



Annual Report 2022/2023

We're there for parents when they need us most
because childhood can't wait.



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 27 years Home-Start has received over 2200 referrals from many different organisations and has supported thousands of children in the Borough of Spelthorne.

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
Trustee



Anne Damerell
Treasurer



Kevin Bulfin
Trustee



Sue Price
Trustee



Christine Knight
Trustee



Vivien Talkington
Trustee



Dianne Roberts
Trustee



Barbara Griffin
Trustee



Michael Price
Trustee



Tina Hunt
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
Office
Co-ordinator

Welcome



Sharon L

Jo

Liz

Alex

Lucy

Nigel

Carol

Sharon S

Carly

Karen

Nicola

Linda

Trudy



Barbara



Tina



Michael

Goodbye and thank you

Jackie

Lisa L

Siobhan

Suzanne

Susie

Alison

Susie O

Nikki

Holly

Anne

Anoushka

Anna

Carol

Kodie

Jo



Chairperson's report – Vivian Williams

Another busy year passed us by, where Covid became something we had to learn to live with. At Home-Start Spelthorne we remain vigilant, to ensure the safety and wellbeing of our staff, volunteers and families.

We had another hugely successful year, making a real difference to 89 Spelthorne families and their 189 children.

In October 2022, we signed the new Home-Start UK Agreement; following a full trustee review, we can confirm Home-Start Spelthorne is compliant and meets the criteria introduced in the new handbook associated with this agreement.

In December 2022, Home-Start Spelthorne was amongst the first local Home-Starts invited to take part in the new Home-Start UK Quality Assurance pilot. We are pleased to announce that we were the first local Home-Start to be awarded our Certificate of Quality Assurance under this new process.

Our staff and trustees worked very hard to make this all happen.



As part of the annual report, it is the Chair's responsibility and pleasure to acknowledge and thank all these special people.

- Our home-visiting volunteers are very special to us; without them we would not be the local Home-Start we are. We thank them all for their continued dedication and support.
- We were pleased to welcome Bernie Jones, Family Support Co-ordinator, to our team in April 2022, a terrific addition.
- We have the most amazing staff team, and our special thanks go to them all. Namely, Mandy Groves, Scheme Manager, Michelle Herring, Family Support Manager, Debs Dennehy, Family Support Co-ordinator, Bernie Jones, Family Support Co-ordinator, and Hazel Want, Office Co-ordinator.
- We were lucky enough to welcome three new Trustees, Mick Price, Barbara Griffin and Tina Hunt. They are all proving to be a valuable part of our Board.
- Our existing Trustees are amazingly special people; Kevin Bulfin (HR), Anne Damerell (Treasurer), Christine Knight (PR & Fundraising), Sue Price, Dianne Roberts (Safeguarding), Jenny Sice, Viv Talkington (Wellbeing),
- Our Patron, Jean Pinkerton OBE, continues to support our cause, and promote Home-Start Spelthorne in the wider Spelthorne community.
- Last, but no means least, our thanks go to all our funders, friends, and supporters. You continue to help us make a difference.

Treasurer's report – Anne Damerell

Despite the success of our amazing fundraising team and the generosity of donors, raising £35K to add to statutory funding, costs rose faster than income and we finished the year with a deficit of £15K. This still leaves us with healthy reserves, but concerns for the future.

Income from our principal funders, Spelthorne BC, Surrey CC (two contracts) and BBC Children in Need has been augmented by donations from BUPA, Shepperton parish charity, St Faith's charity, Staines parish charity, the Staines 10km road race, a Masonic lodge, councillors Jenny Vinson and Sue and John Doran, and many other kind groups and individuals. We regretted the closure of the long-established nursery at St Peter's Church, but were grateful to be the recipient of their residual funds.

It gives me great pleasure, as always, to record our thanks to these and many other friends and donors, who are listed on the inside back cover, and to the immense efforts of the fundraising team, who keep us busy all year with summer fairs, Christmas collections, toy sales, sponsored events, dinners, quiz nights and raffles.



As well as offering families friendship and support, we can sometimes help families in financial difficulty, from a fund donated by one of our trustees and we were able to put together a really good Christmas present for each family to cheer up a hard winter.

Financial risks and procedures are reviewed regularly, and we have agreed a new ethical fundraising policy. We have satisfied our reserves policy, which states that at least six months costs will be held in reserve to meet extra expense. The charity has no debts secured by charges on its assets, and has given no guarantees leading to potential liabilities.

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

Accounts 2022-2023

Accounts for the year ending 31 March 2023

	CiN	Unrestricted	Total	21-22
Receipts				
Spelthorne BC		24,150	24,150	20,000
SCC via SCT		21,792	21,792	21,792
SCC, Heartlands contract		22,704	22,704	21,127
Children in Need	18,620		18,620	18,120
St Peter's nursery		11,878	11,878	
DCMS/Pears				3,537
SBC councillors		670	670	1,500
Shepperton Parish Charity		3,000	3,000	2,500
BUPA		5,500	5,500	
St Faiths		3,571	3,571	
Donations		4,206	4,206	8,494
Fundraising		6,422	6,422	11,709
Bank interest		<u>208</u>	<u>208</u>	<u>9</u>
Total	18,620	104,101	122,721	108,788
Payments				
Salaries	20,744	98,430	119,174	87,250
Rent		2,533	2,533	2,533
Home-Start UK fee		1,958	1,958	2,282
Expenses	1,510	3,243	4,753	2,334
Pensions		1,716	1,716	1,124
Stationery & post		1,285	1,285	1,336
Insurance		1,043	1,043	980
Training & support	288	1,302	1,590	2,201
Phones & IT	120	2,072	2,192	2,346
Equipment		361	361	2,847
Electricity				303
Family support fund		217	217	
Sundries		<u>923</u>	<u>923</u>	<u>465</u>
Total	22,662	115,083	137,745	106,001
Deficit/(surplus)	4,042	10,982	15,024	(2,787)

Statement of Assets and Liabilities

Cash funds on 31 March 23: £87,264 after decrease of £15,024

Assets subject to depreciation : office equipment £1,429 after depreciation of £1,189

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.

Fundraising: We raise funds by applying for grants, holding events, and having stalls at fairs. We participate in the Christmas collections organised by local Rotary clubs. No other third parties are involved. We comply with the Code of Fundraising Practice. We are not registered with any fundraising regulation schemes. No complaints about fundraising have been received.

Scheme Manager's report – Mandy Groves

Too often we underestimate the power of a kind word, a listening ear, a smile or the smallest act of caring, all of which have the potential to turn a life around.

The volunteers who come to us to offer support all have their own individual life and parenting experiences, but their common goals are that they want to help and are committed to our ethos, that 'every child deserves the best start in life.' Through volunteer interaction and role modelling we see on a daily basis the difference our support can make to a family going through difficult times. Our supported families' needs are very individual and some of the issues they face can be complex, the right support can make all the difference to help them get through these difficult times and build a resilience for the future. It is always so heart-warming to hear of the massive triumphs and successes our volunteers achieve while supporting Home-Start families. You can see the difference we make from the positive feedback we receive.

The last year has showed us that Covid 19 and the cost of living crisis will have a much longer effect on children than we could have imagined, especially their mental health. Our volunteers have helped and encouraged children and their parents to attend groups and encouraged outside activities, this has improved children interactions with others, improving mental health and the feelings of isolation. 96% of parents we supported this year reported an improvement in their child(ren's) behaviour.

Every year I am amazed in the community spirit our Borough shows and this year didn't disappoint, especially at Christmas. Many of our local community groups made wonderful donations to give struggling families an amazing Christmas, our thanks goes to everyone who helped our families at this difficult time of the year.

We have an amazing team at Home-Start Spelthorne, our recent QA review reaffirmed this, and the incredible impact we are having on families in our community. My thanks go out to everyone involved, especially our volunteers, trustees and family support team.

Sadly as austerity measures continue funding has become even more difficult to secure and it is becoming a huge worry on how we are going to continue into the future. Like many other organisations we are becoming over stretched and under resourced.





THANK YOU

to our wonderful volunteers

Tracy Di L Wendy Margaret Jackie Linda M Sue L

Christine F Carmel Nikki Isobel Di S Lisa L Hilary June

Linda B Kathy Anne Grace Kimberly Zaneta Susie

Sue O Maggie Shannon Anna Joan Siobhan Alison

Jennifer Sue E Joanna Anoushka Holly Jane Kodie

Leanne Suzanne Carly Carol Karen Nigel Sharon S

Alex Jo Liz Lucy Sharon L Trudy Linda B Nicola

Total of 51 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.



Annual Statistics 2022-2023

Total number of referrals received - 80



19 - Family Centres
17 - Health
14 - Mental Health Services



2 - Family Support Team
8 - Education



2 - Early Support Team
1 - Social Prescriber
1 - Community Early Support
1 - Occupational Health
1 - Spelthorne Borough Councillor
1 - North Surrey Domestic Abuse



4 - Children's services
9 - Self referrals

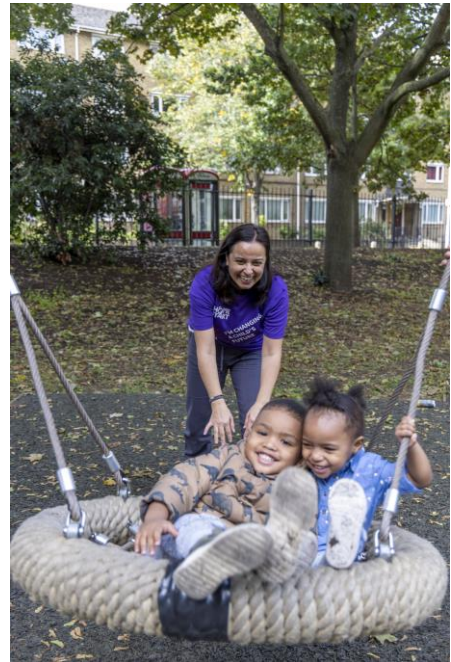
We supported families by

Volunteer and staff home-visits
Group support
Parenting courses
Occasional support

We supported a
total of
89 Families



Transforming
the lives of
189 Children



Of the families that came to the end of their support
in 2022-23.....

94%

stated that they felt
less isolated



91%

reported improved
emotional health and
wellbeing



96%

reported improved
children's behaviour

92%

reported improved
self esteem



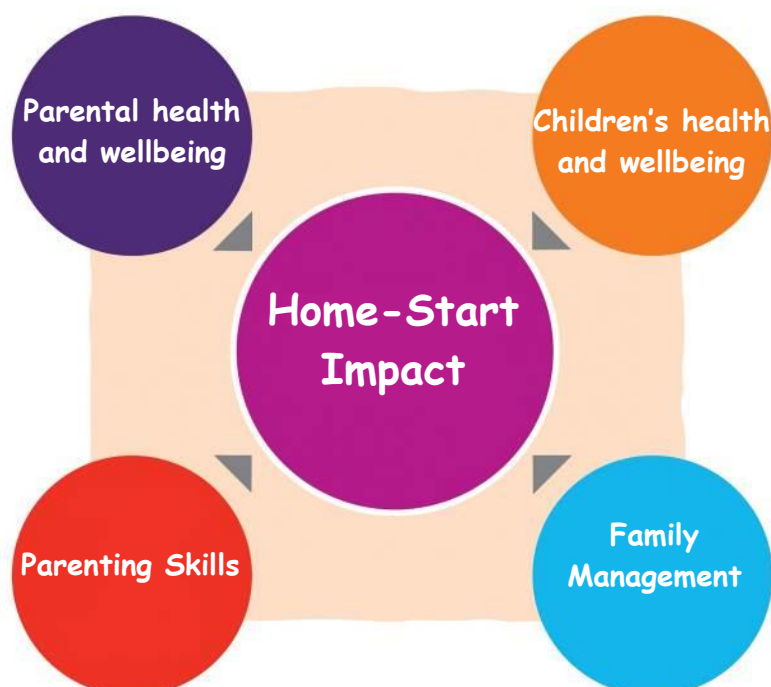
"I've had a lot of support from different organisations, but my Home-Start volunteer is the BEST. She listened and made me feel empowered. She has helped me to see the positives and has taught me to never give up."

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.

Feedback from Families 2022-2023

My volunteer filled a void that was missing. She helped me navigate through one of the hardest times of my life. She allowed me to take a step back and deal with things rationally when all seemed overwhelming.

Home-Start has made such a difference to our lives. When our volunteer (W) started with us I had recently lost my mum and had been made redundant, also my youngest son had been diagnosed as nonverbal autistic. There was so much I had to navigate through, and Home-Start did it with me. We would swap information we'd found out regarding autism; W would share with me her life experience and in some ways took on a mother figure when I really needed one. During school holidays my eldest would be with us, and he and W hit it off straight away! Her being there allowed me to give H my full attention whilst she entertained A and visa versa.

There were some days where I had very little adult conversation and going from a busy fulltime job to a fulltime mum at home it was tough. Having a volunteer here allowed me to talk as an adult and have a break from my mummy hat!

Our volunteer came into our lives at the right time. I was so low and needed the help. She helped me bond with my baby, listened and was an amazing help and I will be forever thankful.

Home Start helped me feel less alone in a new area and as a new mum. Suggestions that were made were really appreciated. Volunteer was like a grandmother to my children helping them to get used to different adults. Home Start has supported me all the time I needed it. They listen to me and treated me with respect, would always recommend Home-Start they have been brilliant.

Home-Start were like family – present all the time. Made me feel normal to have PND. Guided me on how to manage my emotions with the children as well as my finances and my relationship with spouse. Very supportive. I'm more confident with social skills And now engaging in day to day work. Me and my eldest daughter have learned to have fun and converse and spend time with each other. There was an ear to listen, they didn't judge me and guided me that the feelings I have are normal. They never thought I am a different culture or background and always made sure I was feeling myself. I wish one day I could be a volunteer.





Home Start was my saving grace. I have benefitted from three different home start volunteers whilst having two children. Each enabled our family in times of real struggle. My first volunteer was my confident and moral booster when I had my first child, horrific postnatal depression and conflict with my in laws. I was unable to carry out household chores, not bonding with baby whilst being emotional and physically wrecked. During my time with my volunteer visiting my bond with baby improved. Her visits also took away that loneliness I felt when others had mothers or in laws visit and I did not. I was also able to use the time to do housework something which had not been getting done. My second volunteer came when my second son was born. This time no postnatal depression but a clingy baby and older son with significant additional needs. I was able to use my time wisely; I had post birth complications which meant I needed to do physio at home - the only times these ever got done were during Home-Start visits. I also used the time to batch cook for the week so we were able to eat healthy. Equally as important I also got to do some admin / phone calls about my eldest son which were incredibly sensitive and upsetting which I did not want to do in earshot of the boys. My world was crumbling but my volunteer was lovely and very supportive. Time with my third volunteer was short but she was also wonderful. We were housebound due to my eldest son not having any provision whilst we waited for a specialist setting. Her visits meant we could leave the house, either via a trip to the park or a special needs centre music class. She saw us at our very worst and I can't express how much her simply being here and not judging helped during an awful time.



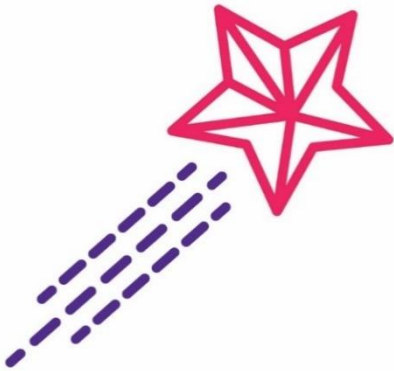
Having Home-Start has made such a difference to myself and household. Just knowing there is that support each week with my little one eased my anxiety, also knowing that I was not alone feeling this way. A great charity that needs to keep going and help more families.

Quick to adapt and support us. Brilliant service and support.

My volunteer has been lovely, very caring and a great listener. Home-Start have been very respectful towards me and they are very friendly people to communicate with. The Home-Start team have been very patient with me and have let me talk about myself. They have helped me to access Stanwell Events and the National Autistic Society. Home-Start is a brilliant service that they provide for families.

The christmas bag was a massive help with the stress of not being able to get things for the kids, very much appreciated and loved by the children. The smiles are worth everything.

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



Thank you to all our Friends, funders,
Supporters & Partners



Heartlands CCG
Staines Rotary
Cllr J & S Doran
Shepperton & Sunbury Rotary
Charlton Village CS
St Nicholas Parish Church
Costco
Co-op
Staines Masons
L Dadge
Wave 105
Runnymede Runner (Staines 10K)
T Chapman
T Hould
M Groves
D & T Lewis
L Underwood

Waitrose Egham
Manna Foodbank
Shepperton Parish Charity
Cllr Vinson
St Michael Catholic Primary
St Peter's Nursery
Stanwell Events
BT
Clarendon Family Centre
J Sice
K & A Bulfin
S Crookes
G & V Williams
C Fairhurst
S Lanigan
P Newman
C Bedwell

Harris & Hoole
Surrey Care Trust
St Faiths
P Aarti
South West Trains
Staines Parochial Charity
White Stuff
Shepperton Aurora
B & O Griffin
M Herring
S Price
V Wrightson
J Ponton
B Scott
H Ryan
I Parr
T & T Hunt



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



**No child's
future should
be limited**



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Section A

Independent Examiner's Report

Report to the trustees/
members of

HOME-START SPELTHORNE

On accounts for the year
ended

31 March 2023

Charity no
(if any)

1160026

Set out on pages

remember to include the page numbers of additional sheets

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended DD / MM / YYYY.

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:

7th June 2023

Name:

David Thomas

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

Retired from BUSINESS

Address:

2 PENTON HALL, PENTON HALL DRIVE

STAINES UPON THAMES - TW18 2HR