

Registered Charity No. 1154609

HOME-START GUILDFORD

Financial Statements

**For the Year
Ended 31 March 2021**

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LEGAL & ADMINISTRATION

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Independent Examiner

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REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

The Trustees present their report with the financial statements of the charity for the year ended 31 March 2021. The Trustees have adopted the provisions of the Statement of Recommended Practice known as FRS 102 (SORP).

OBJECTIVES AND ACTIVITIES

Home-Start Guildford provides support and friendship to help parents to give their children the best possible start in life. It is about parents helping other parents. We train volunteers to visit parents who have young families (at least one child under 6), are facing difficulties and live in the Guildford Borough. We deal with a wide range of family difficulties: for example, post-natal depression, isolation, illness of parent or child, disability, or lack of parenting skills and confidence.

The support we provide is tailored to the needs of the family, with regular support offered each week, for as long as the support is needed, which is on average 9-12 months. We carefully review the support provided to each family to ensure that it continues to be effective. It is remarkable how much difference can be made to the lives of children and families by this relatively small amount of time, committed on a regular basis. We also run a Family Group at Pirbright to provide support to army families, and in April 2021 we opened a new family group at the Family Centre in Bellfields.

Home-Start Guildford is a local, independent charity which has been going for over 20 years. We are part of a network of over 180 Home-Start schemes in the UK and the central organisation, Home-Start UK, provides a framework of policies, standards and Quality Assurance to which we adhere. This central support reduces the need for us to devise these things ourselves, but we get no financial support from the centre (in fact we pay £2,713 per annum to HS-UK): we have to find all our running costs ourselves.

Expenditure for the year totaled £143,947. Over 87% of expenditure is accounted for by staff salaries and rent. We received about 30% of this total expense from two contracts: one with Surrey County Council (SCC) which is delivered in partnership with Surrey Care Trust (SCT) and the second from the Surrey Heartlands CCG (NHS). The rest we receive from applications to grant-giving bodies, donations and normally, from fund-raising events. As 2020/21 was significantly affected by the Covid pandemic, we were unable to run planned fund-raising events but were able to offset lost income by applications for special, Covid-related grants, notably from the National Lottery Community Fund, in partnership with the Department for Digital, Culture, Media and Sport (DCMS), for £25,000.

During 2020/21, we had 6 staff for most of the year (3.8 full-time equivalents: the manager and 2 coordinators working with families, training and supporting volunteers, matching volunteers to families and monitoring the support; 2 part-time staff supporting families at the Pirbright Family Group and an administrator in the office. The Trustees and home-visiting volunteers give their time freely which means we can run the organisation very cost-efficiently.

Families are generally referred to us by Health Visitors, Family Centre workers, schools and Social Workers but they can also self-refer. Inevitably during the pandemic, referral numbers have dropped (partly because Health Visitors have not been able to carry out their normal visits) but there has been a slight increase in self-referrals. About a third of our families have very 'complex' needs – they may have multiple problems, mental health issues, domestic abuse or the children may be subject to a Child in Need or Child Protection Plan.

ACHIEVEMENTS AND PERFORMANCE

This past year has been completely overshadowed by the Covid pandemic.

Clearly, the last year has been very difficult, especially for the vulnerable families that we support. Despite all the constraints our staff and volunteers have been able to help over 100 families, through home visiting support (in person when possible and virtually otherwise) and through our Family Group on the Army base in Pirbright. The Family Group Coordinator held a weekly group session on zoom from April – July 2020, then the group started meeting up outdoors in the park in the summer. After completing an in-depth risk assessment with the Army, the group was able to return to meeting in the community hall from October 2020, with a maximum limit of 15 adults (and their children) as it is classed as a support group. This group has been hugely valuable to the families attending as it has been the only group support available in the second and third lockdown.

The volunteer support has covered a wide range of formats, including phone calls, meetings in gardens, walks in parks and various forms of digital media. In the spring and summer staff have delivered activity bags for children, activity vouchers and other practical help to the doors of families. In a few exceptional cases, even during the periods of lockdown, after risks assessments volunteers were permitted to continue to conduct visits inside the homes of some of the most vulnerable families.

Contracts with Surrey County Council and Heartlands CCG

From the middle of January 2020, a new contract was awarded to Surrey Care Trust, with Guildford and the other seven Home-Start schemes in Surrey acting as sub-contractors with responsibility, within their own boroughs, for providing support to families with at least one child under the age of six.

The income that we received in 2020/21 from this contract was about £26,000.

Along with four other Home-Start schemes in Surrey we were awarded a contract by the Heartlands CCG for support to families in Guildford borough, with an annual value of about £22,000. About £16,000 was received in the 2020/21 financial year. The contract runs from September 2020 to the end of August 2022.

Home-Start Surrey continues to look at ways to share best practice and to gain efficiencies through working together, through regular meetings of the Chairs and of the Managers of the eight Home-Starts across Surrey.

Families supported

Operationally, the Covid pandemic had a major impact on the number of referrals and therefore on the number of families that we could support. We remain convinced that the demand for our support is as high as ever, but access to vulnerable families has been much more difficult. There are already clear signs in 2021/22 that demand is bouncing back. Despite all the constraints, as noted above, we have continued to support large numbers of families and we achieved our objective of maintaining our high levels of service, despite the increasing complexity of many of the cases referred to us. *(Last year's figures are in brackets):*

- 115 families supported (151) in total
- 71 families supported with home-visiting volunteers (94),
- 28 families supported by the Family Group, including 6 with volunteers (33)
- 22 families received staff support and on-line group support (28). 4 of these families were awaiting volunteer support at the year-end.
- 46 initial visits were carried out (78), on average 1-2 weeks from referral.
- 21 new families were matched with a volunteer (46).
- 34 families were closed from receiving regular volunteer support (46); for 88% of the families (67%) overall the support was considered by the family to be either 'Very Effective' or 'Effective'. For 4 families support was considered to have 'limited impact' (C), which is much lower than last year. Feedback from referrers continues to be very positive.
- All volunteers report monthly on their support visits/calls, so we keep track of how the support is progressing. With complex families, the reporting may be more frequent, and staff attend any multi-professional meetings for the family to ensure the support is well coordinated.

Events

Inevitably, we have been unable to run indoor events for families during the year, however we were able to run park 'meet ups' in Stoke Park and Pirbright in the summer, which staff and volunteers supported families to attend to build their confidence after the first lockdown. We hope to return to a normal programme of events as soon as possible.

Pirbright Family Group

Our Family Group, which meets on Tuesdays at the community centre in Pirbright continues to provide very valuable support to families whose partners are often away from the base for long periods and whose own families may also be a long way away. Our work at Pirbright camp is very highly regarded by Health Visitors, and by the Army Welfare Officers and senior Army staff. In turn, we really value the co-operation and support of the Army staff, particularly Major Carol Miller, who retired in May 2021.

Over the year 28 families received support from the Group (including 6 who also had volunteer support) with an average of 12 families (14 children) attending each week, once we returned to the hall in October 2020. The family group had some informative and exciting sessions over the year with highlights including insect crafts with the new outreach worker from Wisley on Zoom, mindfulness for mums, Christmas wreath making and baby signing. Families greatly appreciated the supportive group atmosphere and play opportunities for their children at group during the second and third lockdown

FORWARD LOOK

The context within which we were working in 2020/21 and going forwards is more challenging than ever. However, we are always aware that whatever difficulties we face as a charity, they are as nothing compared with the challenges faced by most of the families whom we support.

We have used the last few months to think about how we can learn from the last year and return, not to normal, but to a better version of the charity. From an operational point of view this includes enabling staff to achieve a better balance between working from home and in the office (which also takes pressure off our limited office space). It also includes different ways of communicating with volunteers and families, which can complement our core home visiting service.

Looking forward, we agreed at our Strategy Day in March 2021 to focus on trying to help more families. In practical terms this means:

- seeking to increase the number of referrals: these have been impacted by a reduction in Health professionals contacts with families in 2020 but have recently picked up. We are focusing some of our PR effort this year on increasing referrals from various sources and, as noted above, there are already signs that referrals are increasing significantly.
- opening a second Family Group: a second group opened at the end of April 2021 in the Guildford Family Centre on Hazel Avenue, Bellfields, which is ideally situated in terms of the levels of deprivation in the nearby area. As with the Pirbright, families will be referred to the group.
- recruiting a Family Support Worker: this new role will help families who are need of urgent support but for whom no suitable volunteer is available. Families supported in this way may subsequently move to having volunteer help, group support or may be able to cope on their own.

Thanks to the efforts of staff, in obtaining Covid specific grants and in managing expenses tightly we ended the year with a small deficit of £1,858 in 2020/21. We remain in a healthy financial position but fully recognise that the funding environment will be increasingly difficult in the future.

Therefore, we are continuing to intensify our efforts to obtain grant income, in what we realise is becoming an increasingly competitive space and particularly as we are not planning any major fund-raising events in 2021/22.

Our Strategy

Our strategy remains essentially unchanged from previous years but is included here for reference.

We will remain focused on our core mission and will seek to grow in a balanced way.

Focusing on the core mission means continuing to do wonderful work through our home visiting volunteers and the family groups. By remaining focused in this way, we believe that we can continue to deliver services of such quality and cost-effectiveness that we will be the obvious choice for funding bodies such as SCC.

Growing in a balanced way means meeting what we believe is an increasing demand for our support by balancing our resources in terms of volunteers, staff capacity and financial resources.

Our financial strategy is to balance the funding which we receive from SCC via Surrey Care Trust and from the Heartlands CCG with money from grants, events, corporate and individual donors. Our aim is not to be over-reliant on one source and to hold sufficient reserves to enable us to continue to operate and provide support even in the event of a significant (but temporary) drop in funding.

We also have an overall risk management plan which attempts to anticipate and evaluate risks and provide mitigation strategies, to further enhance our resilience and ensure, as far as possible, that our support for families will remain constant.

Overall, the Trustees feel very positive about the future despite the very immediate and significant challenges posed by the Covid-19 pandemic and its aftermath. We have a great team of staff who deliver a very professional service, and we have very committed groups of Trustees, volunteers and supporters. We have an excellent track record of being able to raise the money we need so our optimism about the future is reasonably grounded.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Charitable Incorporated Organisation (CIO)

Home-Start Guildford was registered as a CIO in November 2013, and this has been our operational status since 1 April 2014. The objects of the charity can be seen in full on the Charity Commission website under our registration number 1154609.

Trustees: Home-Start Guildford is run by a Management Committee of Trustees. We meet every 6 weeks. The Trustees are:

- Hugh Shanks – Chair
- Ann Taylor, CBE - Vice Chair
- Adam Grant – Hon Treasurer
- Kate Mutton
- Charlotte French
- Wendy Gathercole (until October 2020)

- Shen Lee
- Claire Wilkinson
- Katie McGuire

In addition, Vicky Robertson, who is a current home visiting volunteer, joined the Management Committee in March 2020 as an adviser, working with Charlotte French on volunteer support and training. Ruth Jubert, BEM, (former Chair and Vice Chair and now a Patron) continues to play a key role coordinating the activities of the Patrons of Home-Start Guildford.

I would like to thank all my colleagues on the Management Committee for their hard work in support of Home-Start Guildford and their strong commitment to our scheme.

Our Staff: We are very lucky to have such a great team of staff in supporting families, in our office and at Pirbright. The current staff team is:

- Liz Westwood - Scheme Manager
- Lorraine Macdonald - Senior Co-ordinator
- Jenny Hanson - Family Group Co-ordinator
- Sandra Durand - Co-ordinator (from January 2021)
- Andrea Stockford - Family Group Assistant Co-ordinator
- Lelani Pereira - Administrator

We can be very proud of the support we give to families and of the professional service we run in training volunteers, matching them to families and monitoring our work; and in our delivery of a very supportive and friendly family groups. Our team has strong links with other care professionals in the borough and we work in partnership with Guildford Family Centre and other charities and services for the benefit of our families.

Volunteers: Our volunteers are at the centre of what Home-Start does. We are extremely grateful to them for putting themselves forward for this work and for the impact they have on the lives of young families. As noted earlier, the amount of time they spend with families may seem relatively small (two-three hours per week) but the fact that it is a regular commitment, allied to the sensitivity and skill of our volunteers makes an enormous, in some cases, life-changing difference.

Parents supporting other parents is a very simple idea – but it works. At the end of the year, we had 58 home-visiting volunteers on our books. We ran a Volunteer Preparation course which started in March 2020 and was eventually completed in October. A second Volunteer Preparation course began in Spring 2021 on Zoom and was completed with a final in-person session in May.

I am very grateful to Charlotte French and Vicky Robertson on the Management Committee for the programme of on-going training and development for volunteers which they have put together over the past year. The programme of events is balanced between training, peer support and fun and although it has inevitably been affected by the pandemic, several successful training sessions were delivered by zoom including domestic abuse with Women's Aid and paediatric first aid training with Daisy First

Aid. There were also a number of sociable, supportive 'coffee and catch up' volunteer support sessions on zoom during the lockdown.

Fundraising: As noted above, our focus has been less on events and more on seeking grants from trusts and other charitable organisations.

The 100 Club continues to be a valuable support with over 100 members, who pay a monthly subscription of £5 into a prize fund, from which 40% is paid out and 60% retained by the charity. In addition, the Guildford Community Lottery continues to provide an additional source of regular income from the sale of tickets to our supporters.

Patrons: We have strong links in the Borough. Our current patrons are listed below. We were saddened to learn of the death in February of Jennifer Jordan, former Mayor of Guildford and a long-time supporter and Patron of Home-Start Guildford:

- Anne Milton, former MP for Guildford
- The Very Reverend Dianna Gwilliams, Dean of Guildford Cathedral
- Councillor Pauline Searle
- Ruth Jubert
- Councillor Diana Jones, philanthropist
- Caroline Breckell, MVO DL, Under Sheriff of Surrey
- Jane Derbyshire

FINANCIAL REVIEW

Income for the year totaled £142,089.

We are extremely grateful for all the support we receive to fund our scheme.

Generous donors this year have included Army Training Centre Pirbright, Guildford Cathedral, Maybrook Properties, Pennington Manches Cooper LLP, Charles Russell Speechlys, Royal Warrant Holders Association, Servium and Waitrose Guildford (Community Matters), JE Fergusson, Tom and Margaret Sharp and Jo and Rob Kelly. We have also benefitted from some generous anonymous donations.

Statutory support was received from Surrey County Council and Surrey Heartlands CCG totalling £43,441. Covid-19 emergency grants were received from the National Lottery Community Fund (£25k Coronavirus community support fund) Community Foundation for Surrey (Covid emergency fund £5k), and HSUK (emergency grant fund £1k), and vital on-going charitable trust support included Army Central Fund, BBC Children in Need, St Faith's Trust, the Beatrice Laing Trust, and Guildford Poyle Charities. Fundraising through our 100 Club, Guildford Lottery and Just Giving donations raised a net £8,264.

Expenditure was £143,947, a reduction of £14,254 on 2019/20, largely because that year included additional costs associated with the exceptional fundraising events. This produced an overall deficit for 2020/21 of £1,858.

Reserves Policy and Risk Management

Overall reserves total £178,533 including £11,800 which are restricted funds to cover specific programmes at the charity. The remaining £166,733 represents approximately 12 months operating expenditure, though our total budgeted expenditure in 2021/22 is £184,800.

The Trustees consider that there are sufficient reserves to maintain service through 2021/22.

The safeguarding of children is also a key risk, given the nature of our work. We follow the strict Safeguarding policies set by Home-Start UK and we have strong links with local safeguarding professionals. Our Safeguarding lead Trustee is Ann Taylor, Vice-Chair. All cases of concern are reported to me by the Scheme Manager and to the Management Committee.

The Financial Statements

Charity law requires the Trustees to prepare financial statements that give a true and fair view of the state of affairs of the charity at the end of each financial year and of its surplus or deficit for the financial year. In doing so, the Trustees are required to:

- Select suitable accounting policies and apply them consistently,
- Make judgements and estimates that are reasonable and prudent,
- Prepare the financial statements on a going concern basis unless it is inappropriate to assume that the charity will continue in business.

The Trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and which enable them to ensure that the financial statements comply with the Charities Act 2011. The Trustees are also responsible for the safeguarding of the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Reference and Administration

Legal and reference information, as shown after the contents page, forms part of this report.

The financial statements comply with the current statutory requirements, the charity's governing document and the SORP 'Accounting and Reporting by Charities'.

On behalf of the Trustees,



Hugh Shanks
Chair

Report of the Independent Examiner

I report on the accounts of the charity for the year to 31 March 2021 which are set out on pages 14 to 19.

Respective responsibilities of trustees and examiner

As the charity's trustees, you are responsible for the preparation of the accounts. You consider that the audit requirements of the Charities Act 2011 (the Act) do not apply.

It is my responsibility to state, based on procedures specified in the General Directions given by the Charities Commission under s145(5)(b) of the Act, whether particular matters have come to my attention.

Basis of the independent examiner's report

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. 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 the seeking of explanations from you as trustees 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:
 - a) to keep accounting records in accordance with Section 130 of the Act; and
 - b) to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the Act have not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

Pierre Okusi
Independent Examiner
Vestry Hall
336 London Road
Cricket Green
Mitcham
CR4 3UD

Signed: 

Aug 27, 2021
Date:

HOME-START GUILDFORD
Statement of Financial Activities for Year Ended 31 March 2021

	<i>Note</i>	Unrestricted	Restricted	Total	Total
		£	£	£	£
		2021	2021	2021	2020
Income and Endowments	2				
Statutory Grants		43,441	0	43,441	53,546
Charitable Trusts		0	74,725	74,725	51,655
Fundraising Events		8,264	0	8,264	23,432
Donations, legacies & other		14,681	0	14,681	20,871
Bank Interest		978	0	978	1,218
Total Income		67,364	74,725	142,089	150,722
Resources Expended					
Expenditure on raising funds	3	9,000	0	9,000	19,034
Expenditure on Charitable activities		62,722	72,225	134,947	147,167
Total resources expended		71,722	72,225	143,947	158,201
Net incoming/outgoing resources		(4,358)	2,500	(1,858)	(7,479)
Funds brought forward at 1 April 2020		171,091	9,300	180,391	187,870
Prior year adjustment		0	0	0	0
Funds carried forward at 31 March 2021		166,733	11,800	178,533	180,391

The statement of Financial Activities has been prepared on the basis that all operations are continuing operations. The Charity has no gains or losses other than dealt with in the Statement of Financial Activities.

The notes on pages 16 – 19 form part of these financial statements.

HOME-START GUILDFORD

Balance Sheet as at 31 March 2021

	<i>Note</i>	£ 2021	£ 2020
Fixed Assets			
Tangible Assets	6	0	0
Current Assets			
Debtors		0	20
Cash at Bank		179,577	183,041
Liabilities			
Creditors: Amounts falling due in 1 year	7	1,044	2,670
Deferred income		0	0
Net Assets		178,533	180,391
The Funds of the Charity			
Unrestricted funds		166,733	171,091
Restricted Funds	9	11,800	9,300
Total Charity Funds		178,533	180,391

The notes on the following pages form part of these financial statements.



Hugh Shanks
Chair



Adam Grant
Hon. Treasurer

DATE

HOME-START GUILDFORD

Notes to the Financial Statements as at 31 March 2021

1 Basis of Preparation

The financial statements have been prepared under the historic cost convention, following the recommendations of the Statement of Recommended Practice known as FRS 102 introduced in 2014 covering charities with a year-end after January 2015.

2 Accounting Policies

a) Income

All income is accounted for on an accrual basis, except for voluntary donations, which are taken into account when received.

Grants are recognised in full during the year that they are received.

Incoming receipts from tax reclaims are included in the SOFA at the same time as the gift to which they relate.

b) Fixed Assets

Fixed assets are stated at cost and depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life.

Computer equipment and office equipment 25% straight line basis. It is the Charity's policy to capitalise fixed assets that are above a de-minimus level of £500.

c) Pensions

Pension costs charged in the financial statements represent contributions payable by the charity in the year in accordance with FRS 17.

The pension scheme is administered by The Pension Trust.

d) Funds held for restricted purposes

Restricted funds represent income received by the Charity for specific purposes or areas.

e) Resources expended

Resources are accounted for on an accruals basis. Expenditure is appointed to cost categories based on the amount attributable during the year, including the cost of generating funds and charitable activities.

Governance costs include legal costs and Trustee meetings only.

f) Recognition of Liabilities

These financial statements recognise all liabilities that the charity has responsibility for. The charity is not aware of any contingent liabilities.

3 Costs of Generating Voluntary Income

Our fundraising was focused on on-line activities and grant applications, with support from our freelance fundraiser, Dan Read.

Direct costs of the events are charged to fundraising, together with an element of staff time in supporting donor development and the preparation of grant applications.

The cost of raising funds is noted below:

	2021	2020
	£	£
a) direct costs of the fundraising events	2,316	11,034
b) departmental costs	6,684	8,000
Total	9,000	19,034

4 Staff Costs and Emoluments

	2021	2020
	£	£
Wages and salaries	109,521	106,688
Social Security Costs	5,349	5,348
Staff Pension Costs	4,826	4,679
Total	119,696	116,714

There were no employees with emoluments in excess of £60,000 per annum.

The average full time equivalent employees during the year was **3.8 heads**.

5 Trustee Expenses

No expenses were claimed by Trustees.

6 Tangible Fixed Assets

	31.3.20	Additions in year	Depreciation charge in year	Disposals in year	31.3.21
	£	£	£	£	£
Cost	5,623	0	(5,623)		0
Acc. Depreciation	(5,623)		5,623		0
Net	0		0		0

7 Creditors

Comprise general creditors all due for settlement within 12 months.

8 Lease

The charity has an annual lease for premises within the Astolat complex in Guildford, at a cost, inclusive of light, heat and power of £4,287 pa.

A new lease has just been signed until March 2023.

9 Restricted Funds

	Balance 31.3.20	Additions in year	Charge for year	Balance 31.3.21
	£	£	£	£
BBC Children in Need	0	14,925	14,925	0
Anonymous	0	2,000	2,000	0
Army Central Fund	1,500	5,000	2500	4,000
Beatrice Laing	4,500	6,000	6,000	4,500
Guildford Poyle Charity	0	5,000	5,000	0
St Faith's Trust	3,300	10,000	10,000	3,300
Community Foundation for Surrey	0	5,000	5,000	0
HSUK/John Lewis	0	800	800	0
National Lottery Community Fund	0	25,000	25,000	0
HSUK Covid Fund	0	1,000	1,000	0
Balances	9,300	74,725	72,225	11,800

The balance at 31.3.21 will be used within the current financial year.

10 Analysis of group net assets between funds

Funds at 31 March 2021 are represented by:

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
Tangible fixed assets	0		0
Debtors	0		0
Bank deposits	167,777	11,800	179,577
Current liabilities	(1,044)		(1,044)
Total Assets	166,733	11,800	178,533