

HOME START

Spelthorne



Annual Report 2021/2022

No child's future should be limited

Reg. Charity No. 1160026



Home-Start Spelthorne is an independent charity, and since 1996 has been supporting families in the Borough of Spelthorne to identify their unique needs and assist them in developing the skills and confidence necessary to build better lives for themselves and their children. Over the last 25 years Home-Start has received over 2100 referrals from many different organisations and has supported thousands of children.

Home-Start Spelthorne is managed and funded locally. We are affiliated to the national organisation, Home-Start UK which offers advice, training, information and guidance to the Home-Start network to ensure consistent and quality support for parents and children.

Home-Start offers a unique service. We recruit and train volunteers who are usually parents themselves to visit families at home who have at least one child under 5. We offer them informal, friendly and confidential support. We tailor our support to each family and their specific needs, and we work with the whole family; providing a package of support, comprised of emotional and practical support, activities with children and help to access services.

To help give children the best possible start in life, Home-Start supports parents as they grow in confidence, strengthen their relationship with their children and widen their links with the local community.

Home-Start Spelthorne is

- Community based and led by local need
- Based on a relationship of trust built between volunteer and family with evidence showing both parties benefit
- Outcome-focused, with a focus on empowering families and volunteers

Our values

- We offer families choice
- We work in partnership – with each other, with families, and with other agencies
- We work in a spirit of openness, encouragement and enjoyment
- We are flexible and responsive to the needs of families



Our Management Committee

Home-Start Spelthorne is an independent charity with Trustees being responsible for directing the management and administration of the charity. Trustees have a wide range of roles but are primarily responsible for making the charity effective, providing overall direction and maintaining sound management of funds

Our Trustees



Vivian Williams
Chairperson



Jenny Sice
Vice-Chairperson



Anne Damerell
Treasurer



Kevin Bulfin
Trustee



Sue Price
Trustee



Christine Knight
Trustee



Vivien Talkington
Trustee



Dianne Roberts
Trustee

Volunteer Representatives - Wendy Webb & Isobel Parr

Our Patron



Jean Pinkerton OBE



Our Staff



Debs Dennehy
Family Support
Co-ordinator

Michelle Herring
Family Support
Manager

Bernie Jones
Family Support
Co-ordinator

Mandy Groves
Scheme
Manager

Hazel Want
Administrator

Welcome



*Jan Leanne Anoushka Suzanne Holly
Kodie & Sue (not in photo)*



Michelle Herring
Family Support Manager



Dianne Roberts
Trustee

Goodbye and thank you

Barbara Gill Liz Ayesha Geraldine Amanda

Janet Julie Jess Chauntelle Chris R



Beth Scott
Trustee



Amanda Salmon
Family Support Manager



Tracey Osborn
Family Support Co-Ordinator



Chairperson's Report

Another year gone; time passes by so quickly.

Our 25th anniversary year was very different from the one anticipated; it being dominated by the Covid-19 pandemic and so our celebrations were restricted.

We were delighted to receive a Certificate of Appreciation from The Surrey Lieutenancy; presented by Mr Wood-Dow on behalf of the Lord Lieutenant.

Despite the challenges of this past 12 months, our staff's, trustees' and volunteers' adaptability and flexibility proved invaluable.



Staff returned to working from the office in 2021, whilst continuing to follow Government guidelines. Our priority was to ensure our staff's, volunteers' and families' safety from the awful Covid-19 virus.

Our volunteer home-visiting service for families continued, albeit at the discretion and preference of our volunteers, and the families they supported. Some families continued to receive their support remotely, others enjoyed the option of walk and talk. Latterly, as the laws changed the option of our face-to-face service returned.

The safety and wellbeing of our staff, volunteers and families remained paramount, but Home-Start Spelthorne was still able to support 177 children.

As part of an annual report, it is the Chair's responsibility to ensure certain special people are acknowledged and thanked.

- All our Home-Visiting Volunteers and Trustees, we could not function without your dedication.
- Special thanks go to Mandy Groves, Scheme Manager, Debs Dennehy, Family Support Co-ordinator, and Hazel Want, Administrator, who stepped up, and carried Home-Start Spelthorne through a very tricky period.
- We were pleased to welcome Dianne Roberts, who joined us as a Trustee in April 2021. Her support has proved invaluable, even though initially she could only meet us via Zoom.
- Amanda Salmon, our Family Support Manager, sadly left us at the end of October 2021, after 18 years loyal service.
- We were very pleased to welcome Michelle Herring as our new Family Support Manager at the beginning of March. Our new team is working very well together!
- Tracey Osborn, our Family Support Co-ordinator, sadly left us in January 2022 after 2 years loyal service.
- Last, but no means least, our thanks go to all our funders, friends, and supporters who made it possible for Home-Start Spelthorne to continue to meet local needs.

Vivian Williams

Treasurer's report

2021-22 was a year of gradual return to normality after the excitements of 2020-21, financially as in other respects. The Home-Start team weathered the continuing Covid crisis and returned to home-visiting, observing safety rules. Expenditure was similar to that of previous years, with the expected increases in travel and training costs, plus some new IT equipment.

Income from our four principal funders, Surrey CC, Spelthorne BC, Surrey Heartlands CCG and BBC Children in Need has been augmented by donations from Pears Foundation, BUPA, Shepperton Parish Charity, borough councillors, Ecclesiastical Movement for Good, Shepperton Probus, Staines Parochial Charity, the Staines 10K road race, and many other generous groups and individuals. The grants from BBC Children in Need and the Community Foundation for Surrey are restricted funds and shown in separate columns: the CFS grant was received in March 21 and so only the expenditure is shown here. Energetic fundraising by our dedicated subcommittee has included the anniversary Grand Draw and a very successful Quiz night, and we even had a runner in the London Marathon. How fortunate we are to have so many friends and supporters!

It gives me great pleasure to record our thanks to these and many other friends and donors, in cash and in kind, who have supported and heartened us in this year, as ever. They are listed on the inside back cover, and it is an amazing list.

As a result we finished the year with a small surplus, added to our reserves. The future will have challenges, as ever in the voluntary sector, with uncertainty around the funding from Heartlands and Children in Need, but we are well placed to meet them.

Financial and other risks are reviewed regularly, and procedures agreed to manage them. We have more than satisfied our reserves policy, which states that at least six months costs will be held in reserves for unpredicted expenses or opportunities, or in the worst case to fund closure. The charity has no debts secured by charges on its assets, and has given no guarantees leading to potential liabilities.

Home-Start Spelthorne has an excellent team of dedicated staff and volunteers backed by a strong management committee. My thanks go to all of them and to our helpful auditor David Thomas.

Anne Damerell



Accounts

Accounts for the year ending 31 March 2022

| | CiN | CFS | Unrestricted | Total | 20-21 |
|---------------------------|--------|-------|--------------|------------|------------|
| Receipts | | | | | |
| SCC via SCT | | | 21,792 | 21,792 | 21,792 |
| Heartlands CCG | | | 21,127 | 21,127 | 15,405 |
| Spelthorne BC | | | 20,000 | 20,000 | 15,000 |
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| Com Fnd Surrey | | | | | 10,500 |
| DCMS/Pears | | | 3,537 | 3,537 | 25,000 |
| SBC councillors | | | 1,500 | 1,500 | 2,000 |
| Shepperton Parish Charity | | | 2,500 | 2,500 | |
| HSUK/John Lewis | | | | | 4,178 |
| HSUK/Covid | | | | | 870 |
| Donations | | | 8,494 | 8,494 | 5,578 |
| Fundraising | | | 11,709 | 11,709 | 6,485 |
| Bank interest | | | <u>9</u> | <u>9</u> | <u>31</u> |
| Total | 18,120 | | 90,668 | 108,788 | 126,766 |
| Payments | | | | | |
| Salaries | 16,802 | 7,500 | 62,948 | 87,250 | 85,772 |
| Rent & cleaning | | | 2,533 | 2,533 | 3,133 |
| Home-Start UK fee | | | 2,282 | 2,282 | 1,782 |
| Expenses | 716 | | 1,618 | 2,334 | 854 |
| Pensions | | | | 1,124 | 1,195 |
| Stationery & post | | | 1,336 | 1,336 | 1,215 |
| Insurance | | | 980 | 980 | 873 |
| Training & support | 102 | | 2,099 | 2,201 | 182 |
| Phones & IT | 120 | | 2,226 | 2,346 | 2,044 |
| Equipment | | | 2,847 | 2,847 | 5 |
| Electricity | | | 303 | 303 | |
| Sundries | | | <u>465</u> | <u>465</u> | <u>463</u> |
| Total | 17,740 | 7,500 | 80,761 | 106,001 | 97,518 |
| Surplus/(deficit) | | | | 2,787 | 29,248 |

Statement of Assets and Liabilities

Cash funds on 31 March 22: £102,288 after increase of £2,787

Assets subject to depreciation : office equipment £2,408 after depreciation of £719.

Home-Start Spelthorne is a Charitable Incorporated Organisation with a constitution as governing document. Trustees are appointed by the management committee. No remuneration has been paid to trustees. The trustees have considered the Charity Commission's guidance on public benefit, and noted that any family in Spelthorne with a child under five is eligible to receive support from the scheme.

THANK YOU

to our wonderful volunteers

Tracy Janet Di L Geraldine Liz Wendy Barbara

Margaret Jackie Linda M Christine F Sue L Carmel

Gillian Nikki Isobel Di S Lisa L Hilary June Amanda

Linda B Kathy Anne Grace Kimberly Zaneta Susie

Sue Chris Julie Maggie Shannon Anna Ayesha

Chauntelle Jess Joan Siobhan Alison Jennifer Sue E

Joanna Anoushka Holly Jane Kodie Leanne Suzanne

Total of 49 Home-visiting Volunteers

We wish to express our warmest thanks and appreciation for everything our volunteers have done to support families in Spelthorne during this year.





Volunteering for Home-Start

I've been volunteering with Home-Start Spelthorne for 22 years now, but even so, to be given a civic award in summer 2020 for doing something you love and enjoy - on the doorstep thanks to Covid- was quite a surprise, a very pleasant surprise!

Home-Start as a local organisation was brought to my attention by a fellow foster carer who knew I also worked with families in crisis, leading sometimes to breakdown. It made complete sense to me to put resources into families even earlier, in some cases avoiding any statutory intervention. Being a Home-Start volunteer often feels like being a grandparent!



Of course many of the families I've supported aren't facing breakdown but just need a helping hand, especially in the case of multiple births, a listening ear, and signposting to appropriate agencies. The very first mum I supported had twin boys but her own mother was no longer alive, so that first person you turn to after giving birth just wasn't around. What a privileged place to be in. Quite a few of the families I've been matched with have had twins and I still marvel at how they manage everything, with just one pair of hands.

As well as home visiting we had some funding at one time to do some cookery with some of the younger mums who were now part of a blended family often cooking at the weekends for 8 or more people. My background was in teaching Home Economics so that was something I really enjoyed and the mums picked up some very useful and basic ideas for feeding their occasional large families!

Other family situations have been around managing mum's physical and mental health, enabling her to attend to her own needs, e.g. exercises or appointments, or just leave the house. Also, to give courage to those who have a very different and difficult story with no one else to tell is important. During 2020, I managed to support 2 mums on the phone because we could no longer do face to face meetings. One of those mums I eventually met up with when we could take a walk together, but the other mum I never met but she said she felt supported all the same.

So why have I stayed so long? I love the variety of families I've met, as great care goes into the matching. I feel valued not only by the families but also by the office team. I've taken part in training which is a valuable part of being equipped to help families. To feel useful and know that you are making a difference adds a dimension to our own lives, a connection with our community.

Di Lewis

**For parents
when they
need us most**

Scheme Manager's report

The heart of a volunteer is not measured in size, but by the depth of the commitment to make a difference in the lives of others

It continues to amaze me how dedicated and kind all our volunteers and staff are. Each year I see the amazing work they do; this year is no exception, supporting 177 children and their families. They continue to demonstrate the vital role we play in our community and the remarkable impact our support has on children and their families. You can see this from the positive feedback we receive how highly we are valued.

Home-Start works because our volunteers and staff understand just how hard parenthood can be. They ensure that families get the support when they need it, offering a listening ear, friendship and practical support. With the pandemic and now the cost of living crisis, more than ever families are in need of support, families' needs are becoming even more complex, sadly choosing between food and heat is now a reality for many families. Home-Start is needed more than ever and we are continually making every effort to raise the funds and recruit new volunteers to meet the needs of all those who are referred to us.

2021 saw Home-Start Spelthorne celebrate our 25th Anniversary, with restrictions still in place and limited face to face contact it was quite different from the one expected. I have the great pleasure of being with Home-Start Spelthorne since the beginning along with Anne and Jenny two of our Trustees. We have seen the life changing support that has been given to families. I would like to thank every Home-visiting volunteer, Trustee, Staff member, Friend and supporter over the last 25 years who have contributed to positively empowering families and making such a difference to families lives.

This year we have said some sad farewells, but we have also welcomed some wonderful people too. Covid has affected many people directly or indirectly, but Home-Start has continued to support families throughout the pandemic, sometime being the only constant thing in their lives.

Every year we make new friends, a mum (Louise) who was supported by one of our volunteers entered the Virtual London Marathon and kindly raised funds for Home-Start Spelthorne and Little Roo Neo-natal fund. Cheryl Chisholm who again ran the Staines Santa run for us. It was also wonderful to be able to deliver fantastic Christmas hampers to our families thanks to the generosity of the children and parents at Staines Preparatory School, Kevin and Anne Bulfin, Manna foodbank, Wave 105, Shepperton & Sunbury Rotary Club, BT & Open reach and Waitrose (Egham). They brightened up a lot of lives and made a stressful time much easier for a lot of families.

Mandy Groves



Celebrating 25 years

1996 - 2021

Over 2000 Families supported
223 Volunteers recruited
36 Volunteer Training Courses

Home-Start Spelthorne were an amazing support for my children and me. From the great support on home visits from the volunteers to the fun parties in the park, which were always wonderful events. But most importantly for us, we were lucky enough to attend the playgroup which was amazing, we still have fond memories, even after quite a few years! My children learnt so much and had so much fun over the time we attended, and it was an opportunity for me to get support and socialise with other mums in similar positions to myself. The work of Home-Start is so appreciated and a great asset to anyone they help! Thank you so much for helping and supporting families when they really need it

Our volunteer has been amazing to us. I could talk about our life dealing with the special needs child issues etc. She listened to me, advised me and comforted me and it was just between us and knowing what I said wouldn't be spread about the world was amazing. That was so comforting.

Having someone to help and support not only myself but the whole family. The lady who was assigned to me, listened to me, understood if I needed to talk about how I was coping and feeling. She gave me a reason to live, cope, smile. Without all her friendship and support, I don't think I would be writing this today

Thank you for always helping and supporting me and my family. I cannot rate Home-Start Spelthorne enough, I've never felt so welcome and not judged.

In my experience both as a supported young parent and later as a volunteer, I have personally found Home-Start to be an organisation offering critical and practical support to parents in the local community. The support I received from my Home-Start volunteer was particularly helpful at a time I had my hands full with two young school aged children and a young baby. My assigned volunteer went over and beyond, offering much-needed reprieve with help with tasks and suggestions about local activities to get the children engaged. More importantly, it was great to have someone to engage with, taking the pressure off parenting. The children also looked forward to our volunteer's weekly visit and our families have developed a close relationship that endures to the present.

A few years later, when the opportunity arose to volunteer with Home-Start, it was an easy decision for me. With my own experience as a supported parent and the training provided by the Home-Start team, I was well prepared to give back to parents and families in the local area. It was gratifying to be able to support families dealing with various challenges. I also found that in the process of supporting these families, my own mental resilience improved, proving a win-win for both parties.



Celebrating 25 years Having Fun!



Annual Statistics 2021-2022

Total number of referrals received - 77



15 - Family Centres
23 - Health
11 - Mental Health Services



3 - Children's services
17 - Self referrals

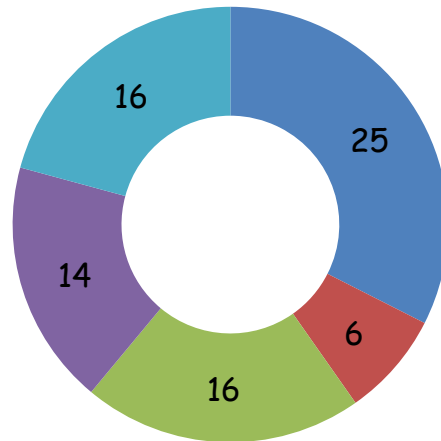


2 - Family Support Team
2 - Education



3 - Early support Team
1 - Social prescriber

Distribution of referrals within the Borough of Spelthorne



Ashford
Shepperton
Staines
Stanwell
Sunbury

How we supported families

Home-Visiting support
Group support
Walk-and-talk
Virtual support
Occasional support

We supported a total of 93 Families



Transforming the lives of 177 Children

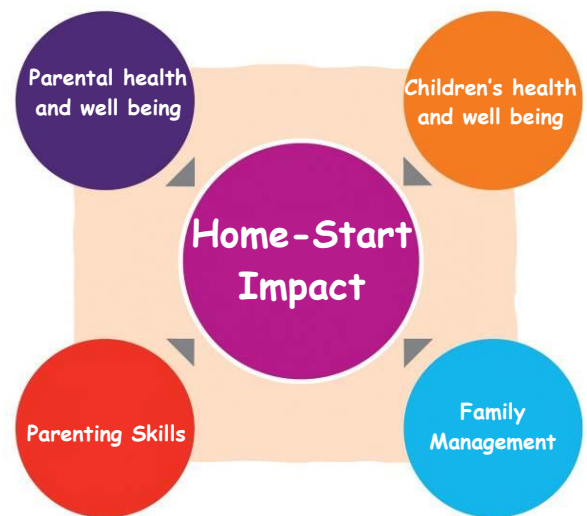


Families Home-Start Spelthorne supported made significant progress in all four areas of need: parental health and wellbeing, child health and wellbeing, parenting skills and family management.

Family's needs identified at initial visit



Better outcomes for children and families



The earliest years make the biggest impact - Home-Start Spelthorne makes sure those years count so that no child's future is limited. We tailor our support to each family and their specific needs, and we work with the whole family, providing a package of support, comprised of emotional and practical support, activities with children and help to access services. This year we supported 93 families, 177 children through home-visiting, groups & occasional support.

Feedback from Families 2021-2022

Home-Start helped me immensely during the covid lockdown, being able to speak to my volunteer regarding my child's health and my own personal mental health was incredibly helpful. She offered a listening ear, support and resources for my daughter that were really useful at a time where we couldn't seek advice elsewhere. No question went unanswered and I was given numerous useful resources for my daughter that I otherwise would not have accessed. She provided endless support and I will forever be grateful for everything that Home-Start did during the toughest time. Her work had and still has a very strong impact on both me and my child and I could not recommend Home-Start enough and if I could vote for volunteer of the year, I would vote for my volunteer

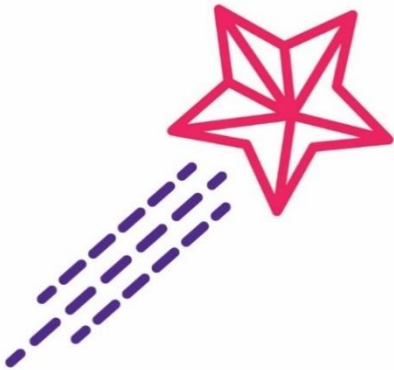
Home-Start has given me confidence to get out and try new places and feel less isolated
My son has also benefited enormously having a volunteer he had a chance to interact
with our volunteer and other babies when we visited groups together

My volunteer was perfect she was patient, caring and understanding which helped me come out of my shell. She was always sensitive to my feelings. Thank you all your help and for making me who I am today

Thank you for always helping and supporting me and my families. I cannot rate Home-Start enough, I've never felt so welcome and not judged

Your guys support helped build my confidence and let me know that I wasn't alone after having a baby during covid times it helped me to realise my confidence was always there it just needed a push and with the help of Home-Start I am now in a lot better place than I was when I began the process and can't thank you all enough

A better start in life can change a child's future



Thank you to all our Friends
Supporters & Partners



Heartlands CCG
Staines Rotary
John Lewis
Shepperton & Sunbury Rotary
Cllr I Beardsmore
Probus Shepperton
Ecclesiastical movement for good
Staines Preparatory school
Wave 105
Runnymede Runner (Staines 10K)
N McNicol
J Harris
M Groves
S Kent
A Salmon
D Dennehy
A Damerell In memory of D Revie

Waitrose Egham
Manna Foodbank
BUPA
HSUK(DCMS/PEARS)
St Michael Catholic Primary
Hughmark Markets
B & O Griffin
Manna Food Bank
K & A Bulfin
S Crookes
G Williams
Doreen
C Langmead
Julie Shore
W Webb
I Parr
F Hardman

Harris & Hoole
Surrey Care Trust
Shepperton Parish Charity
Cllr. Vinson
BT & Open Reach
Staines Parochial Charity
C Chisholm
P Duncan
S Price
E Spicer
A Damerell
B Scott
C Knight
P Newman
E Haswell
Louise Davis



Thank you to all our volunteers who donated their expenses, Friends of Home-Start Spelthorne, everyone who sponsored our fundraisers,
Home-Start UK and all our referrers

Thanks to all our guest speakers who gave their time freely and supported our preparation and training of our volunteers and to the many people who have given their support this year

How can you help Home-Start Spelthorne?

By becoming a Home-visiting volunteer

By joining our Management Committee

By joining our Friends of Home-Start Spelthorne

By making a donation

By helping to organise a fundraising event

By encouraging your Business/Company/School to nominate
Home-Start as their Charity of the year



Home-Start Spelthorne
The Resource Centre
Staines Park
Commercial Road
Staines upon Thames
Middlesex
TW18 2QW

Telephone No. 01784 463200

E-mail: info@home-startspelthorne.org

Website: www.home-startspelthorne.org

Facebook: www.facebook.com/homestartspelthorne

Twitter: www.twitter.com/@HomestartSpel



**No child's
future should
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Report to the trustees/
members of

HOME-START SHELTHORNE

On accounts for the year
ended

31 March 2022

Charity no
(if any)

1160026

Set out on pages

I report to the trustees on my examination of the accounts of the above
charity ("the Trust") for the year ended

Responsibilities and
basis of report

As the charity trustees of the Trust, 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 Trust's accounts carried out
under section 145 of the 2011 Act and in carrying out my examination, I
have followed the applicable Directions given by the Charity Commission
under section 145(5)(b) of the Act.

Independent
examiner's statement

I have completed my examination. I confirm that no material matters have
come to my attention (other than that disclosed below *) in connection with
the examination which gives me cause to believe that in, any material
respect:

- accounting records were not kept in accordance with section 130 of
the Act or
- the accounts do not accord with the accounting records

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

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

Signed:

Date:

19 June 2022

Name:

David Thomas

Relevant professional
qualification(s) or body
(if any):

Address:

2, Boston Hill, Fenner Hall Drive, STAFFS
Vico Thomas, TW18 2HR