan refugees who relocated to Elmbridge last year through our weekly parent and toddler group.



## Home-Start Elmbridge

### Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2024

#### Our main objectives are:

- To safeguard, protect and preserve the good health, both mental and physical, of children and parents of children.
- To prevent cruelty to or maltreatment of children, physically or emotionally.
- To support families where they are dealing with sickness and/or disabilities.
- To improve children's outcomes through reducing poverty and isolation in families where the financial gap has a big impact.
- To educate parents and make the public more aware of the importance of child welfare and upbringing, within Elmbridge.
- To provide an enabling support increasing the confidence and independence of parents, strengthening relationships with their children, and widening their links with the local community.
- To provide a non-judgmental and confidential service to all families with full respect for culture and race.
- To be inclusive to all families arriving in Elmbridge regardless of culture or residence status.

#### Public Benefit Statement

We primarily offer support to families with a child under 11 years old and living in Elmbridge. Families are referred to us by health visitors, social workers, schools, and other early help professionals. Families increasingly self-refer, often through recommendation of friends or social media. We work with a broad community of diverse families across Elmbridge inclusive of background, culture, and race. Support is bespoke and holistic to include all family members, often provided through regular visits by a volunteer supported by specialised groups, parenting courses and specialised, counselling and crisis work. We continuously assess the needs of the Elmbridge community and their ability to access appropriate support services. We assess the services available and what services our families require.

Our activities provide public benefit to the Elmbridge community by:

- Reducing family isolation and increasing social support networks.
- Strengthening parent – child relationships/bond/attachment.
- Improving parents' physical health and emotional well-being.
- Developing and improving parenting skills.
- Improving the home environment.
- Improving children's health, well-being, and development.
- Increasing access to health, education, and community services for all.



**“Home-Start's support helped me to get out of my house, it made me stop being so isolated. The support gave me access to things that I didn't even know existed.”**

## Home-Start Elmbridge

### Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2024

#### **B - STRUCTURE GOVERNANCE AND MANAGEMENT**

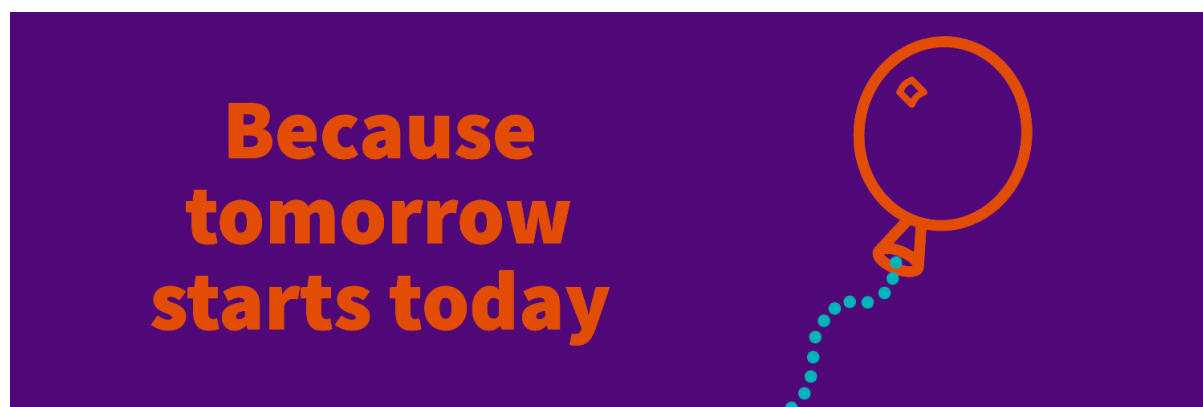
The Charity is governed by a board of Trustee Directors who undertake induction training provided by Home-Start UK. New Trustee Directors are introduced into the organisation by interview and a structured induction process. This ensures that each member has the necessary qualities, skills, and knowledge to help govern and lead the scheme effectively. All board members are volunteers drawn from the local community and are responsible for a specific area to support the staff and ensure effective management of the organisation. Ongoing specialised training is provided. Trustee Directors are subject to re-election at least every three years. When nominating new Trustee Directors, care is taken to identify what experience, expertise and contact will be most helpful and to ensure reasonable diversity.

Day-to-day management of the charity is the responsibility of the Director, who is responsible for the management of staff and the training and supervision of our volunteers. The charity's staff consists of a Director, a Senior Family Coordinator and a team of Support Coordinators who are involved in the recruitment, preparation, and support of the group of volunteers who directly support the families. The work of the charity is supported by a Charity Support Officer and funding and finance by a highly skilled Development Officer. In addition, the team also co-ordinate crisis support work, specialist carer support work, group work, and counselling services.

#### **Risk Management Statement**

The Trustee Directors recognise and accept their responsibility for ensuring that the risks to which Home-Start Elmbridge may be exposed are reviewed and that appropriate steps are taken to mitigate against any potential damage by use of appropriate preventative controls and corrective actions. Trustee Directors are aware of the Charities Statement of Recommended Practice and accept the requirement, in relation to all aspects of the organisation, for regular assessments of operating strengths and weakness.

Risk management is incorporated into regular Board meetings and the yearly audits of the governing Home-Start UK policies. For the main risk areas i.e., Finance, Safeguarding, Volunteers, Employee Well-being and Health & Safety, the audit outcomes are submitted to the HSE board by the Chair, Director, and accountable trustee. Any outstanding actions that need to be implemented to mitigate a risk are put in place and progress on these items is tracked. The implementation of these procedures has been designed to minimise any potential impact on the charity should any of those risks materialise.



## Home-Start Elmbridge

### Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2024

#### C - ACHIEVEMENTS AND PERFORMANCE

##### a) - Director's Report

2023-24 was a year where Home-Start Elmbridge saw a dramatic increase in families requesting support with children with additional needs diagnosis and families discovering not only the additional demands this placed but the change in their direction.

I believe the poem by Emily Perl Kingsley, 'Welcome to Holland' describes some of the feelings families feel, extract below.

*After months of eager anticipation, the day finally arrives. You pack your bags and off you go. Several hours later, the plane lands. The flight attendant comes in and says, "Welcome to Holland."*

*"Holland?!?" you say. "What do you mean Holland?? I signed up for Italy! I'm supposed to be in Italy. All my life I've dreamed of going to Italy."*

© 1987 by Emily Perl Kingsley

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We continue to provide a holistic package of support incorporating peer-to-peer support, counselling service, crisis support, volunteer weekly home visiting support and carer family support work.

We have introduced feedback weeks, looking at different methods of hearing the voice of not only the parents/carers but also the children, both verbal and non-verbal. Additionally, these weeks look to increase the feedback from volunteers and referrers to enable Home-Start Elmbridge to continually evaluate the service.

From the feedback we receive, it is clear that we continue to provide appropriate support to families which enables them and has a positive impact for families now and in the future.

Feedback examples:

*"An essential support and a listening ear when times were tough"*

*"1. Less isolated, helping with trust issues, that there are people who genuinely care. 2. Respite from intensity of my son's demands. 3. My son learning more about visitors, regulating his excitement and playing nicely."*

*"Home start has made a big difference not only to me but also to my family! It is the first time I have ever had someone to turn to, to ask any questions about raising a child, to get help and support to find nursery, or even just to talk about daily life issue and especially to feel that someone does care about you and can be there to help, even when the partner shamelessly always put all burden on my shoulder."*

This year has seen Home-Start Elmbridge look more deeply at Equality, Equity, Diversity and Inclusion. Our vision for Home-Start Elmbridge is to be part of a network of charities where every family, every volunteer, every member of staff and every supporter, funder and partner feels welcomed, included and valued as part of the Home-Start movement.

None of the above would be possible without an outstanding team of 10 staff, with an average number of years' service supporting Elmbridge families of 10 years. As always, the team attend courses for continuous professional development (CPD) and work in close partnership with both statutory and voluntary agencies. The family support team have specialists in several areas including

## Home-Start Elmbridge

### Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2024

education, fostering and adoption, SEND and counselling. Our back-office staff are the backbone of the organisation and without their experience Home-Start Elmbridge would not be able to adapt and fund the service so swiftly and quickly to provide the support for families.

Myself, I have worked passionately for Home-Start Elmbridge for over 16 years as I believe the ethos of Home-Start, providing support in the early years is essential to long term positive futures for our children. I continue to work closely with the various boards in Elmbridge and Surrey to help shape the services and provide a voice for children and their families. I have a passion for ensuring children and their families receive support early with the aim to allow children to flourish and achieve their full potential

Without the 73 volunteers supported during 2023-24, including 14 new volunteers who attended a 6-week training course, Home-Start Elmbridge could not support families. Home-Start Elmbridge feel it is vital that volunteers feel valued and supported and provide continued opportunity for further training. Volunteers reported after training we provided:

*“Really enjoyed the course. It was interesting and informative. The opportunity to meet different staff members was very welcome. I particularly enjoyed getting to know my fellow volunteers. The course seemed to be the ideal length. The safeguarding training was excellent.”*

*“A lot of information covered quite quickly but it was concise and to the point. Efficient.”*



The Home-Start model is a cost-efficient model which in times of tight budgets and limited or no statutory funding available ensures children and their family receives the support they require.

The band of 73 volunteers last year includes an outstanding governing board which is led by a highly efficient and dedicated Chair, Kathy Clark who ensures the governance of the charity is excellent. The board comprises of volunteers who have experience and specialise in their skill, finance, Home-Start Elmbridge home visiting volunteering, PR and social media, safeguarding, governance and risk and a parent who has experiencing in utilising Home-Start Elmbridge's services. We are fortunate to have members on the board who show a high level of dedication and enthusiasm and share the passion the staff and I have in supporting families.

## Home-Start Elmbridge

### Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2024

#### **b) - Chair's Report**

2023 marked 50 years since our founder Margaret Harrison set up the very first Home-Start. Margaret's founding ethos was that the best way to give children the strongest start in life is to offer families friendly, volunteer-led support in their own homes. Simple, yet so powerful. The celebrations surrounding the 50-year campaign has truly brought home to us the need for the Home-Start support services. These have developed over the decades, but Margaret's ethos remains at the heart of what we do.

This year has seen major financial challenges primarily due to reduced government funding which has led to more competition for the funds available from local councils and funding providers. The knock-on effect on both the statutory services, and other charities who provide family and children support, has created an unforeseen increase in the need for our services. The financial crisis we were facing towards the end of 2023 led to a joint consultation between trustees and senior staff, resulting in the formation of a business continuity plan that could be mobilised should our reserves fall to a certain level. Action was avoided due to a significant donation in the final month of the financial year. Our reserves and cashflow will continue to be constantly monitored.

This was a difficult time as referrals were growing and there was an increasing demand for our support for families. I'm extremely proud of the working relationship between our board and staff, with ongoing support from all the trustees allowing Home-Start Elmbridge to operate in a balanced way, managing our resources in terms of volunteers, staff capacity and financial resources. A Fundraising subcommittee was set up in response to the financial concerns at the end of last year, made up of both staff members and trustees. However, we are always aware that whatever difficulties we face as a charity, they are nothing compared with the challenges faced by most of the families whom we support. Further sub-committees covering EEDI, Finance and Safeguarding are also in place which again involve the staff and trustees working together.

I am privileged to have a board of trustees who are committed to this organisation and always go 'that extra mile' to support myself, the staff, and our volunteers. We have an excellent spread of knowledge and experience. This year we welcomed 2 new trustees to the board bringing a wealth of experience in terms of governance and communications and they have made an effective contribution to the team in helping manage our risks and moving forward on some of our strategic projects.

An exciting development has been "Dad Matters" which we launched last year in partnership with two other Surrey Home-Starts. Obtaining funding to move this forward has been a challenge, however there is a 3-year plan to tackle this with an immediate action plan being agreed with the support of the other Home-Start Surrey schemes.

I would like to thank those who have been so very loyal in funding us in the past, they are vital to our being able to fulfil our mission. We are so grateful for the commitment and support from our patron, Ruth Langsford, who continues to be instrumental in helping us increase our profile and securing alternative funding avenues. We have also been nominated as the Mayor of Elmbridge's Charity of choice for 2024-25 and I extend my heartfelt thanks to Neil Houston & his wife Veronica for their support.

I want to thank Carol Hodges and her fabulous team. They should be very proud of what they achieve year-in year-out and the testimonials they receive from so many families are heart-warming and humbling. And, finally, we thank everyone providing your support in so many ways. It is never taken for granted and it is always received with our gratitude and thanks!

## Home-Start Elmbridge

### Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2024

#### D – FUNDRAISING

As an organization, we benefited from a diverse range of income sources, with various funders continuing to support our efforts. We maintain excellent relationships with all our funders, most of whom are long-term supporters who appreciate and respect the quality of our services.

Our existence relies on the generosity of our funders and donors. We extend our heartfelt thanks not only to the main grant funding bodies but also to the many local organizations and individuals who have generously supported us throughout the year.

We would especially like to thank:

Bentley  
Central Surrey Voluntary Action  
Church of the Holy Name, Esher  
Community Foundation for Surrey  
Co-op Local Community Fund  
Councillor Ashley Tilling  
Elmbridge Borough Council  
Elmbridge Choir  
Georgie Hill  
Harry Wilkinson  
Henry Smith Charity  
KFC Foundation  
Lidl Toy Bank Trust  
Nicky Mangold  
PA Housing  
Peter Harrison Foundation  
Postcode Society Trust

Rachel Lucas  
Rochills, Walton-on-Thames  
Sable Interiors  
Saputo Dairy UK  
Sir Jules Thorn Charitable Trust  
Spurgeons Charity  
St Faith's Trust  
St James Church, Weybridge  
Stripey Stork  
Surrey County Council  
TY Danjuma Family Office Limited  
Waitrose & Partners Esher, Hersham and Weybridge  
Walsingham Care  
Walton Charity  
Weybridge Land Charity  
Weybridge WI



## **Home-Start Elmbridge**

### **Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2024**

#### **E – FINANCIAL REVIEW**

The accounts for the year to 31 March 2024 are shown on pages 13 to 17, preceded by the report of the Independent Examiner.

Income for the year was £296,569 (2023: £128,706) and Expenditure was £249,092 (2023: £214,293). This resulted in an increase in reserves of £47,477 (2023: deficit £85,587).

Reserves as of 31 March 2024 were £191,407 (2023: £143,930) in total, split into £128,640 (2023: £114,701) of Unrestricted Reserves and £62,767 (2023: £29,229) of Restricted Reserves.

This year saw major new funding from Henry Smith start on 1<sup>st</sup> October 2023 for 3 years, and together with continued support from local charities Walton Charities and the Community Foundation for Surrey, grants income almost doubled compared to 2023. We also received a significant donation in March this year which boosted funds further.

Higher staff costs were due both to a cost-of-living pay rise as well as the appointment of a Dad Matters co-ordinator. The higher “Family Activities / Support” costs reflect the increased number of projects being run to support family needs.

#### **F – TRUSTEES’ RESPONSIBILITIES**

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of the affairs of the charity at the end of the year and of the incoming and outgoing resources for the year then ended.

In preparing the financial statements, the trustees are required to select appropriate accounting policies and then apply them consistently, making judgments and estimates that are reasonable and prudent. The trustees must also prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charity will continue its activities.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006 and SORP FRS 102.

The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

#### **Small company provisions**

This report has been prepared in accordance with the special provisions for small companies under the Companies Act 2006 and SORP FRS 102.

**Approved by the Trustee Directors on 5<sup>th</sup> September 2024 and signed on their behalf by**

**K Clark**

**Trustee Director and Chair**

For and on Behalf of the Trustees

# Home-Start Elmbridge

## Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2024

### G - REFERENCE AND ADMINISTRATION DETAILS

#### Legal status

Home-Start Elmbridge is a Company Limited by Guarantee (06782971) and a Registered Charity (1128325). It was incorporated on the 5<sup>th</sup> of January 2009 and is governed by a Memorandum and Articles of Association.

The registered address is:

1 Quintet, Churchfield Road, Walton on Thames, Surrey KT12 2TZ

#### Management Committee

##### Trustees and Directors:

|                 |             |                                                                                           |
|-----------------|-------------|-------------------------------------------------------------------------------------------|
| Kathleen Clark  | Independent | Appointed April 2021, Chair                                                               |
| Sally Blackwood | Independent | Appointed May 2019, Treasurer                                                             |
| Nicky Mangold   | Independent | Appointed February 2017, Volunteers                                                       |
| Elizabeth Jones | Independent | Appointed January 2022, Safeguarding, Equity, Diversity and Inclusion and Staff Wellbeing |
| Sherrie Beckett | Independent | Appointed February 2023, Families                                                         |
| Jeremy Sharples | Independent | Appointed September 2023, Governance & Risk                                               |
| Eleanor Miller  | Independent | Appointed November 2023, PR & Marketing                                                   |

Resigned:

*Heather Horler*      *Independent*      *September 2023, PR & Marketing*

In accordance with the charitable company's Articles of Association S.Blackwood and E. Jones retire by rotation and offer themselves for re-election at the Annual General Meeting.

##### Advisor to the Trustees:

|            |             |                                 |
|------------|-------------|---------------------------------|
| Neil Clark | Independent | GDPR and Information Technology |
| Rod Horler | Independent | HR and Employment Law           |

##### Company Secretary

|              |             |                         |
|--------------|-------------|-------------------------|
| Ann Charlton | Independent | Appointed February 2022 |
|--------------|-------------|-------------------------|

##### Independent Examiner

Jackson-Scott Associates Limited, 100 Gilders Road, Chessington, KT9 2AN

##### Bankers

CAF Bank Limited, 25 Kings Hill Avenue, West Malling, Kent ME19 4JQ

**Home-Start Elmbridge**  
**Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2024**

**Independent examiner's report to the Trustees of Home-Start Elmbridge.**

I report to the Trustees on my examination of the accounts of Home-Start Elmbridge for the year ended 31<sup>st</sup> March 2024.

**Responsibilities and basis of report**

As the charity Trustees of the Charity you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Charity's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent examiner's statement**

If the Charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Association of Accounting Technicians which is one of the listed bodies.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Charity as required by section 130 of the Act; or
2. the accounts do not accord with those records.

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.

Angela Eden

FMAAT ATT(Fellow)

13 August 2024

# Home-Start Elmbridge

## Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2024

### HOME-START ELMBRIDGE Statement of Financial Activities (including Income and Expenditure Account)

For the Year Ended 31 March 2024

|                                          | Notes    | Unrestricted<br>Funds | Restricted<br>Funds | 2024           | 2023            |
|------------------------------------------|----------|-----------------------|---------------------|----------------|-----------------|
|                                          |          | £                     | £                   | £              | £               |
| <b>Incoming Resources</b>                |          |                       |                     |                |                 |
| Grants Income                            |          | 67,592                | 159,959             | 227,551        | 114,798         |
| Donations                                |          | 60,735                |                     | 60,735         | 10,414          |
| Fund-Raising                             |          | 5,807                 |                     | 5,807          | 2,434           |
| Interest Income                          |          | 2,476                 |                     | 2,476          | 1,060           |
| <b>Total Income</b>                      | <b>2</b> | <b>136,610</b>        | <b>159,959</b>      | <b>296,569</b> | <b>128,706</b>  |
| <b>Resources Expended</b>                |          |                       |                     |                |                 |
| <b>Charitable Costs</b>                  |          |                       |                     |                |                 |
| Staff costs                              | 3        | 45,222                | 94,226              | 139,448        | 124,374         |
| Family Activities / Support              |          |                       | 32,195              | 32,195         | 23,458          |
| Volunteer Costs                          |          | 2,479                 |                     | 2,479          | 1,358           |
| <b>Total Charitable Costs</b>            |          | <b>47,701</b>         | <b>126,421</b>      | <b>174,122</b> | <b>149,190</b>  |
| <b>Fundraising Costs</b>                 |          |                       |                     |                |                 |
| Staff Costs                              | 3        | 24,396                |                     | 24,396         | 19,412          |
| Other Costs                              |          | 105                   |                     | 105            | 0               |
| <b>Total Fundraising Costs</b>           |          | <b>24,501</b>         | <b>-</b>            | <b>24,501</b>  | <b>19,412</b>   |
| <b>Administration and Support Costs</b>  |          |                       |                     |                |                 |
| Staff Costs                              | 3        | 15,716                |                     | 15,716         | 14,974          |
| Premises                                 |          | 13,900                |                     | 13,900         | 11,800          |
| Office Expenses                          |          | 16,029                |                     | 16,029         | 15,284          |
| Home-Start Fee                           |          | 3,202                 |                     | 3,202          | 2,298           |
| Audit and Accounting                     |          | 1,622                 |                     | 1,622          | 1,335           |
| <b>Total Admin and Support Costs</b>     |          | <b>50,469</b>         | <b>-</b>            | <b>50,469</b>  | <b>45,691</b>   |
| <b>Total Resources Expended</b>          |          | <b>122,671</b>        | <b>126,421</b>      | <b>249,092</b> | <b>214,293</b>  |
| <b>Net transfer to / (from) Reserves</b> |          | <b>13,939</b>         | <b>33,538</b>       | <b>47,477</b>  | <b>(85,587)</b> |
| <b>Total funds at 01 April 2023</b>      |          | <b>114,701</b>        | <b>29,229</b>       | <b>143,930</b> | <b>229,517</b>  |
| <b>Total funds at 31 March 2024</b>      |          | <b>128,640</b>        | <b>62,767</b>       | <b>191,407</b> | <b>143,930</b>  |

# Home-Start Elmbridge

## Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2024

### HOME-START ELMBRIDGE

#### Balance Sheet

As at 31 March 2024

|                            | 31 March<br>2024      | 31 March<br>2023      |
|----------------------------|-----------------------|-----------------------|
|                            | £                     | £                     |
| <b>Current Assets</b>      |                       |                       |
| Receivables                | 1,891                 | 1,343                 |
| Prepayments                | 309                   | 3,247                 |
| Cash at Bank and in Hand   | <u>196,224</u>        | <u>144,591</u>        |
|                            | <b>198,424</b>        | <b>149,181</b>        |
| <b>Current Liabilities</b> |                       |                       |
| Payables                   | <u>7,017</u>          | <u>5,251</u>          |
| <b>Net Current Assets</b>  | <b>191,407</b>        | <b>143,930</b>        |
| <b>Net Assets</b>          | <u><b>191,407</b></u> | <u><b>143,930</b></u> |
| <b>Unrestricted Funds</b>  |                       |                       |
| General Reserve            | 128,640               | 114,701               |
| <b>Restricted Funds</b>    |                       |                       |
| Income Fund                | 62,767                | 29,229                |
| <b>Total Funds</b>         | <u><b>191,407</b></u> | <u><b>143,930</b></u> |

The Trustee Directors are satisfied that the Charity is entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The Trustee Directors acknowledge their responsibilities:

- the members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 477,
- the directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts,
- these accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the members of the Trustee Director Board on 5<sup>th</sup> September 2024 and are signed on their behalf:

**S Blackwood**

**Trustee Director and Honorary Treasurer**

For and on Behalf of the Trustees

**Home-Start Elmbridge**  
**Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2024**

**Notes to the Financial Statements**  
**For the Year Ended 31 March 2024**

**1 – ACCOUNTING POLICIES**

**Accounting Convention**

These financial statements have been prepared in accordance with the Statement Recommended Practice: Accounting and Reporting by Charities (SORP 2015) and applicable UK Accounting Standards and the Charities Act 2011. They have been drawn up on the historical cost accounting basis.

**Grants Due**

Grants due are accounted for in the year in which they are receivable.

**Resources Expended**

Resources expended are accounted for on an accruals basis.

**Pension Schemes**

The Charity contributes up to a maximum of 5% of gross salary to employee personal pension schemes where the employee contributes an equal amount.

**General Reserve**

It is the policy of the Charity that unrestricted reserves should not be allowed to fall below six months' expenditure, to allow the Charity to maintain services to families in the event of a sudden unexpected fall in income.

**Funding Policy**

This fund arises from grants or donations given to the charity where the donor specifies the use to which the funds may be put. We are therefore required by law to comply with the donor's wishes in the use of these funds.

# Home-Start Elmbridge

## Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2024

### 2 – INCOME

|                                             | Unrestricted<br>Funds<br>2024 | Restricted<br>Funds<br>2024 | Total<br>Funds<br>2024 | Total<br>Funds<br>2023 |
|---------------------------------------------|-------------------------------|-----------------------------|------------------------|------------------------|
|                                             | £                             | £                           | £                      | £                      |
| <b>GRANT INCOME</b>                         |                               |                             |                        |                        |
| Surrey County Council                       | 27,592                        |                             | 27,592                 | 27,492                 |
| Henry Smith                                 |                               | 65,600                      | 65,600                 | 0                      |
| Surrey CC Building Belonging/All Age Autism |                               | 30,946                      | 30,946                 | 0                      |
| Walton Charities                            | 20,000                        | 15,000                      | 35,000                 | 41,500                 |
| Elmbridge Borough Council                   |                               | 10,250                      | 10,250                 | 9,000                  |
| Community Foundation for Surrey             |                               | 14,000                      | 14,000                 | 5,096                  |
| Partnership Fund                            |                               |                             | 0                      | 6,000                  |
| Postcode Lottery                            | 20,000                        |                             | 20,000                 | 1,000                  |
| Peter Harrison Foundation                   |                               | 5,350                       | 5,350                  | 5,350                  |
| Grants Received (Other)                     |                               | 18,813                      | 18,813                 | 19,360                 |
| <b>Total Grant Income</b>                   | <b>67,592</b>                 | <b>159,959</b>              | <b>227,551</b>         | <b>114,798</b>         |
| <b>Donations- Corporate and Community</b>   | <b>60,735</b>                 |                             | <b>60,735</b>          | <b>10,414</b>          |
| <b>Fundraising Activities</b>               | <b>5,807</b>                  |                             | <b>5,807</b>           | <b>2,434</b>           |
| <b>Total Donations &amp; Fundraising</b>    | <b>66,542</b>                 | <b>0</b>                    | <b>66,542</b>          | <b>12,848</b>          |
| <b>Interest Income</b>                      |                               |                             |                        |                        |
| Bank Interest                               | 2,476                         |                             | 2,476                  | 1,060                  |
| <b>Total Interest Income</b>                | <b>2,476</b>                  | <b>0</b>                    | <b>2,476</b>           | <b>1,060</b>           |
| <b>TOTAL INCOME</b>                         | <b>136,610</b>                | <b>159,959</b>              | <b>296,569</b>         | <b>128,706</b>         |

### 3 – STAFF COSTS

|                            | 2024<br>£      | 2023<br>£      |
|----------------------------|----------------|----------------|
| Salaries                   | 161,768        | 144,135        |
| Social Security            | 7,344          | 4,939          |
| Pensions                   | 6,142          | 5,400          |
| Travel and Training        | 4,306          | 4,286          |
|                            | <b>179,560</b> | <b>158,760</b> |
| <b>Allocated to:-</b>      |                |                |
| Charitable Costs           | 139,448        | 124,374        |
| Fundraising                | 24,396         | 19,412         |
| Administration and Support | 15,716         | 14,974         |
|                            | <b>179,560</b> | <b>158,760</b> |

# Home-Start Elmbridge

## Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2024

### 4 – CURRENT ASSETS

|                                 | 2024         | 2023         |
|---------------------------------|--------------|--------------|
|                                 | £            | £            |
| Prepayments including insurance | 309          | 3,247        |
| Accrued Income                  | 1,891        | 1,343        |
|                                 | <u>2,200</u> | <u>4,590</u> |

### 5 – CURRENT LIABILITIES

|          | 2024         | 2023         |
|----------|--------------|--------------|
|          | £            | £            |
| Payables | 7,017        | 5,251        |
|          | <u>7,017</u> | <u>5,251</u> |

### 6 – RESTRICTED FUNDS

|                                      | Balance<br>01 Apr 2023 | Income         | Expenditure    | Balance<br>31 Mar 2024 |
|--------------------------------------|------------------------|----------------|----------------|------------------------|
|                                      | £                      | £              | £              | £                      |
| Henry Smith                          | -                      | 65,600         | 32,800         | 32,800                 |
| Building Belongings                  | -                      | 20,946         | 20,946         | -                      |
| Walton Charities                     | 10,044                 | 15,000         | 12,686         | 12,358                 |
| Community Foundation for Surrey      | 2,973                  | 14,000         | 10,557         | 6,416                  |
| Surrey CC Better Care All Age Autism | -                      | 10,000         | 10,000         | -                      |
| Elmbridge BC                         | 5,000                  | 10,250         | 7,333          | 7,917                  |
| Partnership Fund                     | 3,411                  |                | 3,411          | -                      |
| Peter Harrison Foundation            | 446                    | 5,350          | 5,350          | 446                    |
| St. Faith's                          | 3,522                  | 3,125          | 6,647          | -                      |
| KFC Foundation                       | -                      | 2,506          | 2,094          | 412                    |
| Spurgeons                            | -                      | 2,501          | 2,501          | -                      |
| PA Housing                           | 3,500                  |                | 3,500          | -                      |
| John Beare                           | -                      | 2,618          | 2,618          | -                      |
| Weybridge Land Charity               | -                      | 1,800          |                | 1,800                  |
| Ann Rylands Carer Support            | -                      | 2,000          | 2,000          | -                      |
| CSVA - SPARKS                        | -                      | 2,000          | 2,000          | -                      |
| Grants Received - Other              | 333                    | 2,263          | 1,978          | 618                    |
|                                      | <u>29,229</u>          | <u>159,959</u> | <u>126,421</u> | <u>62,767</u>          |

### 7 – PAYMENTS TO TRUSTEES

Any payments to trustees related to reimbursement of expenses incurred on behalf of the charity.

### 8 – RELATED PARTY TRANSACTIONS

There were no related party transactions in the year.

## **Home-Start Elmbridge**

### **Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2024**

#### **Appendix A**

##### **Our Services**

Working alongside parents, our early intervention support helps to build independence and resilience empowering parents to build positive and healthy futures for their young children. The support we give is not judgemental, it's compassionate, confidential, and as individual as each family is.

The families we work with are often experiencing multiple difficulties and those struggling to cope with problems such as learning difficulties, disabilities, mental health, wellbeing issues, physical illness, domestic abuse, addictions, isolation, vulnerability, poverty, and homelessness. As such HSE recognized the need to introduce additional services to compliment the traditional Home Visiting support.

Our vision is to deliver a holistic approach to support, during the last year we have offered the following services:

##### **Home-visiting volunteer support**

Our home-visiting volunteer service offered one-to-one confidential practical and emotional support to families in their own homes. Our highly trained staff and volunteers provided high quality peer-to-peer support, working alongside parents, making sure they had the skills needed to nurture their children. We work at each family's individual pace with no time limit for support.

##### **Crisis Support**

For families who needed immediate intervention, our Crisis Support Coordinators worked with them directly, visiting for 2 hours each week, helping to resolve urgent needs and deal with emergency type situations. This support is viewed as short-term intervention over a few months, until such time families are ready to avail of our other services or can cope on their own.

##### **Carer Support**

For families who are living with an illness, disability, or Special Educational Needs (SEN), specialised support is provided by a dedicated member of staff. Liaising with the supervising FSC, our Carer Support Coordinator visits families for 1-2 hours each week. Initially, we offer emotional support to these families as often when we are introduced to the family, the family member is not yet or newly diagnosed. We help with access to appropriate benefits, with appeals when disability benefits have been declined, provide awareness and knowledge of disability issues as often parents 'don't know what they don't know' and help them access to appropriate services and build up independent support networks to reduce isolation. This support tends to be for about 3-6 months. These families can also attend our 1-hour monthly Zoom 'get togethers' and our bimonthly playgroup/clinic sessions at the Lower Green community centre in Esher.

##### **Counselling Support**

Our counselling service was provided by a professionally qualified integrative-relational counsellor and is provided to parents that we have identified having complex emotional needs. We offer 12 free counselling sessions (50 minutes) on a weekly basis in the family home. Our counsellor usually works with 3 families at any given time.

## Home-Start Elmbridge

### Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2024

#### **Group work**

We ran several specialist peer support groups aimed towards parents dealing with poor emotional health, low self-esteem, and isolation. When possible, crèche facilities were provided to parents who had young children. We have added new groups and closed existing groups in an attempt to keep abreast of the changes the needs of the families we support. We aim to be flexible and as a result at times these groups can be up and running very quickly to meet demand. Our groups included:

- **Over 5s Parent Support Café** - a regular drop in café held at the Cromwell Centre in St John's estate, on alternate Tuesdays open to parents with children aged 5 to 13 years old. These sessions provided opportunities for parents to meet with others in similar circumstances and provided mutual support and developed connections.
- **Parenting Courses** – we ran two 10-week courses for parents to help them with Challenging Behaviour and are currently in the middle of a third course. The courses are held in the Refresh Centre in Molesey on Wednesday mornings. The course is designed to provide support in circumstances where parents are experiencing significant detrimental impact due to the behavioural challenges of their children because of neuro developmental disorders. Apart from developing several key parenting skills to support improved relationships with their children, parents benefitted from meeting others who are experiencing similar issues. Many of the referrals for these courses come from the Elmbridge Family Centres.
- **Under 5s Playgroup and Café** - following the success of our Over 5s café, we are now offering a new group to our families with children aged under 5 years of age. This is similar in that it would be run at the same venue, again every other Tuesday from 9.30am to 11am. However, this group will be different in that these parents will have young children in their care, and we will therefore we will provide playgroup activities for the children under the supervision of their parents. This group started on the 7<sup>th</sup> of November 2023.
- **Carer Support Online Group** – a peer to peer group for parents with children under 5 who are living with an illness, disability, or SEN. This group was held a virtual Zoom group that was held one evening for 1 hour each month. This group brought parents experiencing these challenges together and provided parents with a safe place to share their concerns and learn from one another without fear of judgement.
- **Carer Support Playgroup and Clinic** is a new group that we started in October 2023. It is being run as a regular weekly drop-in session at the Lower Green Community Centre, Esher. Families are welcome to join in between 10am and 12pm. These sessions are open to our Carer Support families (families who are living with an illness, disability, or Special Educational Needs), with children aged 0 to 5 years old, however parents of older children (aged 5 to 11 years old) can also attend (without children) to get advice and peer support from other parents. The idea of this group is to offer these families a safe, informal, and non-judgemental environment where the children can have fun taking part in activities.
- **Stay and Play Summer Park Sessions** – over the summer holidays, we ran 4 meet up in the park sessions for families to attend. These popular sessions were held on Wednesday mornings each week in August 2023, and families reported they have provided a lifeline over the long summer holidays.
- **Afghanistan Refugees Group** - We ran a weekly baby/toddler play group at a local hotel for the Afghan refugee residents. This will be a one-hour session every Thursday afternoon facilitated by a

## Home-Start Elmbridge

### Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2024

member of HSE staff and volunteers. It was a welcoming, friendly space where they could play and socialise, helping support the parent-child relationships. In total we ran 17 sessions, up until the point that the residents were to be rehoused.

• **Money Management Courses** - We delivered two of our Money Management courses to some of the families we support in May 2023 and November 2023. This short course is designed to help people create workable budgets, helping them see exactly what they are spending, prioritise their spending and save money. The course had 3 individual sessions, each session lasted 2.5 hours and was held on Tuesday afternoons over a 3-week period. We hired the Parish Rooms at the Church of the Holy Name, Esher to host the sessions. Families that we felt could benefit from the course were invited to attend. Out of the families we invited we had 4 families take up the opportunity and attended. We provided a friendly environment with support from 3 of our trained staff. We also provided a creche for parents who had young children to care for. The creche was manned by some of our trained volunteers.

#### **Dad Matters**

A new project aimed to help dads have successful relationships with their families, and to support dads with anxiety, stress, and mental health issues.



The key operational initiatives include providing support to new dads in the following ways:

#### 1. Outreach

Outreach volunteers meet dads in various places, such as at events, green spaces, through organised groups and in particular maternity settings.

A scan or antenatal appointment is the most likely place to be able to engage with dads (over 92% of dads attend these appointments with their partners). The aim at this engagement point is:

- Distribute information and resources.
- Ask dads #howareyoudad.
- Have conversations about their babies and children to support that relationship as early as possible.
- Collect information on how many dads are seen and spoken to, what things they are concerned about and any signposting that has been done, leading to the creation of online content, and feedback for services, MVP and other leads.

## Home-Start Elmbridge

### Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2024

Outreach is also achieved via events such as Walk and Talks, where dads spend time with the volunteers, exploring their relationship with their baby, and providing the opportunity to speak with our peer supporters.

#### 2. Groups

Volunteers facilitate “Dad Chat” groups within antenatal classes where dads are given the opportunity to talk about their concerns away from partners. In these discussions, we would offer:

- Peer support and signposting.
- Online *New Dad Workshops*.

#### 3. Targeted Support

The Dad Matters Coordinators recruit, train, and support volunteers to deliver the universal Dad Chats, and deliver more targeted support for NICU dads, young dads, LGBT+ dads and dads who are supporting mums with perinatal mental health issues.

Volunteers who have “lived experience” facilitate at specific target groups such as:

- Supporting mums with perinatal mental health issues.
- Dad’s perinatal mental health.
- Child loss and miscarriage.
- Children with disabilities etc.

#### 4. 1:1 Support

Staff to support individuals face-to-face or phone/video support.

#### 5. Relationship with Healthcare Providers

These initiatives have three purposes:

- a) Securing access to healthcare facilities, such as hospital maternity facilities, to help support dad outreach.
- b) Training healthcare professionals to help support new dads.
- c) To develop relationships with and within healthcare to maintain long term sustainability.
- d) To be promoted as an accessible service in all new baby packs given to new parents, initially in Elmbridge, and expanding this to all of Surrey in the future.

Throughout the year, many of our families have continued to encounter unprecedented financial difficulties. The cost-of-living crisis has profoundly impacted them, and we have directly witnessed its effects. Our staff and volunteers have offered emotional support to address the heightened anxiety and declining emotional well-being of parents. Some families required emergency supplies, including baby items, food, and care packages. We received grants from Walton Charity and John Beane S charity to help meet this increased demand for assistance.

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# Accounts

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**Annual Report and Financial Statements  
For the Year ended 31st March 2023**

**Charity Number: 1128325  
Company Number: 06782971**



**Because childhood can't wait**



# **Home-Start Elmbridge**

## **Annual Report and Financial Statements For the Year ended 31<sup>st</sup> March 2023**

**Home-Start Elmbridge**

**Charity House, 1 The Quintet, Churchfield Road, Walton-on-Thames, Surrey KT12 2TZ**

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 **[facebook.com/HomeStartElmbridge](https://facebook.com/HomeStartElmbridge)**

 **[twitter.com/hselmbridge](https://twitter.com/hselmbridge)**

 **[instagram.com/home\\_start\\_elmbridge](https://instagram.com/home_start_elmbridge)**

**Registered Charity No. 1128325**

**Company Registration No. 06782971**

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# Home-Start Elmbridge

## Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2023

### Report of the Trustees for the Year to 31 March 2023

#### A - OBJECTIVES AND ACTIVITIES

Home-Start Elmbridge (HSE) is an independently run family support charity and we work with vulnerable families in the local community. Any family can be referred to Home-Start for support, predominately where there is at least one child under the age of five, but we also provide support services for over 5s. Our support is free, confidential, non-judgmental and works with families at their pace. Our unique service carefully matches trained and supported volunteers (all with significant parenting experience) with families going through a difficult time. We work in partnership with other agencies to provide high-quality support that is both flexible and responsive to the need of these families. Home-Start Elmbridge, one of over 160 schemes nationally, is an independent charity affiliated to Home-Start UK. We are governed and abide by their aims, ethos, guideline policies, methods, training, and quality assurance processes. In 2013, HSE joined Home-Start Surrey, a consortium of Surrey schemes which continues to provide valuable resources.

In 2022 - 2023, we supported 190 families, utilizing the services of 71 volunteers, facilitating several specialised groups including crèche facilities, a drop in café, one to one counselling and crisis support. With the help of emergency grants from Walton Charities, we were also able to provide practical help for families in crisis, in some cases providing white goods, baby supplies, food vouchers, school uniform and care packages. During the year, we helped families tackle the energy crisis by distributing energy vouchers where required. Staff members received training in the delivery of Money Management courses to allow us to provide this advice to families we support going forward. We continued to support Afghanistan refugees who moved into Elmbridge last year, through our weekly parent and toddler group and a one-off pampering day for the Mums.



## **Home-Start Elmbridge**

### **Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2023**

#### **Our main objectives are:**

- To safeguard, protect and preserve the good health, both mental and physical, of children and parents of children.
- To prevent cruelty to or maltreatment of children, physically or emotionally.
- To support families where they are dealing with sickness and/or disabilities.
- To improve children's outcomes through reducing poverty and isolation in families where the financial gap has a big impact.
- To educate parents and make the public more aware of the importance of child welfare and upbringing, within Elmbridge.
- To provide an enabling support increasing the confidence and independence of parents, strengthening relationships with their children, and widening their links with the local community.
- To provide a non-judgmental and confidential service to all families with full respect for culture and race.
- To be inclusive to all families arriving in Elmbridge regardless of culture or residence status.

#### **Public Benefit Statement**

We primarily offer support to families with a child under 11 years old and living in Elmbridge. Families are referred to us by health visitors, social workers, schools, and other early help professionals. Families increasingly self-refer, often through recommendation of friends or social media. We work with a broad community of diverse families across Elmbridge inclusive of background, culture, and race. Support is bespoke and holistic to include all family members, often provided through regular visits by a volunteer supported by specialised groups, parenting courses and specialised, counselling and crisis work. We continuously assess the needs of the Elmbridge community and their ability to access appropriate support services. We assess the services available and what services our families require.

Our activities provide public benefit to the Elmbridge community by:

- Reducing family isolation and increasing social support networks.
- Strengthening parent – child relationships/bond/attachment.
- Improving parents' physical health and emotional well-being.
- Developing and improving parenting skills.
- Improving the home environment.
- Improving children's health, well-being, and development.
- Increasing access to health, education, and community services for all.

**For parents when  
they need us most**



## Home-Start Elmbridge

### Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2023

#### B - STRUCTURE GOVERNANCE AND MANAGEMENT

The Charity is governed by a board of Trustee Directors who undertake induction training provided by Home-Start UK. New Trustee Directors are introduced into the organisation by interview and a structured induction process. This ensures that each member has the necessary qualities, skills, and knowledge to help govern and lead the scheme effectively. All board members are volunteers drawn from the local community and are responsible for a specific area to support the staff and ensure effective management of the scheme. Ongoing specialised training is provided. Trustee Directors are subject to re-election at least every three years. When nominating new Trustee Directors, care is taken to identify what experience, expertise and contact will be most helpful and to ensure reasonable diversity.

Day-to-day management of the charity is delegated to the Scheme Director, who is responsible for the management of staff and the training and supervision of our volunteers. The charity's staff consists of a Scheme Director, a Senior Family Coordinator and a team of Support Coordinators who are involved in the recruitment, preparation, and support of the group of volunteers who directly support the families. The work of the charity is supported by a Charity Support Officer and funding and finance by a highly skilled Development Officer. In addition, the team also co-ordinate crisis support work, specialist carer support work, group work, and counselling services.

#### Risk Management Statement

The Trustee Directors recognise and accept their responsibility for ensuring that the risks to which Home-Start Elmbridge may be exposed are reviewed and that appropriate steps are taken to mitigate against any potential damage by use of appropriate preventative controls and corrective actions. Trustee Directors are aware of the Charities Statement of Recommended Practice and accept the requirement, in relation to all aspects of the organisation, for regular assessments of operating strengths and weakness.

Risk management is incorporated into regular Board meetings and the yearly audits of the governing Home-Start UK policies. For the main risk areas i.e., Finance, Safeguarding, Volunteers, Employee Well-being and Health & Safety, the audit outcomes are submitted to the HSE board by the Chair, Scheme Director, and accountable trustee. Any outstanding actions that need to be implemented to mitigate a risk are put in place and progress on these items is tracked. The implementation of these procedures has been designed to minimise any potential impact on the charity should any of those risks materialise.



**“I cannot thank you enough for all the support you have put in place for my family. Without your support I would not be able to get out of bed every day. You have given me a purpose and it has made me face my issues and deal with them rather than hide away. Thank you so much for helping me to feel I can!”**

## Home-Start Elmbridge

### Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2023

#### C - ACHIEVEMENTS AND PERFORMANCE

##### a) - Director's Report

2022-23 saw a difficult year for families, after returning to some normality after the Covid pandemic, families were hit by the cost-of-living crisis. Home-Start Elmbridge became involved in several ways within our community to support families in this crisis. Delegated funding was provided to HSE allowing us to distribute energy vouchers to those we recognised as having this need. In addition, a number of staff trained to facilitate the CAP money management course, a course that provides tools and methods to manage household finances. One of our trained home-visiting volunteers, who had supported some of our families in their own homes, left to work with Walton Charities, an Elmbridge umbrella charity, to set up 'The Bridge' a community supermarket, a great service for the families we support.

HSE have supported a record number of families during this 12-month period. We continue to provide a holistic package of support incorporating peer to peer support, counselling service, crisis support, volunteer weekly home visiting support and carer family support work. From the feedback we receive, it is clear that we continue to provide appropriate support to families which enables them and has a positive impact for families now and in the future.

Remarks such as:

*"Emotional Support - Always checking in on us, vouchers for food when low in money."*

*"Having the support from my Home-Start and my volunteer has helped me to become more confident with taking my daughter to parks and play areas for her interaction with other kids and also to build my confidence speaking and meeting new parents."*

*"Home-Start has made a massive difference; I think I'd have gone insane especially in those early days with when I was on my own."*

Yet again, this year has seen a record number of families receive support from HSE, around 190 families. The complexity of issues these families face is increasing as we see a reduction in statutory services. The range of services that HSE can offer to support these complexities is something we have strived to continue funding during this year. This is another area that is becoming increasingly difficult as competition increases, and funding sources decrease.

HSE continues to have a passionate, highly committed team where staff retention is outstanding. Staff retention ensures that all family support coordinators are highly trained and experienced. The team are in continuous professional development, attending training and working in partnership with Surrey County Council on updated procedures. The skills within the HSE team ensures that the charity offer an excellent level of support, with specialisms in numerous areas with close partnerships with other Elmbridge family agencies, both charity and statutory. This could not be achieved without the 'back-office' members of the team, the backbone of our organisation. Our Development Officer continues to work tirelessly locating funding, completing grant applications, and ensuring funding evaluations are all completed timely. Additionally, the administration around all our work is carried out by the Charity Support Officer and Volunteer Support Worker, ensuring the organisation operates smoothly.

I continue to be extremely proud of the team; their dedication goes above and beyond in supporting families and improving long term outcomes for the children of Elmbridge.

## **Home-Start Elmbridge**

### **Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2023**

Myself, I have worked passionately for HSE for over 15 years as I believe the ethos of Home-Start, providing support in the early years is essential to long term outlooks for the next generations. I continue to work closely in partnership with the 3<sup>rd</sup> Sector Safeguarding group, the Surrey NHS First 1000 Days team, Surrey Family Resilience network, Home-Start UK, several Elmbridge Charities, Surrey Childrens Services, Elmbridge Support team and the local schools and nurseries.

HSE continues to be extremely cost, £214K to support over 190 families. Home-Start volunteers train over a 6-week period, attend CPD and 6-8 weekly support and supervision with a family support coordinator. It is this highly skilled volunteer workforce that makes the Home-Start model so incredibly cost effective. We have seen families at risk of having children placed into the care system begin to thrive and enjoy family life. We are proud of the outcomes that are achieved for these families and the feedback we receive. At a time when all services, both statutory and charitable, who are struggling for funding, it is not only a long-term emotional benefit to the next generation and the families we support but the cost savings to statutory services, a figure that is hard to establish!

Our governing board is led by a highly efficient and dedicated Chair, Kathy Clark ensuring the governance of the charity is excellent. It is a board of volunteers all with varying skills which ensure a high level of governance for the charity. Anyone who has sat on a board of school governors at a school will know this is no small volunteer role, especially if you are aiming to lead a successful charity with excellent governance as our team are.



## Home-Start Elmbridge

### Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2023

#### b) - Chair's Report

This year we faced a profoundly challenging post-pandemic landscape and with the rising costs of living affecting the most vulnerable families the need for our services has continued to increase.

In addition, this year, there has been more competition for the funds available from organisations and authorities. This has significantly impacted both the statutory services and other charities who provide family and children support, which has created an unforeseen increase in the need for HSE services.

However, HSE staff and volunteers have risen to these challenges and have continued to increase their reach both in terms of family numbers and with additional support services when a need has been highlighted. Dad Matters, the pilot project launched this year with a focus on helping dads take on parenting roles is one of these services that we are now able to offer.

In 2021-22 Home-Start UK launched their new Home-Start Agreement and associated policies. HSE incorporated and adopted any changes and this year (2022-23) all policies were audited by the trustees with a satisfying outcome.

I was lucky enough to be able to attend the Home-Start UK workshops providing input to the 5-year strategic framework for the Home-Start federation. This was launched in Jan 2023. Going forward we will be tailoring the aspects of this in line with the needs of Elmbridge families and producing our own strategic and operational plan.

HSE is part of the Home-Start Surrey, a consortium of all the Home-Start organisations within the local area and I am pleased to say this year we have seen more opportunities to work together, and we will continue to progress these.

I am privileged to have a board of trustees who are committed to this organisation and always go 'that extra mile' to support myself, the staff, and our volunteers. We have an excellent spread of knowledge and experience including trustees with extensive safeguarding, home visiting volunteer and family service exposure. This year we welcomed 2 new trustees to the board, a family representative, and an independent safeguarding lead practitioner.

This year, we welcomed our new patron, Ruth Langsford. She has supported us in various events and through social media and it is great to see the relationship she is building with our board and volunteers. Her commitment is so appreciated, and we are extremely grateful for the time she manages to give us in her busy schedule.

I am sure next year will come with even more challenges and as before so many highlights. I am extremely proud to be the Chair of this organisation especially when I hear comments from professionals like:

*'As a health visitor, I always breathe out, if I know families are engaging with the incredible service that Home-Start provides as I know the family will be getting the support they require'.*

And

*'Having worked at a senior level in the NHS, I am extremely impressed by the professionalism at Elmbridge Home-Start. As a new volunteer the training and support provided is excellent'*

Finally, I want to thank Carol Hodges, the Director of HSE who works tirelessly for the families that need us most and for all her team.

## Home-Start Elmbridge

### Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2023

#### c) – Summary of Activities

##### Our Services

Working alongside parents, our early intervention support helps to build independence and resilience empowering parents to build positive and healthy futures for their young children. The support we give is not judgemental, it's compassionate, confidential, and as individual as each family is.

The families we work with are often experiencing multiple difficulties and those struggling to cope with problems such as learning difficulties, disabilities, mental health, wellbeing issues, physical illness, domestic abuse, addictions, isolation, vulnerability, poverty, and homelessness. As such HSE recognized the need to introduce additional services to compliment the traditional Home Visiting support.

Our vision is to deliver a holistic approach to support, so we offer several different offerings including:

**Home Visiting.** Our home-visiting service is unique in that we recruit, train and support volunteers from our local community. Our volunteers come from all social classes, they do not need any formal qualifications, but they must have significant parenting experience. They offer one to one confidential practical and emotional support to families and children in their own homes. Once trained, our volunteers are carefully matched with a family and they commit to visit the family, in their own home, for a couple of hours every week. They are local parents and understand the challenges of parenting young children. Home-Start is unique in that support is provided as long as it is needed, or until the youngest child reaches the age of five. They work with parents to foster parental resilience helping them cope with the stresses and strains of life and make sure they have the skills, time, and emotional strength they need to nurture their children. Our volunteers have sound local knowledge and may accompany and/or signpost families to access appropriate services and facilities. They help families engage in their local community, become part of it and avail of all it has to offer.

**Carer Support.** For families who are living with an illness, disability, or Special Educational Needs (SEN), specialised support is provided by a dedicated member of staff. Liaising with the supervising Family Support Coordinator, our Carer Support Coordinator visits families for 1-2 hours each week. Initially, we offer emotional support to these families as often when we are introduced to the family, the family member is not yet or newly diagnosed. We help with access to appropriate benefits, with appeals when disability benefits have been declined, provide awareness and knowledge of disability issues as often parents 'don't know what they don't know' and help them access to appropriate services and build up independent support networks to reduce isolation. We aim to take families on a journey, often from pre-diagnosis to reduce their isolation and strive to give them the tools, knowledge, and experience to empower themselves to self-advocate.

**Crisis Support.** Through our crisis support work, a member of staff provides support directly to the family allowing for immediate intervention to those most vulnerable. Often in these cases there is no alternative support available, and our work therefore helps to prevent a crisis and the family breakdown. This service is for families, where the family coordinator feels moving the family directly to a volunteer is either not possible, or inadvisable due to urgent or their overly complex needs. It can also be needed when a coordinator is unsure whether a family will engage with a volunteer or is nervous of volunteer support. This support is viewed as short-term intervention over a few months, until such time families are ready to avail of our other services or are able to cope on their own.

## Home-Start Elmbridge

### Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2023

**Counselling Support.** Our counselling support is provided to parents that we have identified having complex emotional needs. These individuals are usually those who are hard to reach and who would never approach a medical practitioner themselves to seek help. Our trained counsellor, Danielle visits some of our families who need more specialised emotional and psychological support. Counselling provides the opportunity to speak openly about thoughts, feelings, and behaviours, without being judged and can lead to a deeper understanding of why we feel the way we do, and in turn, help to look at learnt patterns of behaviour that may no longer be useful. Often after the birth of a child, parents' feelings and thoughts regarding their own past traumatic experiences can return impacting on emotional well-being. We offer 12 free counselling sessions (50 minutes) on a weekly basis in the family home. Our counsellor usually works with 3 families at any given time.

**Specialist Support.** This short-term intensive support was provided by a member of staff to families where children are struggling with sleeping, eating and difficult behavioural issues.

**Dad Matters.** A new addition to our services, our Support Coordinator provides opportunities for dads to engage with us at antenatal clinics and groups. Support is through online advice and signposting on a universal level, targeted work through groups and activities and some specialised volunteer 1:1 peer support.

#### **Group Work**

**Over 5s Parent Support Café.** We run a regular peer support café aimed towards parents dealing with poor emotional health and isolation, held at a community centre every Tuesday morning (10am – 12pm) on a drop-in basis. The café is a safe space where parents can share their experiences, worries, wisdom, and find community and strength together.

**Over 5s Parenting Courses.** We run a free 10-week parenting course for parents who have children with additional needs. It offers strategies for the day-to-day challenges these parents face. The course is delivered by 2 experienced facilitators, on a Wednesday morning for 2 hours in a local venue, with up to 10 parents on each course. We run this 3 times a year.

**Young Parents Café.** We ran a regular drop in café for young parents in the local community under the age of 25, who are experiencing a wide range of disadvantages and are struggling to cope. It is held at a local venue every 2 weeks and is open to young parents with children under five. Many of these parents didn't have life skills and worried about how they would cope financially. Here we provided information and signposting to help with budgeting, meal planning, emotional health, and parenting. We provided opportunities for them to meet professionals providing access to advice on health matters, housing issues, benefits, financial/budgeting information, etc.

**Carer Support Group.** A peer-to-peer group virtual Zoom group held one evening for 2 hours each month. This group is for parents with children under 5 who are living with an illness, disability, or SEN. The group brought parents experiencing these challenges together and together they worked through their stress, anxiety, and grief.

**Summertime Park Play Group.** Over the summer holidays, we ran weekly meet up in the park play sessions for families. These popular sessions are held one morning each week in a local park.

**Support Group for Afghanistan Refugees.** We run a weekly baby/toddler play group at a local hotel for the Afghan refugee residents, facilitated by staff and volunteers. It is a welcoming, friendly space where they can play and socialise, helping support the parent-child relationships.

## Home-Start Elmbridge

### Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2023

During the year, we witnessed many of our families face unparalleled financial challenges. We have seen first-hand how the cost-of-living crisis take its toll on our families. Our staff and volunteers provided emotional support to combat the increased levels of anxiety and deteriorating emotional health of parents.

We have had families who have needed emergency supplies such as baby goods, food, and care packages. We received grants from Walton Charity to help us meet the demand for this type of help.



## Home-Start Elmbridge

### Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2023

#### D – FUNDRAISING

As an organisation, we had a diversified source of income from a variety of different funders who all continued to support the work we were undertaking. We have excellent relationships with all our funders, most of which are long term supporters who understand and respect the quality of the services we provide.

We would not exist without the generosity of our funders and donors. Our sincere thanks are extended, not only to the main grant funding bodies but also to the many local organisations and individuals who have so generously supported us over the year. We should like to thank in particular:

Allegro Tax Ltd  
Arnold Clark Foundation  
Community Foundation for Surrey  
Co-op Local Community Fund  
Church of the Holy Name, Esher  
Elmbridge Borough Council  
Home-Start UK Warm Spaces Friendly Faces  
James Chicken  
Jess Luxford  
KFC Foundation  
Lawrence Ingham  
Little Lives UK  
Marks & Spencer  
National Lottery Community Fund

Neighbourly Warm Communities Fund  
PA Housing  
Peter Harrison Foundation  
Rachel Lucas  
Rochills, Walton-on-Thames  
Saputo Dairy UK  
St James Church, Weybridge  
St Faith's Trust  
Stripey Stork  
Surrey County Council  
Tesco Community Grants  
Waitrose & Partners  
Walton Charity



## **Home-Start Elmbridge**

### **Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2023**

#### **E – FINANCIAL REVIEW**

The accounts for the year to 31 March 2023 are shown on pages 16 to 20, preceded by the report of the Independent Examiner.

Income for the year was £128,706 (2022: £254,324) and Expenditure was £214,293 (2022: £218,586). This resulted in a drawn down on reserves of £85,587 (2021: surplus £35,738).

Reserves as of 31 March 2023 were £143,930 (2022: £229,517) in total, split into £114,701 (2022: £155,241) of Unrestricted Reserves and £29,229 (2022: £74,276) of Restricted Reserves.

During the year we continued to receive support from the National Lottery Community Fund together with local charities Walton Charities, Surrey County Council and Elmbridge Borough Council. Additional Grants were received from the Peter Harrison Trust and the Community Foundation for Surrey.

Overall, costs were in line with last year. Higher staff costs reflect the full year benefit of a Charity Support Officer. The ending of NHS Post-Natal support, reduced spending on Refugees, Grants and Family Support resulted in lower costs in this area compared to last year.

#### **F – TRUSTEES' RESPONSIBILITIES**

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of the affairs of the charity at the end of the year and of the incoming and outgoing resources for the year then ended.

In preparing the financial statements, the trustees are required to select appropriate accounting policies and then apply them consistently, making judgments and estimates that are reasonable and prudent. The trustees must also prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charity will continue its activities.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006 and SORP FRS 102.

The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

#### **Small company provisions**

This report has been prepared in accordance with the special provisions for small companies under the Companies Act 2006 and SORP FRS 102.

**Approved by the Trustee Directors on 7<sup>th</sup> September 2023 and signed on their behalf by**

**K Clark**

**Trustee Director and Chair**

For and on Behalf of the Trustees

## Home-Start Elmbridge

### Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2023

#### G - REFERENCE AND ADMINISTRATION DETAILS

##### Legal status

Home-Start Elmbridge is a Company Limited by Guarantee (06782971) and a Registered Charity (1128325). It was incorporated on the 5<sup>th</sup> of January 2009 and is governed by a Memorandum and Articles of Association.

The registered address is:

1 Quintet, Churchfield Road, Walton on Thames, Surrey KT12 2TZ

##### Management Committee

##### Trustees and Directors:

|                 |             |                                                                             |
|-----------------|-------------|-----------------------------------------------------------------------------|
| Kathleen Clark  | Independent | Appointed April 2021, Chair                                                 |
| Sally Blackwood | Independent | Appointed May 2019, Treasurer                                               |
| Nicky Mangold   | Independent | Appointed February 2017, Volunteers                                         |
| Heather Horler  | Independent | Appointed May 2018, PR & Marketing                                          |
| Elizabeth Jones | Independent | Appointed January 2022, Equity, Diversity and Inclusion and Staff Wellbeing |
| Sherrie Beckett | Independent | Appointed February 2023, Families                                           |

Resigned:

|                     |                    |                              |
|---------------------|--------------------|------------------------------|
| <i>Ann Charlton</i> | <i>Independent</i> | <i>September 2022, Legal</i> |
|---------------------|--------------------|------------------------------|

In accordance with the charitable company's Articles of Association S. Blackwood and N. Mangold retire by rotation and offer themselves for re-election at the Annual General Meeting.

##### Advisor to the Trustees:

|            |             |                                 |
|------------|-------------|---------------------------------|
| Neil Clark | Independent | GDPR and Information Technology |
|------------|-------------|---------------------------------|

##### Company Secretary

|              |             |                         |
|--------------|-------------|-------------------------|
| Ann Charlton | Independent | Appointed February 2022 |
|--------------|-------------|-------------------------|

##### Independent Examiner

Jackson-Scott Associates Limited, 100 Gilders Road, Chessington, KT9 2AN

##### Bankers

CAF Bank Limited, 25 Kings Hill Avenue, West Malling, Kent ME19 4JQ

**Home-Start Elmbridge**  
**Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2023**  
**Independent Examiner's Report**

# Home-Start Elmbridge

## Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2023

### For the Year Ended 31 March 2023

|                                         | Notes    | Unrestricted<br>Funds | Restricted<br>Funds | 2023            | 2022           |
|-----------------------------------------|----------|-----------------------|---------------------|-----------------|----------------|
|                                         |          | £                     | £                   | £               | £              |
| <b>Incoming Resources</b>               |          |                       |                     |                 |                |
| Grants Income                           |          | 53,492                | 61,306              | 114,798         | 220,690        |
| Donations                               |          | 10,414                |                     | 10,414          | 33,232         |
| Fund-Raising                            |          | 2,434                 |                     | 2,434           | 370            |
| Interest Income                         |          | 1,060                 |                     | 1,060           | 32             |
| <b>Total Income</b>                     | <b>2</b> | <b>67,400</b>         | <b>61,306</b>       | <b>128,706</b>  | <b>254,324</b> |
| <b>Resources Expended</b>               |          |                       |                     |                 |                |
| <b>Charitable Costs</b>                 |          |                       |                     |                 |                |
| Staff costs                             | 3        | 41,479                | 82,895              | 124,374         | 124,461        |
| Family Activities / Support             |          |                       | 23,458              | 23,458          | 33,138         |
| Volunteer Costs                         |          | 1,358                 |                     | 1,358           | 2,475          |
| <b>Total Charitable Costs</b>           |          | <b>42,837</b>         | <b>106,353</b>      | <b>149,190</b>  | <b>160,074</b> |
| <b>Fundraising Costs</b>                |          |                       |                     |                 |                |
| Staff Costs                             | 3        | 19,412                |                     | 19,412          | 16,970         |
| Other Costs                             |          |                       |                     | 0               | 0              |
| <b>Total Fundraising Costs</b>          |          | <b>19,412</b>         | <b>-</b>            | <b>19,412</b>   | <b>16,970</b>  |
| <b>Administration and Support Costs</b> |          |                       |                     |                 |                |
| Staff Costs                             | 3        | 14,974                |                     | 14,974          | 7,260          |
| Premises                                |          | 11,800                |                     | 11,800          | 11,800         |
| Office Expenses                         |          | 15,284                |                     | 15,284          | 16,568         |
| Home-Start Fee                          |          | 2,298                 |                     | 2,298           | 4,832          |
| Audit and Accounting                    |          | 1,335                 |                     | 1,335           | 1,082          |
| <b>Total Admin and Support Costs</b>    |          | <b>45,691</b>         | <b>-</b>            | <b>45,691</b>   | <b>41,542</b>  |
| <b>Total Resources Expended</b>         |          | <b>107,940</b>        | <b>106,353</b>      | <b>214,293</b>  | <b>218,586</b> |
| <b>Net Drawdown on Reserves</b>         |          | <b>(40,540)</b>       | <b>(45,047)</b>     | <b>(85,587)</b> | <b>35,738</b>  |
| <b>Total funds at 01 April 2022</b>     |          | <b>155,241</b>        | <b>74,276</b>       | <b>229,517</b>  | <b>193,779</b> |
| <b>Total funds at 31 March 2023</b>     |          | <b>114,701</b>        | <b>29,229</b>       | <b>143,930</b>  | <b>229,517</b> |

## Home-Start Elmbridge

### Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2023

#### Balance Sheet As at 31 March 2023

|                            | 31 March<br>2023      | 31 March<br>2022      |
|----------------------------|-----------------------|-----------------------|
|                            | £                     | £                     |
| <b>Current Assets</b>      |                       |                       |
| Receivables                | 1,343                 | 59                    |
| Prepayments                | 3,247                 | 269                   |
| Cash at Bank and in Hand   | <u>144,591</u>        | <u>237,159</u>        |
|                            | <b>149,181</b>        | <b>237,487</b>        |
| <b>Current Liabilities</b> |                       |                       |
| Payables                   | <u>5,251</u>          | <u>7,970</u>          |
| <b>Net Current Assets</b>  | <b>143,930</b>        | <b>229,517</b>        |
| <b>Net Assets</b>          | <u><b>143,930</b></u> | <u><b>229,517</b></u> |
| <b>Unrestricted Funds</b>  |                       |                       |
| General Reserve            | <b>114,701</b>        | <b>155,241</b>        |
| <b>Restricted Funds</b>    |                       |                       |
| Income Fund                | <b>29,229</b>         | <b>74,276</b>         |
| <b>Total Funds</b>         | <u><b>143,930</b></u> | <u><b>229,517</b></u> |

The Trustee Directors are satisfied that the Charity is entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The Trustee Directors acknowledge their responsibilities:

- the members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 477,
- the directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts,
- these accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the members of the Trustee Director Board on 7<sup>th</sup> September 2023 and are signed on their behalf:

**S Blackwood**  
**Trustee Director and Honorary Treasurer**  
 For and on Behalf of the Trustees

**Home-Start Elmbridge**  
**Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2023**

**Notes to the Financial Statements**  
**For the Year Ended 31 March 2023**

**1 – ACCOUNTING POLICIES**

**Accounting Convention**

These financial statements have been prepared in accordance with the Statement Recommended Practice: Accounting and Reporting by Charities (SORP 2015) and applicable UK Accounting Standards and the Charities Act 2011. They have been drawn up on the historical cost accounting basis.

**Grants Due**

Grants due are accounted for in the year in which they are receivable.

**Resources Expended**

Resources expended are accounted for on an accruals basis.

**Pension Schemes**

The Charity contributes up to a maximum of 5% of gross salary to employee personal pension schemes where the employee contributes an equal amount.

**General Reserve**

It is the policy of the Charity that unrestricted reserves should not be allowed to fall below three months' expenditure, to allow the Charity to maintain services to families in the event of a sudden unexpected fall in income.

**Funding Policy**

This fund arises from grants or donations given to the charity where the donor specifies the use to which the funds may be put. We are therefore required by law to comply with the donor's wishes in the use of these funds.

**Home-Start Elmbridge**  
**Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2023**

**2 – INCOME**

|                                           | Unrestricted<br>Funds<br>2023<br>£ | Restricted<br>Funds<br>2023<br>£ | Total<br>Funds<br>2023<br>£ | Total<br>Funds<br>2022<br>£ |
|-------------------------------------------|------------------------------------|----------------------------------|-----------------------------|-----------------------------|
| <b>GRANT INCOME</b>                       |                                    |                                  |                             |                             |
| Surrey County Council                     | 27,492                             |                                  | 27,492                      | 27,492                      |
| National Lottery Community Fund           |                                    |                                  | 0                           | 56,064                      |
| Surrey CC Best Care Fund                  |                                    |                                  | 0                           | 48,762                      |
| Walton Charities                          | 25,000                             | 16,500                           | 41,500                      | 25,450                      |
| Elmbridge Borough Council                 |                                    | 9,000                            | 9,000                       | 0                           |
| Community Foundation for Surrey           |                                    | 5,096                            | 5,096                       | 20,000                      |
| Partnership Fund                          |                                    | 6,000                            | 6,000                       | 0                           |
| Home-Start UK                             |                                    | 1,000                            | 1,000                       | 18,322                      |
| Peter Harrison Foundation                 |                                    | 5,350                            | 5,350                       | 0                           |
| Grants Received (Other)                   | 1,000                              | 18,360                           | 19,360                      | 24,600                      |
| <b>Total Grant Income</b>                 | <b>53,492</b>                      | <b>61,306</b>                    | <b>114,798</b>              | <b>220,690</b>              |
| <b>Donations- Corporate and Community</b> | <b>10,414</b>                      |                                  | <b>10,414</b>               | <b>33,232</b>               |
| <b>Fundraising Activities</b>             | <b>2,434</b>                       |                                  | <b>2,434</b>                | <b>370</b>                  |
| <b>Total Donations &amp; Fundraising</b>  | <b>12,848</b>                      | <b>0</b>                         | <b>12,848</b>               | <b>33,602</b>               |
| <b>Interest Income</b>                    |                                    |                                  |                             |                             |
| Bank Interest                             | 1,060                              |                                  | 1,060                       | 32                          |
| <b>Total Interest Income</b>              | <b>1,060</b>                       | <b>0</b>                         | <b>1,060</b>                | <b>32</b>                   |
| <b>TOTAL INCOME</b>                       | <b>67,400</b>                      | <b>61,306</b>                    | <b>128,706</b>              | <b>254,324</b>              |

**3 – STAFF COSTS**

|                                   | 2023<br>£      | 2022<br>£ |
|-----------------------------------|----------------|-----------|
| <b>Salaries</b>                   | <b>144,135</b> | 136,625   |
| <b>Social Security</b>            | <b>4,939</b>   | 4,378     |
| <b>Pensions</b>                   | <b>5,400</b>   | 5,120     |
| <b>Travel and Training</b>        | <b>4,286</b>   | 2,568     |
|                                   | <b>158,760</b> | 148,691   |
| <b>Allocated to:-</b>             |                |           |
| <b>Charitable Costs</b>           | <b>124,374</b> | 124,461   |
| <b>Fundraising</b>                | <b>19,412</b>  | 16,970    |
| <b>Administration and Support</b> | <b>14,974</b>  | 7,260     |
|                                   | <b>158,760</b> | 148,691   |

## Home-Start Elmbridge

### Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2023

#### 4 – CURRENT ASSETS

|                                 | 2023         | 2022       |
|---------------------------------|--------------|------------|
|                                 | £            | £          |
| Prepayments including insurance | 3,247        | 269        |
| Accrued Income                  | 1,343        | 59         |
|                                 | <u>4,590</u> | <u>328</u> |

#### 5 – CURRENT LIABILITIES

|          | 2023         | 2022         |
|----------|--------------|--------------|
|          | £            | £            |
| Payables | 5,251        | 7,970        |
|          | <u>5,251</u> | <u>7,970</u> |

#### 6 – RESTRICTED FUNDS

|                                 | Balance<br>01 Apr 2022 | Income        | Expenditure    | Balance<br>31 Mar 2023 |
|---------------------------------|------------------------|---------------|----------------|------------------------|
|                                 | £                      | £             | £              | £                      |
| National Lottery Community Fund | 14,016                 |               | 14,016         | -                      |
| Surrey CC Best Care Fund        | 48,762                 |               | 48,762         | -                      |
| Home-Start UK (Volant/Pears)    | 2,211                  | 1,000         | 3,211          | -                      |
| Community Foundation for Surrey | -                      | 5,096         | 2,123          | 2,973                  |
| Walton Charities                | 2,628                  | 16,500        | 9,084          | 10,044                 |
| Elmbridge BC                    | -                      | 9,000         | 4,000          | 5,000                  |
| Partnership Fund                | -                      | 6,000         | 2,589          | 3,411                  |
| Peter Harrison Foundation       | 446                    | 5,350         | 5,350          | 446                    |
| St. Faith's                     | -                      | 5,238         | 1,716          | 3,522                  |
| KFC Foundation                  | -                      | 2,000         | 2,000          | -                      |
| Big Hopes Big Future            | 1,563                  |               | 1,563          | -                      |
| Mrs. Smith & Mount Trust        | 1,150                  |               | 1,150          | -                      |
| PA Housing                      | 3,500                  | 3,500         | 3,500          | 3,500                  |
| Groundworks                     | -                      | 1,000         | 667            | 333                    |
| Little Lives                    | -                      | 1,500         | 1,500          | -                      |
| Surgeons                        | -                      | 1,802         | 1,802          | -                      |
| Grants Received - Other         | -                      | 3,320         | 3,320          | -                      |
|                                 | <u>74,276</u>          | <u>61,306</u> | <u>106,353</u> | <u>29,229</u>          |

#### 7 – PAYMENTS TO TRUSTEES

Any payments to trustees related to reimbursement of expenses incurred on behalf of the charity.

#### 8 – RELATED PARTY TRANSACTIONS

There were no related party transactions in the year.

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# Accounts

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**Annual Report and Financial Statements  
For the Year ended 31st March 2022**

**Charity Number: 1128325  
Company Number: 06782971**



**Because childhood can't wait**



## **Home-Start Elmbridge**

### **Annual Report and Financial Statements For the Year ended 31<sup>st</sup> March 2022**

**Home-Start Elmbridge**

**Charity House, 1 The Quintet, Churchfield Road, Walton-on-Thames, Surrey KT12 2TZ**

**T: 0203 757 7220**

**E: [enquiries@home-start-elmbbridge.org.uk](mailto:enquiries@home-start-elmbbridge.org.uk)**

**W: [www.homestartelmbbridge.org.uk](http://www.homestartelmbbridge.org.uk)**

 **[facebook.com/HomeStartElmbridge](https://facebook.com/HomeStartElmbridge)**

 **[twitter.com/hselmbbridge](https://twitter.com/hselmbbridge)**

 **[instagram.com/home\\_start\\_elmbbridge](https://instagram.com/home_start_elmbbridge)**

**Registered Charity No. 1128325**

**Company Registration No. 06782971**

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**Home-Start Elmbridge**  
**Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2022**

**Report of the Trustees for the Year to 31 March 2022**

**A - OBJECTIVES AND ACTIVITIES**

Home-Start Elmbridge (HSE) is an independently run family support charity and we work with vulnerable families in the local community. Any family can be referred to Home-Start for support, predominately where there is at least one child under the age of five, but we also provide support services for over 5s. Our support is free, confidential, and non-judgmental. Our unique service carefully matches trained and supported volunteers (all with significant parenting experience) with families going through a difficult time. We work in partnership with other agencies to provide high-quality support that is both flexible and responsive to the need of these families. Home-Start Elmbridge, one of over 160 schemes nationally, is an independent charity affiliated to Home-Start UK. We are governed and abide by their aims, ethos, guideline policies, methods, training, and quality assurance processes. In 2013 HSE joined Home-Start Surrey, a consortium of Surrey schemes.

In 2021 - 2022, we supported 180 families, utilizing the services of 65 volunteers, facilitating several specialised groups including crèche facilities, a drop in café, one to one counselling and crisis support. With the help of emergency grants from Home-Start UK and Walton Charities, we were also able to provide practical help for families in crisis, in some cases providing white goods, baby supplies, food vouchers, school uniform and care packages. During this year we were dealing with the constant changes in COVID legislation and restrictions. This meant carrying out risk assessments in most of our cases to continue the support needed. We also quickly responded in setting up group support services to help the 340 Afghanistan refugees who moved into Elmbridge this year.



## **Home-Start Elmbridge**

### **Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2022**

#### **Our main objectives are:**

- To safeguard, protect and preserve the good health, both mental and physical, of children and parents of children.
- To prevent cruelty to or maltreatment of children, physically or emotionally.
- To support families where they are dealing with sickness and/or disabilities.
- To improve children's outcomes through reducing poverty and isolation in families where the financial gap has a big impact.
- To educate parents and make the public more aware of the importance of child welfare and upbringing, within Elmbridge.
- To provide an enabling support increasing the confidence and independence of parents, strengthening relationships with their children and widening their links with the local community.
- To provide a non-judgmental and confidential service to all families with full respect for culture and race.
- To be inclusive to all families arriving in Elmbridge regardless of culture or residence status.

#### **Public Benefit Statement**

We primarily offer support to families with a child under 11 years old and living in Elmbridge. Families are referred to us by health visitors, social workers, schools, and other early help professionals. Families self-refer, often through recommendation of friends or social media. We work with a broad community of diverse families across Elmbridge inclusive of background, culture, and race. Support is bespoke, often provided through regular visits by a volunteer supported by specialised groups, parenting courses and specialised, counselling and crisis work. Our activities provide public benefit to the Elmbridge community by:

- Reducing family isolation and increasing social support networks.
- Strengthening parent – child relationships/bond.
- Improving parents' physical health and emotional well-being.
- Developing and improving parenting skills.
- Improving the home environment.
- Improving children's health, well-being, and development.
- Increasing access to health, education, and community services.

**For parents when  
they need us most**



**Home-Start Elmbridge**  
**Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2022**

**B - STRUCTURE GOVERNANCE AND MANAGEMENT**

The Charity is governed by a board of Trustee Directors who undertake induction training provided by Home-Start UK. New Trustee Directors are introduced into the organisation by interview and a structured induction process. This ensures that each member has the necessary qualities, skills, and knowledge to help govern and lead the scheme effectively. All board members are volunteers drawn from the local community and are responsible for a specific area to support the staff and ensure effective management of the scheme. Ongoing specialised training is provided. Trustee Directors are normally subject to re-election at least every three years. When nominating new Trustee Directors, care is taken to identify what experience, expertise and contact will be most helpful and to ensure reasonable diversity.

Day-to-day management of the charity is delegated to the Scheme Director, who is responsible for the management of staff and the training and supervision of our volunteers. The scheme's staff consists of a Scheme Director, a Senior Family Coordinator and a team of Support Co-ordinators who are involved in the recruitment, preparation, and support of the group of volunteers who directly support the families. The work of the charity is supported by a Charity Support Officer and funding and finance by a highly skilled Development Officer. In addition, the team also co-ordinate crisis support work, group work, and counselling services.

**Risk Management Statement**

The Trustee Directors recognise and accept their responsibility for ensuring that the risks to which Home-Start Elmbridge may be exposed are reviewed and that appropriate steps are taken to mitigate against any potential damage by use of appropriate preventative controls and corrective actions. Trustee Directors are aware of the Charities Statement of Recommended Practice and accept the requirement, in relation to all aspects of the organisation, for regular assessments of operating strengths and weakness.

Risk management is incorporated into regular Board meetings and the yearly audits of the governing Home Start UK policies. For the main risk areas i.e., Finance, Safeguarding, Volunteers, Employee Well-being and Health & Safety, the audit outcomes are submitted to the HSE board by the Chair, Scheme Director and accountable trustee. Any outstanding actions that need to be implemented to mitigate a risk are put in place and progress on these items is tracked. The implementation of these procedures has been designed to minimise any potential impact on the charity should any of those risks materialise.



**“The Home-Start team’s compassion, knowledge, support, and professionalism are outstanding, and I know that I would not be the mother that I am today without their help, so thank you!”**

## Home-Start Elmbridge

### Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2022

#### C - ACHIEVEMENTS AND PERFORMANCE

##### a) - Scheme Director's Report

2021-2022 was a year of transition for families as COVID restrictions were lifted. Services, nurseries and schools began to return to normality and families began to open-up regarding the difficulties they were coping with, i.e., the 24/7 parenting, home schooling, changes in employment/income, young children who had not socialised and anxious children who had returned to school.

HSE have supported a record number of families during this 12-month period. An integrated approach is provided to every family we support. It may be a family attends one group, or several families being supported with a full package of care, i.e., counselling, group sessions, wellbeing sessions and volunteer home visiting. The feedback we constantly receive from families is a clear indication we are providing the support required to make a positive impact for families now and in the future. Remarks such as:

*"It is difficult to express what a positive impact you have had on me and my boys, I just hope that you can continue doing the amazing job that you are doing and help many more families in the future."*

*"My volunteer was like having one to one therapy for my son, the way she engaged with him ... I will always treasure that support. His improvement at school has really been impacted by the volunteers work with him. She will be greatly missed."*

The services provided by HSE have continued through 2021/22, these being: -

- Home-Visiting
- Groups and Drop in Cafes
- Challenging Behaviour Parenting Course
- Carer Support Service
- Counselling Services
- Support Group for Afghanistan Refugees

This year has seen a record number of families receive support from HSE, around 180 families. This is the first time we have seen such a dramatic increase and it reflects the situation with families all over the UK, not only with the anxieties as we emerge from COVID but quickly followed by the refugee crisis and the cost-of-living crisis.

This support could not be provided was it not for a passionate, highly committed, and long-standing HSE team. All the team are active in continuous professional development, attending training and working in partnership with Surrey County Council on updated procedures. The HSE team come from differing backgrounds and professions offering various skills and experience that all complement each other. This results in a first-class delivery of services to Elmbridge families. This could not be achieved without the 'back-office' members of the team, 'the backbone' of our organisation. These include the administration around all our work, in particularly the volunteers training courses, the transportation and arranging of creche places to enable parents to attend, monitoring data and last but by no means least securing the funding that enables all our work. Over the years the amount of funding that requires resourcing has increased as available government funding pots reduce. The fact that services have expanded over the last 5 years despite the challenges is testament to excellent bid writing.

I am extremely proud of the team; their dedication goes above and beyond in supporting families and improving long term outcomes for the children of Elmbridge.

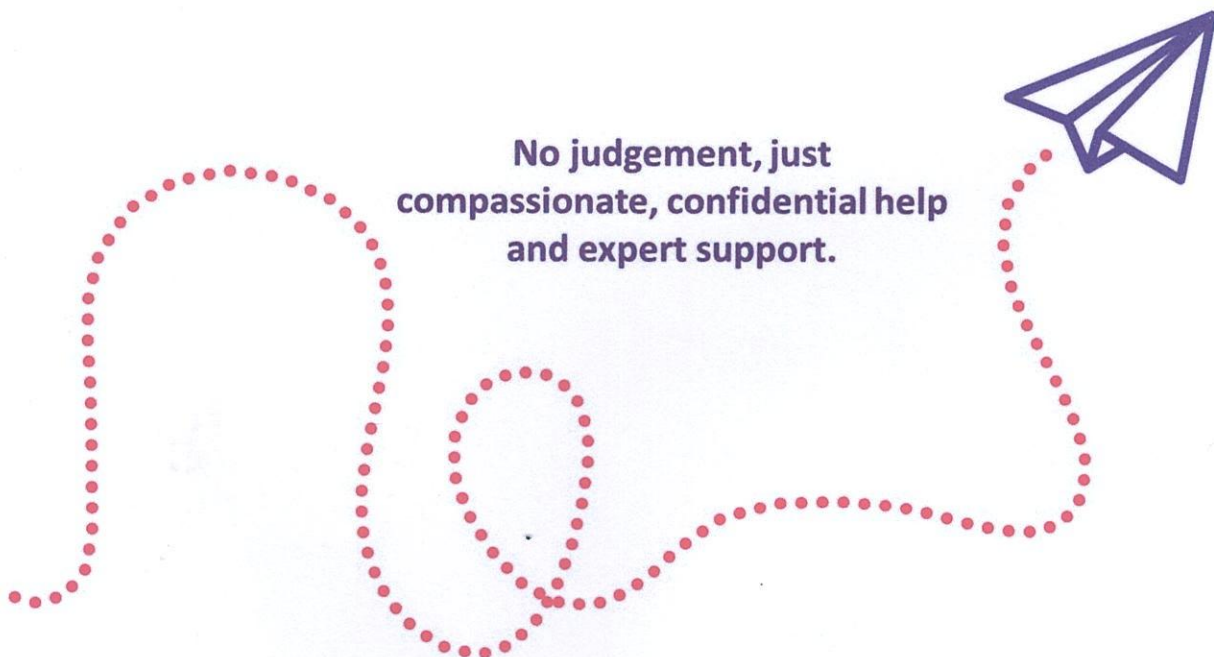
## Home-Start Elmbridge

### Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2022

Myself, I have worked passionately for Home-Start Elmbridge for over 14 years. Over the last 5 years in my role as Scheme Director I have worked hard to raise the profile of not only Home-Start Elmbridge but Home-Start Surrey. I work in partnership with the 3<sup>rd</sup> Sector Safeguarding group, the Surrey NHS First 1000 Days team, Surrey Family Resilience network, Home-Start UK and Surrey Youth Focus.

The working practices Home-Start uses to support families is not only effective but extremely cost efficient. This support could not be achieved without the dedication and commitment of our volunteers. Our home-visiting volunteers also often provide additional support in the creche or as they did in 2021, provide support for over 100 Afghanistan refugees in a local hotel. The volunteers' swift response to the refugee crisis meant that we were able to implement a group support with a complete set of activities for the children. A conference room full of children of all ages with their parents, playing, talking, writing was extremely satisfying, and I was proud of my team.

Finally, but by no means least our board of skilled volunteer trustees ensure excellent governance of the charity. Anyone who has sat on a board of school governors at a school will know this is no small volunteer role, especially if you are aiming to lead a successful charity with excellent governance as our team are.



## Home-Start Elmbridge

### Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2022

#### b) - Chair's Report

As the world emerges from Covid, HSE has seen a huge increase in demand for our volunteer services. Everyone acknowledges the strains that living under Covid restrictions put on families with young children, but it was possibly unforeseen the swath of issues that returning to normal life would bring.

The HSE team has grown and adapted to meet our family's needs. Our greatest asset is still our marvellous volunteers who not only give their time but also their parenting knowledge to families in crisis. HSE has been able to welcome many new volunteers to the service, these join a well-established group of people who enjoy mentoring local families.

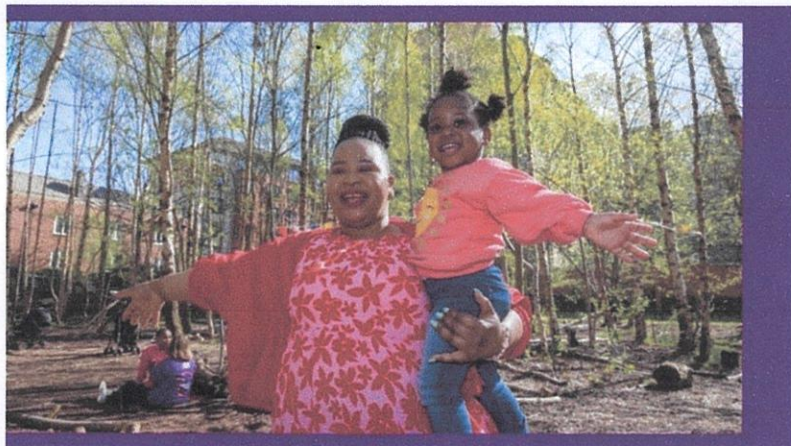
Additionally, HSE has risen to new challenges; it was a great achievement to support Afghanistan refugees arriving in the borough. This has now evolved into work with Ukrainian refugees in the community.

All of our work is over seen by a board of directors, all of whom are volunteers themselves. This year HSUK has brought many new initiatives to fruition, we have benefitted from our partnership with Waitrose and ITV's Masked Singer. These campaigns have brought in much needed funds and raised awareness of our charity. With this behind us HSE has a better profile within Elmbridge and enjoys financial support from businesses and individuals in the local area.

The Board also now benefits from HSUKs new structure with a clearer framework to support our processes and improve our operating practises. We are taking a close look at our Policies and Compliance to ensure that we are using best practise in all areas. These things help to raise the quality of our work and improves the working processes of the team.

HSE also works as part of HS Surrey, a consortium of all the HS organisations within the local area. This is a forum where best practice ideas can be shared which is useful for everyone. It is also working on an exciting new project, Dad Matters. The focus is helping dads take on parenting roles and will be a valuable service for HSE to be able to offer.

The year ahead will undoubtedly bring greater challenges, HSE with the support of HSUK is able to raise its game further and continue to support young families to give children the best start they can have.



**Home-Start Elmbridge**  
**Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2022**

**c) – Summary of Activities**

**Our Services**

We have had to adapt the way in which we delivered our services to adhere to government guidelines at any given time during the pandemic. We have taken different approaches in order to do this.

Our home-visiting services would traditionally see our volunteers' visiting families in their own homes for 2/3 hours a week. Our staff would also visit families in the home for initial visits and review visits. However, in the height of lock-down, support delivery changed and contact with the family was predominately by telephone/Facetime. As restrictions eased over the period, and if all parties were happy to do so we could allow staff/volunteers to walk and talk with families.

Likewise, our Crisis Support and Counselling services were interrupted during lockdown and wherever possible telephone/Facetime/Zoom contact was made with the families. To ensure safety for the children door-stop visits were made when Support Coordinators had concerns or in cases where communication began to drop off.

Our face-to-face group work had to be put on hold during lockdown, but we have been able to deliver online group support through Zoom.

If a family was in crisis, or in need of specialised support, we could provide more regular contact or help outside of the group settings until that immediate level of risk was reduced.

We have had families who have needed emergency supplies such as baby goods, food, and care packages. We received emergency grants from Walton Charity to help us meet the demand for this type of help.

The families we work with are often experiencing multiple difficulties and those struggling to cope with problems such as learning difficulties, disabilities, mental health, wellbeing issues, physical illness, domestic abuse, addictions, isolation, vulnerability, poverty, and homelessness. As such HSE recognized the need to introduce additional services to compliment the traditional Home Visiting support.

**Home Visiting.** Our home-visiting service is unique in that we recruit, train and support volunteers from our local community. Our volunteers come from all social classes, they do not need any formal qualifications, but they must have significant parenting experience. They offer one to one confidential practical and emotional support to families and children in their own homes. Once trained, our volunteers are carefully matched with a family and they commit to visit the family, in their own home, for a couple of hours every week. They are local parents and understand the challenges of parenting young children. Home-Start is unique in that support is provided as long as it is needed, or until the youngest child reaches the age of five. They work with parents to foster parental resilience helping them cope with the stresses and strains of life and make sure they have the skills, time, and emotional strength they need to nurture their children. Our volunteers have sound local knowledge and may accompany and/or signpost families to access appropriate services and facilities. They help families engage in their local community, become part of it and avail of all it has to offer.

## Home-Start Elmbridge

### Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2022

**Carer Support.** A high percentage of our families are living with an illness, disability, or statement of Special Educational Needs (SEN). These circumstances place extra demands on the family system. These families need specialised support to help them care with confidence and improve the overall quality of life for themselves and the children. We aim to take families on a journey, often from pre-diagnosis to reduce their isolation and strive to give them the tools, knowledge, and experience to empower themselves to self-advocate.

**Crisis Support.** Through our crisis support work, a member of staff provides support. This is directly to the family allowing for immediate intervention to our most vulnerable families. Often in these cases there is no alternative support available, and our work therefore helps to prevent a crisis and the family breakdown. This service is for families, where the family coordinator feels moving the family directly to a volunteer is either not possible, or inadvisable due to urgent or their overly complex needs. It can also be needed when a coordinator is unsure whether a family will engage with a volunteer or is nervous of volunteer support. Sometimes only short intervention from our crisis staff is enough and the family can then cope on their own. This role has proven to be effective, both for families and helps our volunteer retention.

**Counselling Support.** Our trained counsellor, Danielle has been visiting some of our families who need more specialised emotional and psychological support. Counselling provides the opportunity to speak openly about thoughts, feelings, and behaviours, without being judged and can lead to a deeper understanding of why we feel the way we do, and in turn, help to look at learnt patterns of behaviour that may no longer be useful. Often after the birth of a child, parents' feelings and thoughts regarding their own past traumatic experiences can return impacting on emotional well-being. Our coordinators, who support and supervise our families in our projects, are responsible for identifying parents that could benefit from the opportunity of counselling. These individuals are usually those who are hard to reach and who would never approach a medical practitioner themselves to seek help. Danielle offers 12 weeks' focussed support to families in need and supports 2-3 families at a time.

**Post-Natal Group.** This group originated out of the first lockdown and the increased demand made on the NHS for the much-needed support for mums with new babies. We responded to the NHS 'First 1001 days' initiative and they have funded the project to deliver this group for mums throughout Surrey. A trained nursery nurse and counsellor facilitate this group to ensure mums receive practical tips and emotional support. The groups are small, usually between 5 and 8 parents, delivered via zoom. The group have now supported more than 70 families.

**Parenthood Support Group.** This support group is aimed at parents who are dealing with poor emotional health including postnatal depression, anxiety, and panic disorders, or those suffering emotional distress, low self-esteem, and isolation. In the support group environment. With guidance from the facilitators, the attendees are encouraged to interact with one another and work through the challenges and concerns they face as parents and how it affects their emotional well-being. Crèche facilities are provided which helps the parents to engage fully in the group discussions. We would like to thank all the volunteers who have given their time to help with the crèche.

## **Home-Start Elmbridge**

### **Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2022**

**Carer Support Group.** A peer-to-peer group for parents with children under 5 who are living with an illness, disability, or SEN. This group meets for 2 hours per week over a 5-week period. It is held face to face in a local venue. This is followed up as a virtual Zoom group that is held one evening for 2 hours each month. This group brought parents experiencing these challenges together. Together they worked through their stress, anxiety, and grief.

**Young Parents Café.** A regular drop in café for young parents in the local community under the age of 25, who are experiencing a wide range of disadvantages and are struggling to cope. It is held at a local venue every 2 weeks and is open to young parents with children under five. Many of these parents didn't have life skills and worried about how they would cope financially. Here we provided information and signposting to help with budgeting, meal planning, emotional health, and parenting. We provided opportunities for them to meet professionals providing access to advice on health matters, housing issues, benefits, financial/budgeting information, etc.

**Over 5s Parent Support Café.** A regular drop in café held at a local venue every 2 weeks. It is open to parents with children aged 5 to 13 years old. These sessions provided opportunities for parents to meet with others in similar circumstances and provided mutual support and developed connections. Recent issues we addressed included domestic abuse and the effect on children's behaviour, housing concerns, high risk pregnancy, parenting advice for challenging behaviour in children, poor emotional health, anti-social behaviour, and concerns regarding energy costs.

**Over 5s Parenting Courses.** 10-week courses for parents to help them with Challenging Behaviour. Apart from developing key parenting skills to support improved relationships with their children, parents benefitted from meeting others who are experiencing similar issues.

**Meetup in the Park.** During the summer holidays, we ran a meet up in the park for parents and their children to attend. These sessions were held one morning each week over the holidays.

**Support Group for Afghanistan Refugees.** This was set up in September 2021 for the families in a local hotel. Children of all ages attended whilst they awaited to receive school places. Over 20 staff and volunteers supported this and worked with the families on learning English, relaxing through colouring or crafts, model building or playing with toddlers and babies.

# Home-Start Elmbridge

## Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2022

### D – FUNDRAISING

As an organisation, we had a diversified source of income from a variety of different funders who all continued to support the work we were undertaking. They were all incredibly supportive and flexible in the way in which we delivered this work as we adapted to the restrictions brought on by Covid-19. We have excellent relationships with all our funders, most of which are long term supporters who understand and respect the quality of the services we provide.

We would not exist without the generosity of our funders and donors. Our sincere thanks are extended, not only to the main grant funding bodies but also to the many local organisations and individuals who have so generously supported us over the year. We should like to thank in particular:

Community Foundation for Surrey  
Elmbridge Borough Council  
James Chicken  
Little Lives UK  
Harry Wilkinson  
Home-Start UK  
National Lottery Community Fund  
Neil Clark  
Masonic Charitable Foundation  
Martin Sharpe  
Maureen Whale  
Meditor Trust  
Mrs Smith & Mount Trust  
PA Housing

Peter Harrison Foundation  
Rachel Lucas  
Rachel Murphy  
Rochills, Walton-on-Thames  
Saputo Dairy UK  
St James Church, Weybridge  
Stripey Stork  
Surrey Downs Better Care Fund  
Surrey County Council  
United Reformed Church, Thames Ditton  
Virgin Media O2 Together Fund  
Waitrose & Partners  
Walton Charity  
XTX Markets Limited



**Home-Start Elmbridge**  
**Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2022**

**E – FINANCIAL REVIEW**

The accounts for the year to 31 March 2022 are shown on pages 16 to 20, preceded by the report of the Independent Examiner.

Income for the year was £254,324 (2021: £ 190,979) and Expenditure was £218,586 (2021: £ 206,388). This resulted in a surplus of £35,738 (2021: deficit £ 15,409) the majority of which has been carried forward in Restricted Reserves, to be used on projects earmarked for 2022-23. In particular, £48,762 was received in March 2022 from Surrey Downs Best Care Fund.

Reserves as of 31 March 2022 were £229,517 (2021: £209,188) in total, split into £155,241 (2021: £ 153,355) of Unrestricted Reserves and £ 74,276 (2021: £40,424) of Restricted Reserves.

During the year we continued to receive money from the National Lottery Community Fund together with local charities Walton Charity and Surrey County Council. Additional Grants were received from Home-Start UK and the Community Foundation for Surrey.

The higher expenditure can be explained primarily by the increased family activities, grants to families and other support costs which are fully funded by grants. All the office computers were upgraded or replaced during the year which has greatly improved the effectiveness and speed of working.

**F – TRUSTEES' RESPONSIBILITIES**

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of the affairs of the charity at the end of the year and of the incoming and outgoing resources for the year then ended.

In preparing the financial statements, the trustees are required to select appropriate accounting policies and then apply them consistently, making judgments and estimates that are reasonable and prudent. The trustees must also prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charity will continue its activities.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006 and SORP FRS 102.

The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

**Small company provisions**

This report has been prepared in accordance with the special provisions for small companies under the Companies Act 2006 and SORP FRS 102.

**Approved by the Trustee Directors on 22nd September 2022 and signed on their behalf by**



**K Clark**  
**Trustee Director and Chair**  
For and on Behalf of the Trustees

# Home-Start Elmbridge

## Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2022

### G - REFERENCE AND ADMINISTRATION DETAILS

#### Legal status

Home-Start Elmbridge is a Company Limited by Guarantee (06782971) and a Registered Charity (1128325). It was incorporated on the 5<sup>th</sup> of January 2009 and is governed by a Memorandum and Articles of Association.

The registered address is:

1 Quintet, Churchfield Road, Walton on Thames, Surrey KT12 2TZ

#### Management Committee

##### Trustees and Directors:

|                    |             |                                                                             |
|--------------------|-------------|-----------------------------------------------------------------------------|
| Kathleen Clark     | Independent | Appointed April 2021, Chair                                                 |
| Sally Blackwood    | Independent | Appointed May 2019, Treasurer                                               |
| Nicky Mangold      | Independent | Appointed February 2017, Volunteers                                         |
| Kathleen McDougall | Independent | Appointed November 2020, Policies                                           |
| Heather Horler     | Independent | Appointed May 2018, PR & Marketing                                          |
| Ann Charlton       | Independent | Appointed October 2018, Legal Advisor                                       |
| Elizabeth Jones    | Independent | Appointed January 2022, Equity, Diversity and Inclusion and Staff Wellbeing |

##### Resigned:

|                    |             |                                     |
|--------------------|-------------|-------------------------------------|
| Angela Hills       | Independent | Resigned July 2021, Health & Safety |
| Kathleen McDougall | Independent | Resigned January 2022, Policies     |

In accordance with the charitable company's Articles of Association S. Blackwood and N. Mangold retire by rotation and offer themselves for re-election at the Annual General Meeting.

##### Advisor to the Trustees:

|             |             |                             |
|-------------|-------------|-----------------------------|
| Daphne Sohl | Independent | Child Protection Specialist |
|-------------|-------------|-----------------------------|

##### Company Secretary

|              |             |                                            |
|--------------|-------------|--------------------------------------------|
| Emma Prince  | Independent | Appointed May 2018, resigned February 2022 |
| Ann Charlton | Independent | Appointed February 2022                    |

##### Independent Examiner

Jackson-Scott Associates Limited, 100 Gilders Road, Chessington, KT9 2AN

##### Bankers

CAF Bank Limited, 25 Kings Hill Avenue, West Malling, Kent ME19 4JQ

**Home-Start Elmbridge**  
**Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2022**

**Jackson-Scott Associates Ltd.**

Accountancy, Taxation and Payroll Services

100 Gilders Road  
Chessington  
Surrey  
KT9 2AN



www.jackson-scott.co.uk

Tel: 020 8288 1525  
020 8786 7907  
info@jackson-scott.co.uk

**Independent examiner's report to the Trustees of Home-Start Elmbridge.**

I report to the Trustees on my examination of the accounts of Home-Start Elmbridge for the year ended 31<sup>st</sup> March 2022.

**Responsibilities and basis of report**

As the charity Trustees of the Charity you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Charity's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent examiner's statement**

Since the Charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Association of Accounting Technicians which is one of the listed bodies.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the Charity as required by section 130 of the Act; or
2. the accounts do not accord with those records.

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.

*A. m. Eden*

Angela Eden  
FMAAT ATT(Fellow)

26 August 2022

Directors: Ian Cawley and Angela Eden FMAAT ATT(Fellow)  
Registered in England No. 4401538 - Registered Office: 100 Gilders Road, Chessington, Surrey KT9 2AN

# Home-Start Elmbridge

## Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2022

### For the Year Ended 31 March 2022

|                                         | Notes    | Unrestricted<br>Funds | Restricted<br>Funds | 2022<br>£      | 2021<br>£      |
|-----------------------------------------|----------|-----------------------|---------------------|----------------|----------------|
| <b>Incoming Resources</b>               |          |                       |                     |                |                |
| Grants Income                           |          | 67,492                | 153,198             | 220,690        | 177,097        |
| Donations                               |          | 33,232                |                     | 33,232         | 13,669         |
| Fund-Raising                            |          | 370                   |                     | 370            | 124            |
| Interest Income                         |          | 32                    |                     | 32             | 89             |
| <b>Total Income</b>                     | <b>2</b> | <b>101,126</b>        | <b>153,198</b>      | <b>254,324</b> | <b>193,898</b> |
| <b>Resources Expended</b>               |          |                       |                     |                |                |
| <b>Charitable Costs</b>                 |          |                       |                     |                |                |
| Staff costs                             | 3        | 38,253                | 86,208              | 124,461        | 118,452        |
| Family Activities / Support             |          |                       | 33,138              | 33,138         | 25,955         |
| Volunteer Costs                         |          | 2,475                 |                     | 2,475          | 1,957          |
| <b>Total Charitable Costs</b>           |          | <b>40,728</b>         | <b>119,346</b>      | <b>160,074</b> | <b>122,816</b> |
| <b>Fundraising Costs</b>                |          |                       |                     |                |                |
| Staff Costs                             | 3        | 16,970                |                     | 16,970         | 16,165         |
| Other Costs                             |          |                       |                     | 0              | 9              |
| <b>Total Fundraising Costs</b>          |          | <b>16,970</b>         | <b>-</b>            | <b>16,970</b>  | <b>15,506</b>  |
| <b>Administration and Support Costs</b> |          |                       |                     |                |                |
| Staff Costs                             | 3        | 7,260                 |                     | 7,260          | 13,899         |
| Premises                                |          | 11,800                |                     | 11,800         | 11,150         |
| Office Expenses                         |          | 16,568                |                     | 16,568         | 14,199         |
| Home-Start Fee                          |          | 4,832                 |                     | 4,832          | 3,490          |
| Audit and Accounting                    |          | 1,082                 |                     | 1,082          | 1,112          |
| <b>Total Admin and Support Costs</b>    |          | <b>41,542</b>         | <b>-</b>            | <b>41,542</b>  | <b>45,563</b>  |
| <b>Total Resources Expended</b>         |          | <b>99,240</b>         | <b>119,346</b>      | <b>218,586</b> | <b>183,885</b> |
| <b>Surplus / (Deficit) for the year</b> |          | <b>1,886</b>          | <b>33,852</b>       | <b>35,738</b>  | <b>10,013</b>  |
| <b>Total funds at 01 April 2021</b>     |          | <b>153,355</b>        | <b>40,424</b>       | <b>193,779</b> | <b>209,188</b> |
| <b>Total funds at 31 March 2022</b>     |          | <b>155,241</b>        | <b>74,276</b>       | <b>229,517</b> | <b>209,188</b> |

**Home-Start Elmbridge**  
**Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2022**

**Balance Sheet at 31 March 2022**

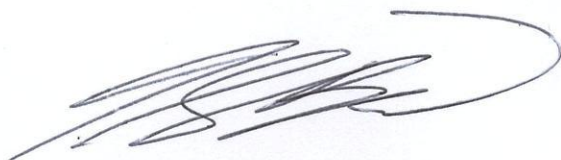
|                            | 31 March<br>2022      | 31 March<br>2021      |
|----------------------------|-----------------------|-----------------------|
|                            | £                     | £                     |
| <b>Current Assets</b>      |                       |                       |
| Receivables                | 59                    | -                     |
| Prepayments                | 269                   | 305                   |
| Cash at Bank and in Hand   | <u>237,159</u>        | <u>199,510</u>        |
|                            | <b>237,487</b>        | <b>199,815</b>        |
| <b>Current Liabilities</b> |                       |                       |
| Payables                   | <u>7,970</u>          | <u>6,036</u>          |
| <b>Net Current Assets</b>  | <b>229,517</b>        | <b>193,779</b>        |
| <b>Net Assets</b>          | <u><b>229,517</b></u> | <u><b>193,779</b></u> |
| <b>Unrestricted Funds</b>  |                       |                       |
| General Reserve            | 155,241               | 153,355               |
| <b>Restricted Funds</b>    |                       |                       |
| Income Fund                | 74,276                | 40,424                |
| <b>Total Funds</b>         | <u><b>229,517</b></u> | <u><b>193,779</b></u> |

The Trustee Directors are satisfied that the Charity is entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies

The Trustee Directors acknowledge their responsibilities:

- the members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 477,
- the directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts,
- these accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the members of the Trustee Director Board on 22nd September 2022 and are signed on their behalf:



**S Blackwood**  
**Trustee Director and Honorary Treasurer**  
For and on Behalf of the Trustees

**Home-Start Elmbridge**  
**Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2022**

**Notes to the Financial Statements**  
**For the Year Ended 31 March 2022**

**1 – ACCOUNTING POLICIES**

**Accounting Convention**

These financial statements have been prepared in accordance with the Statement Recommended Practice: Accounting and Reporting by Charities (SORP 2015) and applicable UK Accounting Standards and the Charities Act 2011. They have been drawn up on the historical cost accounting basis.

**Grants Due**

Grants due are accounted for in the year in which they are receivable.

**Resources Expended**

Resources expended are accounted for on an accruals basis.

**Pension Schemes**

The Charity contributes up to a maximum of 5% of gross salary to employee personal pension schemes where the employee contributes an equal amount.

**General Reserve**

It is the policy of the Charity that unrestricted reserves should not be allowed to fall below three months' expenditure, to allow the Charity to maintain services to families in the event of a sudden unexpected fall in income.

**Funding Policy**

This fund arises from grants or donations given to the charity where the donor specifies the use to which the funds may be put. We are therefore required by law to comply with the donor's wishes in the use of these funds.

**Home-Start Elmbridge**  
**Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2022**

**2 – INCOME**

|                                           | Unrestricted<br>Funds<br>2022<br>£ | Restricted<br>Funds<br>2022<br>£ | Total<br>Funds<br>2022<br>£ | Total<br>Funds<br>2021<br>£ |
|-------------------------------------------|------------------------------------|----------------------------------|-----------------------------|-----------------------------|
| <b>GRANT INCOME</b>                       |                                    |                                  |                             |                             |
| Surrey County Council                     | 27,492                             |                                  | 27,492                      | 27,492                      |
| National Lottery Community Fund           |                                    | 56,064                           | 56,064                      | 54,430                      |
| Surrey CC Best Care Fund                  |                                    | 48,762                           | 48,762                      | 0                           |
| Walton Charities                          | 20,000                             | 5,450                            | 25,450                      | 28,500                      |
| Community Foundation for Surrey           | 20,000                             |                                  | 20,000                      | 11,900                      |
| NHS Surrey Heartlands                     |                                    |                                  | 0                           | 15,500                      |
| Home-Start UK (Volant/Pears)              |                                    | 18,322                           | 18,322                      | 0                           |
| BBC Children In Need                      |                                    |                                  | 0                           | 25,376                      |
| Grants Received (Other)                   |                                    | 24,600                           | 24,600                      | 13,899                      |
| <b>Total Grant Income</b>                 | <b>67,492</b>                      | <b>153,198</b>                   | <b>220,690</b>              | <b>177,097</b>              |
| <b>Donations- Corporate and Community</b> | <b>33,232</b>                      |                                  | <b>33,232</b>               | <b>13,669</b>               |
| <b>Fundraising Activities</b>             | <b>370</b>                         |                                  | <b>370</b>                  | <b>124</b>                  |
| <b>Total Donations &amp; Fundraising</b>  | <b>33,602</b>                      | <b>0</b>                         | <b>33,602</b>               | <b>13,793</b>               |
| <b>Interest Income</b>                    |                                    |                                  |                             |                             |
| Bank Interest                             | 32                                 |                                  | 32                          | 89                          |
| <b>Total Interest Income</b>              | <b>32</b>                          | <b>0</b>                         | <b>32</b>                   | <b>89</b>                   |
| <b>TOTAL INCOME</b>                       | <b>101,126</b>                     | <b>153,198</b>                   | <b>254,324</b>              | <b>190,979</b>              |

**3 – STAFF COSTS**

|                            | 2022<br>£      | 2021<br>£      |
|----------------------------|----------------|----------------|
| <b>Salaries</b>            | <b>136,625</b> | <b>137,669</b> |
| <b>Social Security</b>     | <b>4,378</b>   | <b>4,324</b>   |
| <b>Pensions</b>            | <b>5,120</b>   | <b>5,164</b>   |
| <b>Travel and Training</b> | <b>2,568</b>   | <b>1,359</b>   |
|                            | <b>148,691</b> | <b>148,516</b> |
| <b>Allocated to:-</b>      |                |                |
| Charitable Costs           | 124,461        | 118,452        |
| Fundraising                | 16,970         | 16,165         |
| Administration and Support | 7,260          | 13,899         |
|                            | <b>148,691</b> | <b>148,516</b> |

**Home-Start Elmbridge**  
**Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2022**

**4 – CURRENT ASSETS**

|                                 | 2022       | 2021       |
|---------------------------------|------------|------------|
|                                 | £          | £          |
| Prepayments including insurance | 269        | 305        |
| Accrued Income                  | 59         | -          |
|                                 | <u>328</u> | <u>305</u> |

**5 – CURRENT LIABILITIES**

|          | 2022         | 2021         |
|----------|--------------|--------------|
|          | £            | £            |
| Payables | <u>7,970</u> | <u>6,036</u> |

**6 – RESTRICTED FUNDS**

|                                                 | Balance<br>01 Apr 2021 | Income         | Expenditure    | Balance<br>31 Mar 2022 |
|-------------------------------------------------|------------------------|----------------|----------------|------------------------|
|                                                 | £                      | £              | £              | £                      |
| National Lottery Community Fund                 | 13,608                 | 56,064         | 55,656         | 14,016                 |
| Surrey Downs Better Care Fund                   | -                      | 48,762         | -              | 48,762                 |
| Home-Start UK                                   | -                      | 18,322         | 16,111         | 2,211                  |
| Community Foundation for Surrey                 | 6,357                  |                | 6,357          | -                      |
| Walton Charity                                  | 10,397                 | 5,450          | 13,219         | 2,628                  |
| Elmbridge BC                                    | -                      | 1,000          | 1,000          | -                      |
| Big Hopes Big Future                            | -                      | 5,000          | 3,437          | 1,563                  |
| Peter Harrison Foundation                       | -                      | 5,350          | 4,904          | 446                    |
| NHS Surrey Heartlands                           | 5,257                  |                | 5,257          | -                      |
| Mrs. Smith & Mount Trust                        | -                      | 4,600          | 3,450          | 1,150                  |
| PA Housing                                      | -                      | 3,500          | -              | 3,500                  |
| Groundworks (Comic Relief Community Fund)       | -                      | 1,600          | 1,600          | -                      |
| Little Lives                                    | -                      | 1,500          | 1,500          | -                      |
| Neighbourly (The Virgin Media O2 Together Fund) | -                      | 1,000          | 1,000          | -                      |
| Cobham Children Services                        | 809                    |                | 809            | -                      |
| Home-Start UK (John Lewis Partnership)          | 3,996                  |                | 3,996          | -                      |
| Grants Received - Other                         | -                      | 1,050          | 1,050          | -                      |
|                                                 | <u>40,424</u>          | <u>153,198</u> | <u>119,346</u> | <u>74,276</u>          |

**7 – PAYMENTS TO TRUSTEES**

Any payments to trustees related to reimbursement of expenses incurred on behalf of the charity.

**8 – RELATED PARTY TRANSACTIONS**

There were no related party transactions in the year.

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# Accounts

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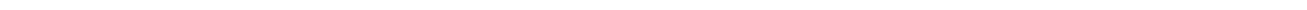


**Annual Report and Financial Statements  
For the Year ended 31st March 2021**

**Charity Number: 1128325  
Company Number: 06782971**



**Because childhood can't wait**



# **Home-Start Elmbridge**

## **Annual Report and Financial Statements For the Year ended 31<sup>st</sup> March 2021**

**Patron: Zelda West-Meads**

### **Home-Start Elmbridge**

**Charity House, 1 The Quintet, Churchfield Road, Walton-on-Thames, Surrey KT12 2TZ**

**T: 0203 757 7220**

**E: [enquiries@home-start-elmbridge.org.uk](mailto:enquiries@home-start-elmbridge.org.uk)**

**W: [www.homestartelmbridge.org.uk](http://www.homestartelmbridge.org.uk)**

 **[facebook.com/HomeStartElmbridge](https://facebook.com/HomeStartElmbridge)**

 **[twitter.com/hselmbridge](https://twitter.com/hselmbridge)**

 **[instagram.com/home\\_start\\_elmbridge](https://instagram.com/home_start_elmbridge)**

**Registered Charity No. 1128325**

**Company Registration No. 06782971**

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# **Home-Start Elmbridge Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2021**

## **Report of the Trustees for the Year to 31 March 2021**

### **A - OBJECTIVES AND ACTIVITIES**

Home-Start Elmbridge (HSE) is an independently run family support charity and we work with vulnerable families in the local community. Any family can be referred to Home-Start for support, predominately where there is at least one child under the age of five, but we also provide some support services for over 5s. Our support is free, confidential, and non-judgmental. Our unique service carefully matches trained and supported volunteers (all with parenting experience) with families going through a difficult time. We work in partnership with other agencies to provide a high-quality support that is both flexible and responsive to need. Home-Start Elmbridge, one of over 240 schemes nationally, is an independent charity affiliated to Home-Start UK. We abide by their aims, ethos, guideline policies, methods, training, and quality assurance. In 2013 HSE joined Home-Start Surrey, a consortium of Surrey schemes.

In 2020 - 2021, we supported 129 families, utilizing the services of 65 volunteers, facilitating a number of specialised groups, some including crèche facilities, a drop in café, one to one counselling and crisis support. With the help of emergency grants from Home-Start UK and Walton Charities, we were able to undertake crisis visits to families' doorstep so that we could distribute emergency supplies such as baby goods, food vouchers and care packages. In addition, during periods of lockdown, we provided themed activity packs and boredom busters for the children to enjoy. The service provided vital weekly one to one emotional support through phone, zoom and walk and talk whilst restrictions were in place. Safety measures and risks assessments were undertaken urgently to ensure families received the support required during this difficult year. This included allowing volunteers and staff to have access to vaccinations as priority services.



**For parents  
when they  
need us most**



# **Home-Start Elmbridge**

## **Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2021**

Our main objectives are to:

- To safeguard, protect and preserve the good health, both mental and physical, of children and parents of children.
- To prevent cruelty to or maltreatment of children, physically or emotionally.
- To support families where there have sickness or disabilities.
- To improve children's outcomes by reducing poverty and isolation in families in Elmbridge where the financial gap has a big impact.
- To educate parents and make the public more aware of the importance of child welfare and upbringing, within Elmbridge.
- To provide an enabling support increasing the confidence and independence of parents, strengthening relationships with their children and widen their links with the local community.
- To provide a non-judgmental and confidential service to all families with full respect for culture and race.



### **Public Benefit Statement**

We primarily offer support to families with a child under 5 years old and living in Elmbridge, although we also provide some support services to families with over 5s. Families are referred to us by health visitors, social workers, and schools. Families self-refer, often through recommendation of friends or social media. We work with a broad community of diverse families across Elmbridge inclusive of background, culture, and race. Support is bespoke, often provided through regular visits by a volunteer supported by specialised groups, parenting courses and specialised, counselling and crisis work. Our activities provide public benefit to the Elmbridge community by:

- Reducing family isolation and increasing social support networks.
- Strengthening parent - child relationships/bond.
- Improving parents' physical health and emotional well-being.
- Developing and improving parenting skills.
- Improving the home environment.

**Home-Start Elmbridge**  
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- Improving children's health, well-being, and development.
- Increasing access to health, education, and community services.



# Home-Start Elmbridge Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2021

## B - STRUCTURE GOVERNANCE AND MANAGEMENT

The Charity is overseen by a board of Trustee Directors who undertake induction training provided by Home-Start UK. New Trustee Directors are inducted into the organisation by interview and a structured induction process. This ensures that each member has the necessary qualities, skills, and knowledge to help govern and lead the scheme effectively. All board members are volunteers drawn from the local community and are responsible for a specific area to support the staff and ensure effective management of the scheme. Ongoing specialised training is then provided. Trustee Directors are normally subject to re-election at least every three years. When nominating new Trustee Directors, care is taken to identify what experience, expertise and contact will be most helpful and to ensure reasonable diversity.

Day-to-day management of the charity is delegated to the Scheme Director, who is responsible for the management of staff and the training and supervision of our volunteers. The scheme's staff consists of a Scheme Director, a Senior Family Coordinator and a team of Support Co-ordinators who are involved in the recruitment, preparation, and support of the group of volunteers who directly support the families. The work of the charity is supported by a Charity Support Officer and funding and finance by a highly skilled Development Officer. In addition, the team also co-ordinate crisis support work, group work, and counselling services.

### Risk Management Statement

The Trustee Directors recognise and accept their responsibility for ensuring that the risks to which Home-Start Elmbridge may be exposed are reviewed and that appropriate steps are taken to mitigate against any potential damage by use of appropriate preventative controls and corrective actions. Trustee Directors are aware of the Charities SORP and accept the requirement, in relation to all aspects of the organisation, for regular assessments of operating strengths and weakness. The risk management strategy incorporates regular Board meetings, appropriate sub committees incorporating Trustee Directors and staff who establish systems and procedures to mitigate against identified risks and the implementation of procedures designed to minimise any potential impact on the charity should any of those risks materialise. In addition, there is an annual analysis of risks which the charity may face, with the Risk Register being maintained and reviewed on a regular basis.



**“At times Home-Start felt like a lifeline, especially when everything had ground to a halt during**



**Home-Start Elmbridge**  
**Annual Report and Financial Statements for the Year ended**  
**31<sup>st</sup> March 2021**  
**lockdown. Thank you for all of your help - it has made**  
**such a difference.”**



# **Home-Start Elmbridge Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2021**

## **C - ACHIEVEMENTS AND PERFORMANCE**

### **a) - Scheme Director's Report**

2020-21 has seen a year, where we have been able to observe families receive a fully holistic support package, quickly adapted and risk assessed in line with government guidelines and COVID-19. One such adaption was the postnatal group, which we started operating via zoom for the NHS, to ensure new mums received the support they required during periods of lockdown. The scheme continued to offer volunteer support, for weekly emotional and practical support, 12 weeks counselling to cope with the complex emotions in the event where this need is identified, carers support to assist families dealing with ill health and disability, the parenthood support group for peer support, helping with parenting and reassurance; and over 5s support. All these services were offered virtually when required.

Our Carers Support project has continued to be in demand reaching many Elmbridge families with additional needs.

We have crisis support for families who require immediate intervention with issues such as sudden deterioration in mental health, housing problems, family breakdown or a family with a child whose additional needs are beginning to cause more challenges. We have highly trained and adaptable members of staff able to provide this immediate intervention. As part of our crisis package, we have a trained counsellor who provides families with one-hour weekly counselling for 12 weeks. These families are identified as requiring this service by the Family Support Coordinators and are families who would not have the confidence to approach statutory services.

Our Parenthood Support group has been finely tuned over the years and during 2020-21, I believe this absolutely provided the support parents required in a group setting. It is facilitated by two highly trained coordinators in a relaxed setting. Whilst there is an agenda each week, i.e., feeding, sleeping, emotional well-being the format is a small group led at the parent's pace. In addition, crèche facilities and transport provided where necessary removing any barriers to attendance. This group was adapted during the year, delivered by Zoom when required. Timings of the groups were changed from daytime to evenings to accommodate parents who were home-schooling.

142 families have received at least one form of support, some families have accessed several different types of support. Our highly skilled coordinators have tailored-made packages of support offerings to our families when they fully assessed the needs of everyone concerned.

The staff team continued during the year to attend training, build on their existing skills. They come from a range of backgrounds with skills that very much complement each other ensuring that we delivered a first-class service to our families. The feedback evaluation comments we received from families after their support has ended is very heart felt and shows what a difference our support has made to their family's life.



## **Home-Start Elmbridge Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2021**

Without the commitment of our volunteers not only to their weekly visits but the ongoing support, supervision and training, this could not be achieved. A massive thank you, we could not exist without you.

We cannot forget that the support services we offer, could not exist without the back-office staff. The solid consistent efforts of our Administration/Charity Support Officer guarantee success at our groups working through the logistics of providing transport to and from our support group and the organisation of our crèche. These efforts go a long way to remove barriers for parents/carers that would prevent them from attending our parenthood support group. There is also a huge amount of work that goes into the organisation of recruiting new volunteers, their initial preparatory training, ongoing staff and volunteer training and family events. The Family Support Coordinators adapted the new volunteer training course to be delivered by Zoom. There were lots of break out rooms ensuring it still received a personal touch.

Our well-established Development Officer has had outstanding success of at maintaining our financial sustainability through diverse funding initiatives and continued excellent stewardship, feedback and evaluation to donors and funders. She has excellent skills in ensuring diversity of funding and prompt and concise feedback maintaining the excellent relations and confidence with funders.

Our support services could not be sustained without the support of a skilled and committed volunteer governance board who not only meet regularly but provide the charity with their expertise. As a charity are very much looking forward to the coming year with our well-established services and continuing to make a positive impact on Elmbridge families' lives, providing support for families and enabling them to provide their children with the best possible start in their early years.



# Home-Start Elmbridge Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2021

## **b) - Chair's Report**

This year has been like no other. Staff spent a lot of the year working from home as well as offering alternative ways to support families when face-to-face meetings and volunteer visits were not possible.

The Board of Trustees have played a key role in overseeing the safety and wellbeing of the staff in line with government regulations during the pandemic. The Scheme has also expanded and adapted the services it offers, ensuring that families continued to be supported during lockdown.

Home-Start Elmbridge has risen to the challenge that it has faced in the last year and myself and the Board are immensely proud of the dedication, resilience and effort that the staff have shown. The feedback from the families and the financial support from both local and national funders shows that the charity is succeeding in meeting its key objectives.

**Because childhood can't wait**



# **Home-Start Elmbridge**

## **Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2021**

### **c) - Summary of Activities**

As with many organisations, the Covid-19 pandemic has had many implications for Home-Start Elmbridge.

#### **Remote Working**

All HSE staff have been given the means so that they could work remotely from home. However, working from home was new to a lot of the team so flexibility and communication have been paramount to support our team. They all faced different challenges, different anxieties but in general all adjusted well to the changes. We held weekly team meetings via zoom, they acted as a sounding board, where we could propagate ideas and solutions. During the height of lockdown, one member of staff was furloughed for a short period of time. However, due to her expertise and experience we were quickly able to secure funding for new work that would see her skills be used for maximum benefit for some of the children we support.

#### **Management**

In response to the crisis, our board met more regularly. Our Health and Safety subcommittee was expanded in order to plan and administer Covid-19 related adaptations. This subcommittee is made up of both staff and board members and their responsibility is to constantly review/evaluate how we work in adherence with current guidelines and what measures we could take to allow safe contact with the families we support.

#### **Our Services**

We have had to adapt the way in which we delivered our services to adhere to government guidelines at any given time during the crisis. We have taken different approaches in order to do this.

Our home-visiting services would traditionally see our volunteers visiting families in their own homes for 2/3 hours a week. Our staff would also visit families in the home for initial visits and review visits. However, in the height of lock-down, support delivery changed and contact with the family was predominately by telephone/Facetime. As restrictions eased over the period, we could allow staff/volunteers to walk and talk with families, if all parties are happy to do so. This is done with a risk assessment and declaration of health.

Likewise, our Crisis Support and Counselling services were interrupted during lockdown and wherever possible telephone/Facetime/Zoom contact was made with the families. Door-stop visits were made when Support Coordinators had concerns or in cases where communication began to drop off or had stopped, to ensure safety for the children.

Our face-to-face group work also had to be put on hold during lockdown, but we have been able to deliver online group support offerings through Zoom including:

- Covid-19 Postnatal Mother and Baby groups for new mums funded by the NHS, facilitated by our counsellor and specialist healthcare worker, on offer for all Surrey families.

## **Home-Start Elmbridge**

### **Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2021**

- Carer Support group - A specialised group for families that are living with an illness, disability or statement of Special Educational Needs (SEN).
- Parenthood support groups for parent that have children under 5 years old.
- Parenthood Virtual drop in café for parents that have children over 5 years old.
- Parenting Courses for parents that have children over 5 years old.

If a family is in crisis, or in need of specialised support, we had the resources to provide more regular contact or help outside of the group settings until that immediate level of risk is alleviated.

We have had families who have needed emergency supplies such as baby goods, food and care packages. We received emergency grants from Home-Start UK and Walton Charities to help us meet the demand for this type of help. These doorstep visits became invaluable! Families were not just grateful for the supplies they received but told us that the emotional release of seeing a familiar face that they could offload to was beholden. Although our Support Coordinators were contacting families remotely, it was during these kind of crisis visits those disclosures came to light. This allowed us to act, quickly providing more of our support or finding other sources of assistance to help the family resolve their problems.

We produced a regular newsletter which is full of ideas/hints/tips for keeping children of all ages occupied, advice on wellbeing help for both children and parents. We ensure it is appropriate for all levels of parenting capacities, easy to understand and to implement irrespective of the children's home circumstances. We have also helped to punctuate school term times for families by providing themed activity packs for the children to enjoy.

The families we work with are often experiencing multiple disadvantages and those struggling to cope with problems such as learning difficulties, disabilities, mental health, wellbeing issues, physical illness, domestic abuse, addictions, isolation, vulnerability, poverty and homelessness. As such Home-Start Elmbridge recognized the need to introduce a number of additional services to compliment the traditional Home Visiting providing a more holistic approach.

**Home Visiting** - Our traditional home-visiting service is unique in that we recruit, train and support volunteers from our local community. Our volunteers come from all walks of life, they do not need any formal qualifications, but they have significant parenting experience that they can draw on. They offer one to one confidential practical and emotional support to families and children in their own homes. Once trained, our volunteers are carefully matched with a family in need and they commit to visit the family, in their own home, for a couple of hours every week. Home-Start is unique in that support is for as long as the support is needed, or until the youngest child reaches the age of five, often services are time restraint. Our volunteers are local parents and they understand how hard parenting can be. They work alongside parents, to foster parental resilience helping them cope with the stresses and strains of life and make sure they have the skills, time and strength they need to nurture their children. Our volunteers have sound local knowledge and may accompany and/or signpost



## **Home-Start Elmbridge**

### **Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2021**

families to access appropriate services and facilities, helping families to engage in their local community, become part of it and avail of all it has to offer.

**Carer Support** - A large percentage of our families are living with an illness, disability or statement of Special Educational Needs (SEN). These circumstances place a set of extra demands on the family system and these families need specialised support to help them to care with confidence and improve the general quality of life for both parents themselves and the children. We aim to take families on a journey, often from pre-diagnosis to reduce their isolation and strive to give them the tools, knowledge and experience to empower themselves to self-advocate.

**Crisis Support** - Through our crisis support work, support is provided by a member of staff, directly to the family allowing for immediate intervention to our most vulnerable families. Often in these cases there is no alternative support available, and our work therefore helps to prevent crisis and family breakdown. This service is for families, where the family coordinator feels moving the family directly to a volunteer is either not possible, or inadvisable due to urgent or very complex needs, or where a coordinator is unsure whether a family will engage with a volunteer or is nervous of volunteer support. Sometimes only short intervention from our crisis staff is enough and the family can then cope on their own. This role has proven to be effective, both for families and aid our volunteer retention.

**Counselling Support** - Our trained counsellor, Danielle has been visiting some of our families who need more specialised emotional and psychological support. Counselling provides the opportunity to speak openly about thoughts, feelings and behaviours, without being judged and can lead to a deeper understanding of why we feel the way we do, and in turn, help to look at learnt patterns of behaviour that may no longer be useful. Often after the birth of a child, parents' feelings and thoughts regarding their own past traumatic experiences can return impacting on emotional well-being. Our coordinators, who support and supervise our families in our projects, are responsible for identifying parents that could benefit from the opportunity of counselling. These individuals are usually those who are hard to reach and who would never approach a medical practitioner themselves to seek help. Danielle offers 12 weeks' focussed support to families in need and supports 2-3 families at a time.

**Parenthood Support Group** - Our support group is aimed towards parents dealing with poor emotional health including postnatal depression, anxiety, and panic disorders, or those suffering emotional distress, low self-esteem and isolation. In the support group setting, with guidance from the facilitators, the attendees are encouraged to interact with one another and work together through their common experiences or concerns about the challenges they face as parents and how it affects their emotional well-being. Crèche facilities are provided and available to all parents who have young children to care for which enables the parents to engage fully in the group. We should like to take this opportunity to thank all the volunteers who have given their time to help with the crèche.



## **Home-Start Elmbridge Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2021**

**Support for Over 5s** – We introduced our Support for over 5s project just as the last financial year ended and despite the pandemic, it has proved to be very successful. Support entails a well-established drop in café in Walton-on-Thames, parenting courses and where required one to one weekly support.

**Post-Natal Group** – This group originated out of the first national lockdown and the demand on the NHS to ensure that mums with new babies were provided with much needed support. We responded to the NHS First 1001 days request who have funded the project to deliver this group for mums throughout Surrey. The group is facilitated by a trained nursery nurse and counsellor to ensure mums receive practical tips and emotional support. The groups are small usually between 5 and 8 parents, delivered via zoom, removing any barriers such as disruptive sleep, or feeding. The group has now supported more than 70 families.



# Home-Start Elmbridge

## Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2021

### D - FUNDRAISING

As an organisation, we had a diversified source of income from a variety of different funders who all continued to support the work we were undertaking. They were all incredibly supportive and flexible in the way in which we delivered this work as we adapted to the changes brought on by Covid-19. We have excellent relationships with all our funders, most of which are long term supporters who understand and respect the quality of the services we provide.

We would not exist without the generosity of our funders and donors. Our sincere thanks are extended, not only to the main grant funding bodies but also to the many local organisations and individuals who have so generously supported us over the year. We should like to thank in particular:

|                                        |                                       |
|----------------------------------------|---------------------------------------|
| Association of Mental Health Providers | John Lewis & Partners                 |
| BBC Children In Need                   | Keith Cross                           |
| Bookham Butterflies WI                 | Masonic Charitable Foundation         |
| Caroline Simpson                       | Michael Booker                        |
| Chris Glass                            | National Lottery Community Fund       |
| Church of the Holy Name, Esher         | Neighbourly Limited                   |
| Community Foundation for Surrey        | NHS Surrey Heartlands CCG             |
| Councillor John O'Reilly               | PA Housing Limited                    |
| Councillor Peter Szanto                | Rochills, Walton-on-Thames            |
| Councillor Mary Lewis                  | Saputo Dairy UK                       |
| Dance Education Centre                 | Stripey Stork                         |
| Elmbridge Borough Council              | Surrey County Council                 |
| Ester De Costa                         | St James Church, Weybridge            |
| Feltonfleet School Runners             | Tesco Bags of Help                    |
| Fiona Coleman                          | United Reformed Church, Thames Ditton |
| Healix International Limited           | Waitrose & Partners                   |
| Home-Start UK                          | Walton Charities                      |
|                                        | White Stuff Foundation                |



# **Home-Start Elmbridge**

## **Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2021**

### **E - FINANCIAL REVIEW**

The accounts for the Year to 31 March 2021 are shown on pages 16-20, preceded by the report of the Independent Examiner.

Income for the year was £190,979 (2020: £193,898) and Expenditure was £206,388 (2020: £183,885). This resulted in a deficit of £15,409 (2020: surplus £10,013).

During the year we continued to receive Grant Income from national charities BBC Children In Need and the National Lottery Community Fund, together with local charities Walton Charities and Surrey County Council. Additional Grants were received from NHS Surrey Heartlands and the Community Foundation for Surrey.

Higher expenditure reflects the full year support costs for the Over 5's project, as well as the additional family support services now offered. These extra costs are fully financed by our funders.

Reserves as of the 31<sup>st</sup> of March 2021 were £193,779 (2020: £209,188) in total, split into £ 153,355 (2020: £174,469) of Unrestricted Reserves and £40,424 (2020: £34,719) of Restricted Reserves.

### **F - TRUSTEES' RESPONSIBILITIES**

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of the affairs of the charity at the end of the year and of the incoming and outgoing resources for the year then ended.

In preparing the financial statements, the trustees are required to select appropriate accounting policies and then apply them consistently, making judgments and estimates that are reasonable and prudent. The trustees must also prepare the financial statements on a going concern basis unless it is inappropriate to presume that the charity will continue its activities.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Companies Act 2006 and SORP FRS 102.

The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

### **Small company provisions**

This report has been prepared in accordance with the special provisions for small companies under the Companies Act 2006 and SORP FRS 102.

**Approved by the Trustee Directors on 23<sup>rd</sup> September 2021 and signed on their behalf by**



# Home-Start Elmbridge Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2021

**K Clark**

**Trustee Director and Chair**

For and on Behalf of the Trustees

## **G - REFERENCE AND ADMINISTRATION DETAILS**

### **Legal status**

Home-Start Elmbridge is a Company Limited by Guarantee (06782971) and a Registered Charity (1128325). It was incorporated on the 5th January 2009 and is governed by a Memorandum and Articles of Association.

The registered address is:

1 Quintet, Churchfield Road, Walton on Thames, Surrey KT12 2TZ

### **Management Committee**

#### **Trustees and Directors:**

|                    |             |                                       |
|--------------------|-------------|---------------------------------------|
| Kathleen Clark     | Independent | Appointed April 2021, Chair           |
| Sally Blackwood    | Independent | Appointed May 2019, Treasurer         |
| Nicky Mangold      | Independent | Appointed February 2017, Volunteers   |
| Kathleen McDougall | Independent | Appointed November 2020, Policies     |
| Heather Horler     | Independent | Appointed May 2018, PR & Marketing    |
| Ann Charlton       | Independent | Appointed October 2018, Legal Advisor |

Resigned:

|                     |                    |                                                |
|---------------------|--------------------|------------------------------------------------|
| <i>Lisa Kent</i>    | <i>Independent</i> | <i>Resigned Dec 2020, Chair</i>                |
| <i>Angela Hills</i> | <i>Independent</i> | <i>Resigned July 2021, Health &amp; Safety</i> |

In accordance with the charitable company's Articles of Association N. Mangold and H. Horler retire by rotation and offer themselves for re-election at the Annual General Meeting.

#### **Advisor to the Trustees:**

|                |             |                             |
|----------------|-------------|-----------------------------|
| Barry Fairbank | Independent | Councillor for Long Ditton  |
| Jayne Morris   | Independent | HR Advisor                  |
| Daphne Sohl    | Independent | Child Protection Specialist |

#### **Company Secretary**

|             |             |                    |
|-------------|-------------|--------------------|
| Emma Prince | Independent | Appointed May 2018 |
|-------------|-------------|--------------------|

#### **Independent Examiner**

Thompson & Co, Vestry Hall, 336 London Road, Mitcham, Surrey CR4 3UD



**Home-Start Elmbridge**  
**Annual Report and Financial Statements for the Year ended**  
**31<sup>st</sup> March 2021**

**Bankers**

CAF Bank Limited, 25 Kings Hill Avenue, West Malling, Kent ME19 4JQ



**Home-Start Elmbridge**  
**Annual Report and Financial Statements for the Year ended**  
**31<sup>st</sup> March 2021**  
**Independent Examiner's Report on the Accounts Year Ended 31<sup>st</sup> March**  
**2021**

I report on the accounts for the Charity for the Year Ended 31st March 2021, which are set out on pages 16 – 20.

This report is made solely to the Management Committee (Trustees) of Home-Start Elmbridge as a body. My examination has been undertaken so that I might state, those matters I am required to state to them in an examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Charity and the Management Committee as a body for my examination, for this report or for the opinions I have formed.

**RESPECTIVE RESPONSIBILITIES OF THE TRUSTEES AND THE EXAMINER**

As the Management Committee you are responsible for the preparation of the financial statements. It is my responsibility to state, whether particular matters have come to my attention.

**BASIS OF INDEPENDENT EXAMINER'S REPORT**

An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking any explanations from you as a Management Committee concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the view given by the accounts.

***Independent examiner's 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; and
- to prepare accounts which accord with the accounting records and to comply with the accounting requirements have not been met; or

2. To which, in my opinion, attention should be drawn to enable a proper understanding of the accounts to be reached.

P Okusi LCIE  
Thompson & Co  
Independent Examiner  
Vestry Hall  
336 London Road  
Mitcham  
Surrey  
CR4 3UD



**Home-Start Elmbridge**  
**Annual Report and Financial Statements for the Year ended**  
**31<sup>st</sup> March 2021**

Date: .....



# Home-Start Elmbridge

## Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2021

For the Year Ended 31 March 2021

|                                         | Notes    | Unrestricted<br>Funds | Restricted<br>Funds | 2021            | 2020           |
|-----------------------------------------|----------|-----------------------|---------------------|-----------------|----------------|
|                                         |          | £                     | £                   | £               | £              |
| <b>Incoming Resources</b>               |          |                       |                     |                 |                |
| Grants Income                           |          | 44,492                | 132,605             | 177,097         | 154,227        |
| Donations                               |          | 13,669                |                     | 13,669          | 39,423         |
| Fund-Raising                            |          | 124                   |                     | 124             | 0              |
| Interest Income                         |          | 89                    |                     | 89              | 248            |
| <b>Total Income</b>                     | <b>2</b> | <b>58,374</b>         | <b>132,605</b>      | <b>190,979</b>  | <b>193,898</b> |
| <b>Resources Expended</b>               |          |                       |                     |                 |                |
| <b>Charitable Costs</b>                 |          |                       |                     |                 |                |
| Staff costs                             | 3        | 19,876                | 98,576              | 118,452         | 105,308        |
| Family Activities / Support             |          |                       | 25,955              | 25,955          | 12,028         |
| Volunteer Costs                         |          | 318                   | 1,639               | 1,957           | 5,480          |
| <b>Total Charitable Costs</b>           |          | <b>20,194</b>         | <b>126,170</b>      | <b>146,364</b>  | <b>122,816</b> |
| <b>Fundraising Costs</b>                |          |                       |                     |                 |                |
| Staff Costs                             | 3        | 16,165                |                     | 16,165          | 15,468         |
| Other Costs                             |          | 9                     |                     | 9               | 38             |
| <b>Total Fundraising Costs</b>          |          | <b>16,174</b>         | <b>-</b>            | <b>16,174</b>   | <b>15,506</b>  |
| <b>Administration and Support Costs</b> |          |                       |                     |                 |                |
| Staff Costs                             | 3        | 13,899                |                     | 13,899          | 15,308         |
| Premises                                |          | 11,150                |                     | 11,150          | 10,500         |
| Office Expenses                         |          | 13,469                | 730                 | 14,199          | 15,463         |
| Home-Start Fee                          |          | 3,490                 |                     | 3,490           | 3,185          |
| Audit and Accounting                    |          | 1,112                 |                     | 1,112           | 1,107          |
| <b>Total Admin and Support Costs</b>    |          | <b>43,120</b>         | <b>730</b>          | <b>43,850</b>   | <b>45,563</b>  |
| <b>Total Resources Expended</b>         |          | <b>79,488</b>         | <b>126,900</b>      | <b>206,388</b>  | <b>183,885</b> |
| <b>Surplus / (Deficit) for the year</b> |          | <b>(21,114)</b>       | <b>5,705</b>        | <b>(15,409)</b> | <b>10,013</b>  |
| <b>Total funds at 01 April 2020</b>     |          | <b>174,469</b>        | <b>34,719</b>       | <b>209,188</b>  | <b>199,175</b> |
| <b>Total funds at 31 March 2021</b>     |          | <b>153,355</b>        | <b>40,424</b>       | <b>193,779</b>  | <b>209,188</b> |



**Home-Start Elmbridge**  
**Annual Report and Financial Statements for the Year ended**  
**31<sup>st</sup> March 2021**  
**Balance Sheet at 31 March 2021**

|                            | 31 March<br>2021 | 31 March<br>2020 |
|----------------------------|------------------|------------------|
|                            | £                | £                |
| <b>Current Assets</b>      |                  |                  |
| Receivables                | -                | 825              |
| Prepayments                | 305              | 236              |
| Cash at Bank and in Hand   | 199,510          | 210,423          |
|                            | <u>199,815</u>   | <u>211,484</u>   |
| <b>Current Liabilities</b> |                  |                  |
| Payables                   | 6,036            | 2,296            |
| <b>Net Current Assets</b>  | 193,779          | 209,188          |
| <b>Net Assets</b>          | <u>193,779</u>   | <u>209,188</u>   |
| <b>Unrestricted Funds</b>  |                  |                  |
| General Reserve            | 153,355          | 174,469          |
| <b>Restricted Funds</b>    |                  |                  |
| Income Fund                | 40,424           | 34,719           |
| <b>Total Funds</b>         | <u>193,779</u>   | <u>209,188</u>   |

The Trustee Directors are satisfied that the Charity is entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies

The Trustee Directors acknowledge their responsibilities:

- the members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 477,
- the directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts,
- these accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the members of the Trustee Director Board on 23<sup>rd</sup> September 2021 and are signed on their behalf:

**S Blackwood**  
**Trustee Director and Honorary Treasurer**  
For and on Behalf of the Trustees



**Home-Start Elmbridge**  
**Annual Report and Financial Statements for the Year ended**  
**31<sup>st</sup> March 2021**

**Notes to the Financial Statements**  
**For the Year Ended 31 March 2021**

**1 - ACCOUNTING POLICIES**

**Accounting Convention**

These financial statements have been prepared in accordance with the Statement Recommended Practice: Accounting and Reporting by Charities (SORP 2015) and applicable UK Accounting Standards and the Charities Act 2011. They have been drawn up on the historical cost accounting basis.

**Grants Due**

Grants due are accounted for in the year in which they are receivable.

**Resources Expended**

Resources expended are accounted for on an accruals basis.

**Pension Schemes**

The Charity contributes up to a maximum of 5% of gross salary to employee personal pension schemes where the employee contributes an equal amount.

**General Reserve**

It is the policy of the Charity that unrestricted reserves should not be allowed to fall below three months' expenditure, to allow the Charity to maintain services to families in the event of a sudden unexpected fall in income.

**Funding Policy**

This fund arises from grants or donations given to the charity where the donor specifies the use to which the funds may be put. We are therefore required by law to comply with the donor's wishes in the use of these funds.



# Home-Start Elmbridge

## Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2021

### 2 - INCOME

|                                                                      | Unrestricted<br>Funds<br>2021<br>£ | Restricted<br>Funds<br>2021<br>£ | Total<br>Funds<br>2021<br>£ | Total<br>Funds<br>2020<br>£ |
|----------------------------------------------------------------------|------------------------------------|----------------------------------|-----------------------------|-----------------------------|
| <b>GRANT INCOME</b>                                                  |                                    |                                  |                             |                             |
| Surrey County Council                                                | 27,492                             |                                  | 27,492                      | 48,730                      |
| National Lottery Community Fund                                      |                                    | 54,430                           | 54,430                      | 52,844                      |
| BBC Children In Need                                                 |                                    | 25,376                           | 25,376                      | 22,651                      |
| Walton Charities                                                     | 15,000                             | 13,500                           | 28,500                      | 12,754                      |
| NHS Surrey Heartlands                                                |                                    | 15,500                           | 15,500                      | 0                           |
| Community Foundation for Surrey                                      |                                    | 11,900                           | 11,900                      | 0                           |
| Grants Received (Other)                                              | 2,000                              | 11,899                           | 13,899                      | 17,248                      |
| <b>Total Grant Income</b>                                            | <b>44,492</b>                      | <b>132,605</b>                   | <b>177,097</b>              | <b>154,227</b>              |
| <b>Donations- Corporate and Community<br/>Fundraising Activities</b> | <b>13,669<br/>124</b>              |                                  | <b>13,669<br/>124</b>       | <b>39,423<br/>0</b>         |
| <b>Total Donations &amp; Fundraising</b>                             | <b>13,793</b>                      | <b>0</b>                         | <b>13,793</b>               | <b>39,423</b>               |
| <b>Interest Income</b>                                               |                                    |                                  |                             |                             |
| Bank Interest                                                        | 89                                 |                                  | 89                          | 248                         |
| <b>Total Interest Income</b>                                         | <b>89</b>                          | <b>0</b>                         | <b>89</b>                   | <b>248</b>                  |
| <b>TOTAL INCOME</b>                                                  | <b>58,374</b>                      | <b>132,605</b>                   | <b>190,979</b>              | <b>193,898</b>              |

### 3 - STAFF COSTS

|                                       | 2021<br>£      | 2020<br>£      |
|---------------------------------------|----------------|----------------|
| <b>Salaries</b>                       | <b>137,669</b> | 122,003        |
| <b>Social Security</b>                | <b>4,324</b>   | 4,366          |
| <b>Pensions</b>                       | <b>5,164</b>   | 4,262          |
| <b>Travel and Training</b>            | <b>1,359</b>   | 5,453          |
|                                       | <b>148,516</b> | <b>136,084</b> |
| <b>Allocated to:-</b>                 |                |                |
| <b>Charitable Costs</b>               | <b>118,452</b> | 105,308        |
| <b>Fundraising</b>                    | <b>16,165</b>  | 15,468         |
| <b>Administration and<br/>Support</b> | <b>13,899</b>  | 15,308         |
|                                       | <b>148,516</b> | <b>136,084</b> |



# Home-Start Elmbridge

## Annual Report and Financial Statements for the Year ended 31<sup>st</sup> March 2021

### 4 - CURRENT ASSETS

|                                 | 2021       | 2020         |
|---------------------------------|------------|--------------|
|                                 | £          | £            |
| Prepayments including insurance | 30         | 23           |
| Accrued Income                  | 5          | 6            |
|                                 | -          | 825          |
|                                 | <b>305</b> | <b>1,061</b> |

### 5 - CURRENT LIABILITIES

|          | 2021  | 2020  |
|----------|-------|-------|
|          | £     | £     |
| Payables | 6,036 | 2,296 |

### 6 - RESTRICTED FUNDS

|                                   | Balance<br>01 Apr 2020 | Income         | Expenditure    | Balance<br>31 Mar 2021 |
|-----------------------------------|------------------------|----------------|----------------|------------------------|
|                                   | £                      | £              | £              | £                      |
| National Lottery Community Fund   | 13,211                 | 54,430         | 54,033         | 13,608                 |
| BBC Children in Need              | -                      | 25,376         | 25,376         | -                      |
| Community Foundation for Surrey   | -                      | 11,900         | 5,543          | 6,357                  |
| Walton Charities                  | 9,173                  | 13,500         | 12,276         | 10,397                 |
| Elmbridge BC                      | -                      | 2,000          | 2,000          | -                      |
| Cobham Children Services          | 6,760                  |                | 5,951          | 809                    |
| One Family Foundation             | 2,075                  |                | 2,075          | -                      |
| NHS Surrey Heartlands             | -                      | 15,500         | 10,243         | 5,257                  |
| Comic Relief                      | 2,000                  |                | 2,000          | -                      |
| Partnership Fund 2019             | 1,500                  |                | 1,500          | -                      |
| Home-Start UK/ Masonic Charitable | -                      | 3,125          | 3,125          | -                      |
| Home-Start UK/ John Lewis         | -                      | 4,996          | 1,000          | 3,996                  |
| Grants Received - Other           | -                      | 1,778          | 1,778          | -                      |
|                                   | <b>34,719</b>          | <b>132,605</b> | <b>126,900</b> | <b>40,424</b>          |

### 7 - PAYMENTS TO TRUSTEES

Any payments to trustees related to reimbursement of expenses incurred on behalf of the charity.

### 8 - RELATED PARTY TRANSACTIONS

**Home-Start Elmbridge**  
**Annual Report and Financial Statements for the Year ended**  
**31<sup>st</sup> March 2021**

There were no related party transactions in the year.