



Spelthorne



Annual Report 2019/2020



**For parents
when they
need us most**



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 24 years Home-Start has received over 2000 referrals from many different organisations and has supported thousands of children.

Home-Start Spelthorne is managed and funded locally. We are supported by 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 and to 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.



Kevin Bulfin

Jean Rogers

Vivian Williams

Christine Knight

Chairperson 2020

Beth Scott

Chairperson 2019-20

Anne Damerell

Treasurer

Pat Dowthwaite

Jenny Sice

Sue Price

Volunteer Representatives - Wendy Webb & Isobel Parr

Our Patron



Jean Pinkerton OBE

Our Staff



Hazel Want Administrator
Amanda Salmon Family Support Manager
Debs Dennehy Family Support Co-ordinator
Tracey Osborn Family Support Co-ordinator



Mandy Groves
Strategic and Development Manager

Chairperson's Report

Having a friend can be one of the most enriching and supportive relationships in a person's life and it can easily be taken for granted. At Home-Start Spelthorne we value friendship.

Good friends are like stars. You don't always see them, but you know they are always there.

This has resulted in another hugely successful year delivering real impact to families by Home-Start Spelthorne, resulting in the scheme's 48 volunteers supporting 180 children, from 81 families.

We have been very fortunate to welcome Jean Pinkerton, OBE, as our Patron. Jean has always been a good friend to Home-Start Spelthorne.

Our thanks go to all our hard-working staff, volunteers, friends and trustees. But of particular note, Anne Damerell and Jenny Sice, who both completed 25 years of service to Home-Start Spelthorne. They were members of the original Board of Trustees who came together in April 1995, which led to Home-Start Spelthorne being founded in April 1996. We still don't know what we would do without them.

The impact of the virus on people's wellbeing has been widely recognised, including feelings of worry and stress, depression or worsening of existing health conditions. Home-Start continues to work very hard to meet local needs.

Vivian Williams

Treasurer's report

Thanks to the generosity of donors and the unstinting efforts of fundraisers, we finished the year 2019-20 with a surplus of £4,000, raising our reserves to £70,000, the highest they have ever been. This will be needed in the lean years ahead. Our new contract with Surrey CC, as partners of Surrey Care Trust, began in January 2020 and is for £21,794 p.a., about half the amount paid under the previous contract. Income from SCC is thus reduced in these accounts and will be a lot less next year. Fortunately, Spelthorne BC and BBC Children in Need continue to support us as before.

It is my pleasure as ever to record our thanks to our principal funders and to all the other people and organisations who have so generously supported us, including the Community Foundation for Surrey, Shepperton Parish Charity, the Mayor's fund of our patron Jean Pinkerton, many borough and county councillors, the Yorkshire Building Society, Staines Parish Charity, the Entertainer, Dawson Youth Theatre and Shepperton Probus. There are many others, and the full list is on the back cover. We also receive gifts in kind, such as hampers and Easter eggs for the families. Sunbury and Shepperton Rotary club again funded a party for children and families, and they and Staines Rotary Club both allowed us slots in their Christmas collecting.

On behalf of all the Home-Start staff, trustees, volunteers and families I thank all these donors, and our marvellous fundraising committee who organise such a variety of events, and all those who have participated and given their time in many ways.

We now live in a different world, where all fundraising events have been cancelled because of coronavirus. However, the Community Foundation for Surrey have given us £3,000 to cover the loss of all the summer events. Staff and volunteers have adapted with great efficiency to working from home, and so there will be a reduction in travel expenses in 2020-21.

Scheme costs have not changed significantly. The large electricity bill covers 2½ years. 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 three 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 2020

	CiN	CFS	Unrestricted	Total	18-19
Receipts					
SCC , CCG, SCT			33,980	33,980	40,500
Spelthorne BC			15,000	15,000	15,400
Children in Need	17,287			17,287	15,790
Com Fund Surrey		5,000		5,000	
SBC councillors			3,166	3,166	685
SCC councillors			500	500	2,189
Shepperton Parish Charity			2,500	2,500	2,500
Donations			12,279	12,279	13,222
Fundraising			10,048	10,048	8,599
Bank interest			<u>127</u>	<u>127</u>	<u>104</u>
Total	17,287	5,000	77,600	99,887	98,989
Payments					
Salaries	13,984	4,850	59,151	77,985	76,932
Rent			1,800	1,800	1,800
Home-Start UK fee			1,782	1,782	1,871
Travel expenses	1,523	100	2,019	3,642	4,320
Stationery & post		25	2,722	2,747	2,935
Insurance			782	782	766
Training & support	168		819	987	1,252
Phones & IT		25	1,941	1,966	1,549
Equipment			1,478	1,478	1,966
Electricity			1,935	1,935	
Sundries			<u>444</u>	<u>444</u>	<u>412</u>
Total	15,675	5,000	74,873	95,548	93,803
Surplus/(deficit)				4,340	5,185

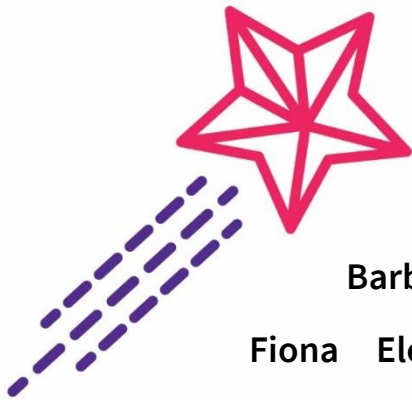
Statement of Assets and Liabilities

Cash funds on 31 March 2020: £70,253 after increase of £4,340

Assets subject to depreciation : office equipment £2261.97 after depreciation of £785.23.

Liabilities: rent undercharged £525.

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 Hayley Wendy
Barbara O Sam Margaret Jackie Linda M Christine F
Fiona Eloho Sue L Carmel Gillian Nikki Isobel Di S Espe
Janet S Lisa L Hilary Amanda Linda B Kathy Anne Grace June
Kimberly Joe Zaneta Susie Sue Chris Julie Maggie Shannon Arthi
Anna Ayesha Chauntelle Jess Joan Pam Siobhan

Total of 48 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.

Welcome and Goodbye

Welcome

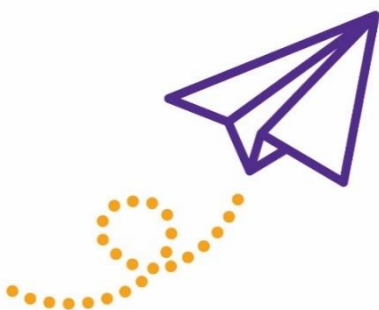


Joan Pam Ayesha Siobhan Anna Jess
& Chauntelle not in photo

Goodbye and thank you

Nicky Tori

Joe Espe Fiona Arthi Janet S Eloho



Family Support Manager's report

Our childhood experiences have an enormous impact on our adult life and can have a positive or negative effect. Home-Start volunteers support families with young children to help build the foundations for positive childhood experiences. Home-Start support is provided at a time when a family is facing challenging times and to feel they are not alone gives them the strength and courage they need to cope. Home-Start support is flexible and tailored to meet the family's needs. The support is weekly and is non-judgemental, so trusting relationships are formed through the consistency and commitment of our volunteers. I cannot thank our volunteers enough for the incredible impact they have on both parents and children. It is always a pleasure to hear feedback from families as they tell us how much of a difference their volunteer has made to them. Phrases like 'I couldn't have managed without their support' or 'my volunteer was a lifeline' are not uncommon. Thanks to all our volunteers.

I also recognise the incredible work of our staffing team. There have been changes to the team recently as both Nicky and Tori moved on to pursue other ventures. We recruited Tracey and Debs and I thank them for fitting in so quickly, especially more recently with the Coronavirus pandemic. Hazel has continued to provide us all with admin support and adapt to the changes required to us working from home. As the Family Support Manager, I am extremely proud of the Family Support team and their commitment to helping families.

Mandy ensures we are all up to date with policies and procedures and continues to apply for funding grants as well as supporting the trustees. Thank you, Mandy, Hazel, Tracey and Debs.

Of course, we would not be operating as we are without the Trustees who as volunteers themselves give their time freely to govern the scheme and ensure financial security. Thank you, Beth, Jenny, Anne, Viv, Sue, Kevin, Pat, Christine and Jean.

Amanda Salmon



Annual Statistics 2019-2020

Total number of referrals received - 67



10 - Children Centres
24 - Health



6 - Children's services
13 - Self referrals
2 - Surrey Care Trust

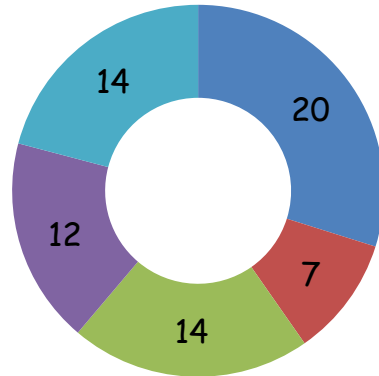


4 - Family Support Team
3 - Education



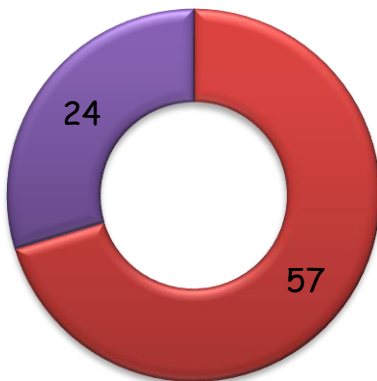
1 from SCC Early support Team, NE Domestic Abuse Eikon, West Mid Hospital/ & Portage

Distribution of referrals within the Borough of Spelthorne



Ashford
Shepperton
Staines
Stanwell
Sunbury

How we supported families



Home-Visiting Support
Occasional Support

We supported a total of

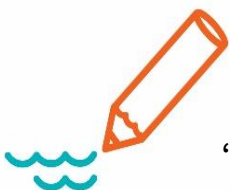


81 families



Transforming the lives of 180 Children

Referrer's Feedback



'Great service' 'Very clear referral and quick response, updates as needed'

'Mother would have been very isolated without the support'

'Mum would have got sicker and family life more disrupted without support'

'Family wellbeing would have deteriorated without support'

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 81 families, 180 children through home-visiting & occasional support. We also offered families in Spelthorne, Fun days, Children's Parties, Easter Hampers/Eggs and Christmas presents. (Our thanks go to the Rotary Club of Shepperton & Sunbury, the Staines Society of Model Engineers, Eagle Radio, Alison Bayliss).

Feedback from Families



'Friendly relaxed visits, someone for me to share ideas with, someone to play and engage with my daughter so I could improve our living environment'

'I got a lot of support to get more confident, a friend to share my worries. A volunteer is more like a family member to share your worries with and get good advice always'

'Having help to get out of the house was a life saver. Helped my child behavioural development'

'Support at playgroups, friendship, and someone to listen. Excellent emotional support'

'Seeing my volunteer every week has improved my self-confidence and encouraged me to go out and meet other parent'

'Having someone to talk things through with, someone who offered help and support to my family situation not generally'

'Being a mother of twins meant going to playgroups was difficult since I can't look after them both at the same time, an extra pair of hands helped a lot'

'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'

Home-Start Moments 2019-2020



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



Thank you to all our friends Supporters & Partners



North West Surrey CCG	St Nicholas Church Parish Charity	Shepperton	Probus Shepperton
Staines Society of Model Engineers	Revive reuse shop	SUEZ	Rotary Club of Shepperton & Sunbury
Jean Pinkerton Mayor's Fund	Parochial Charity	Staines	The Entertainer Staines
WI Sunbury	Dawson Youth Theatre	Harris & Hoole	Cllr. Attewell
Cllr. Mooney	Cllr. Tim Evans	St Marys/St Peters churches	Staines
Staines 10K Road Race	Sian Williams	Cllr. Grant	Staines Preparatory School
Kevin Bulfin	St Michael's Roman Catholic Primary School	Cllr. Vinson	Co-op local
Ashford	Costa – Shepperton	Steve Crookes	Cllr. R Dunn
Laleham Methodist Church	Rotary Club of Staines	Alice Clay	Cllr. Sider
Yorkshire Building Society	Surrey Care Trust	Cath Carless	Cllr. Leighton
Hughmark Markets (Kempton Park)	Eagle Radio	Jenny Sice	Cllr. Barnard
In memory of Harry Knight	Anne Bulfin	Anna Cosgrove	Cllr. Brar
St Mary Magdalene Church	Di Lewis	V Foreman	Cllr. Sexton
Friends of Home-Start Spelthorne	Chris Fairhurst	Ron Leeland	Cllr. Beardsmore
J Birkwood	Nicky Webster	Linda Dadge	Di Secrett
G Birkwood	Sue & Mick Price	Isobel Parr	Viv Williams
Anne Damerell	Diyanne Harding	Linda Burton	Alison Bayliss
Mrs M Hughes	Jean Rogers	Sue Scott	Pauline Newman
Gareth Williams	Liz Jones	Susie Evans	N McNichols
P Dowthwaite			

Thank you to all our volunteers who donated their expenses, Home-Start UK, 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