

HOME START

Spelthorne

Annual Report 2020/2021



**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 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 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.

Trustees



Kevin Bulfin
Trustee

Jean Rogers
Trustee

Vivian Williams
Chairperson

Christine Knight
Trustee

Vivien Talkington
Trustee

Beth Scott
Trustee

Anne Damerell
Treasurer

Pat Dowthwaite
Trustee

Jenny Sice
Vice-Chairperson

Sue Price
Trustee

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

Sadly, 2020/21 was dominated by the Covid-19 pandemic and so our year was not as we had hoped and planned it to be.

Despite the challenges of Covid-19 our staff's, trustees' and volunteers' adaptability and flexibility proved invaluable. Staff moved to working from home at very short notice. Our volunteer home-visiting service for families was offered remotely; latterly this included the option of walk and talk. All of us became familiar with a piece of technology that proved a lifeline for many – Zoom.

The safety and wellbeing of our staff, volunteers and families remained paramount, but Home-Start Spelthorne was still able to support 171 children.

As part of an annual report, it is the Chairs responsibility to ensure certain special people are acknowledged. In addition to all four of our amazing staff in Staines, Amanda, Tracey, Debs and Hazel, we have to thank:

- Beth Scott for her 8 years as Chair of Home-Start Spelthorne; she has proved a hard act to follow.
- Mandy Groves, who completed 25 years of loyal service in September 2020. Mandy was employed as our original Scheme Organiser, who set up Home-Start Spelthorne, prior to our launched in April 1996. Mandy is still with us and is now our Strategic Development Manager.
- Jean Rogers and Pat Dowthwaite retired as Trustees; we miss them, but they remain special Friends.
- All our Home-Visiting Volunteers and Trustees, we could not function without your dedication.
- Vivien Talkington who agreed to join us as a Trustee. We were very pleased to welcome Viv back to our Home-Start Spelthorne family, Viv was one of the first home-visiting volunteers recruited by Mandy in 1996.

Last, but no means least, our thanks go to all our funders and supporters who made it possible for Home-Start Spelthorne to continue to meet local needs.

Vivian Williams

Treasurer's report

2020-21 was an extraordinary year, financially as in all other respects. We began by setting a deficit budget, intending to use some reserves in order to maintain services, and we ended the year with by far the largest surplus in our 25 year history, which is very reassuring when facing future uncertainty.

The Home-Start team responded magnificently to the Covid crisis and adjusted to home-working and remote support of families. Expenditure was similar to that of previous years, with reductions in travel and stationery costs. Spelthorne BC eventually noticed the rent undercharge and recovered some of it.

The big fluctuations have been in income. The Surrey CC contract value reduced to £22K as expected, but the apparently abandoned Heartlands CCG contract revived, and paid £15K just before the year-end. Spelthorne BC and BBC Children in Need continued to fund us, and the Community Foundation for Surrey gave us another £7,500 in addition to their original £3K loss-of-fundraising-events grant. Our trustee Christine Knight raised an amazing £3,450 through the 2.6 Challenge. Local donations include £1K from Sunbury Neighbours, £1K from BUPA, and £2K total from five Spelthorne councillors. Home-Start UK gave £870 from their Covid fund, and arranged a very successful national partnership with John Lewis, which resulted in excellent publicity, many new volunteers, and lots of money, including £4,178 for us. Finally, the big surprise was a grant of £25K from Dept of Culture Media & Sport/Pears Foundation after an interview organised by Home-Start UK.

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 difficult year. They are listed on the inside back cover, and it is an amazing list.

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 2021

	CiN	CFS	Unrestricted	Total	19-20
Receipts					
SCC via SCT			21,792	21,792	33,980
Heartlands CCG			15,405	15,405	
Spelthorne BC			15,000	15,000	15,000
Children in Need	19,927			19,927	17,287
Com Fnd Surrey		10,500		10,500	5,000
DCMS/Pears			25,000	25,000	
SBC councillors			2,000	2,000	3,166
SCC councillors					500
Shepperton Parish Charity					2,500
HSUK/John Lewis			4,178	4,178	
HSUK/Covid			870	870	
Donations			5,578	5,578	12,279
Fundraising			6,485	6,485	10,048
Bank interest			<u>31</u>	<u>31</u>	<u>127</u>
Total	19,927	10,500	96,339	126,766	99,987
Payments					
Salaries	18,059	3,000	65,908	86,967	77,985
Rent & cleaning			3,133	3,133	1,800
Home-Start UK fee			1,782	1,782	1,782
Expenses	501		353	854	3,642
Stationery & post			1,215	1,215	2,747
Insurance			873	873	782
Training & support	93		89	182	987
Phones & IT			2,044	2,044	1,966
Equipment			5	5	1,478
Electricity					1,935
Sundries			<u>463</u>	<u>463</u>	<u>444</u>
Total	18,653	3,000	75,865	97,518	95,548
Surplus/(deficit)				29,248	4,340

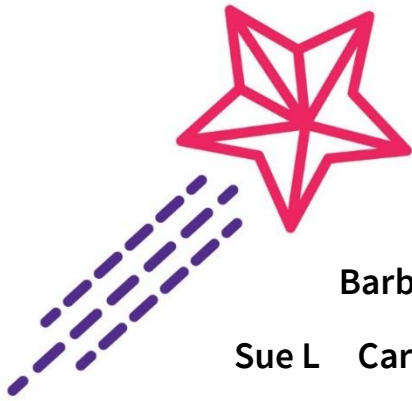
Statement of Assets and Liabilities

Cash funds on 31 March 20: £99,501 after increase of £29,248

Assets subject to depreciation : office equipment £1,234 after depreciation of £886.

Liabilities: electricity bill to come.

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 Sam 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 Pam Siobhan Alison Jennifer Joanna

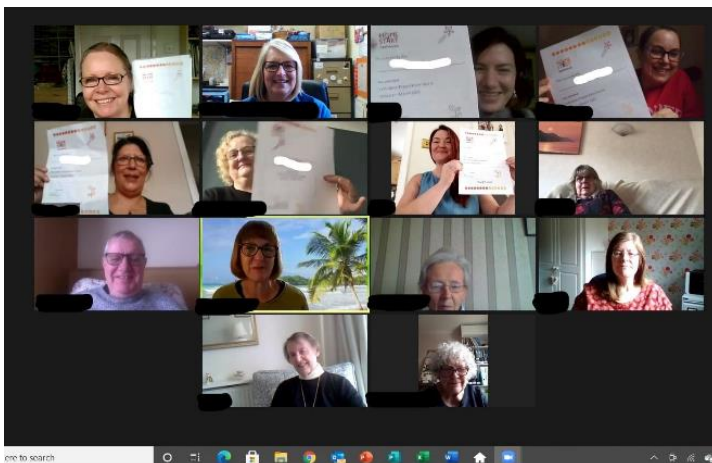
Total of 45 Home-visiting Volunteers



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



Alison Jennifer Joanna

Vivien

Goodbye and thank you

Pat D Jean R Pam Hayley Sam



**Congratulations to Di, Tracy, and Janet
Home-Start Spelthorne volunteers who
Received the Spelthorne Civic Award Trust in
Recognition for outstanding voluntary service
rendered to the community of the Borough of
Spelthorne.**



Family Support Manager's report

2020 – The Year we were Locked down!!

As a lover of horror films, I never thought I would feel like I am living in a movie! When I watched the film, Contagion, I didn't expect the storyline to come true! The year 2020-2021 will be one of lasting memories and stories to tell the Grandchildren. I knew it would be a year of change having just recruited new staff (Debs & Tracey). I didn't anticipate that their induction and training would need to be completed remotely as we went into lockdown two weeks after they started and suddenly found ourselves setting up offices at home, be it in the dining room, bedroom or wherever we could find a space!

I am so grateful for the way in which staff, volunteers and trustees adapted to change and the flexibility that was required of them. Many of us had never even heard of 'Zoom' apart from in the form of a song. Now, it is a part of our everyday lives and vocabulary. Are we zooming today? Shall we meet on Zoom? Let's zoom! Our Covid-19 sub-committee have done an amazing job of ensuring our policies and procedures are kept up to date in line with Government guidance and continue to do so. The pandemic has certainly encouraged us to become more paperless and to operate more effectively via digital and electronic methods. We have proven that you are never too old to learn new skills.

Families have been amazing at how they have managed their changing situations. Parents finding themselves taking on the role of teachers and working from home at the same time. Thankfully, families have been understanding of how we have adapted our service to provide support remotely including our online support group and they have appreciated staying connected with their volunteers. For many families, this year has been exceptionally tough, babies being born in lockdown, parents losing their jobs and children not having access to their usual social activities. We know we will continue to see the impact of the pandemic for a long while to come and we hope to be able to support as many families as possible as they focus on resuming some kind of 'normal' life.

I am sincerely grateful to our wonderful team of volunteers, staff and trustees for their commitment and support during this last year and I know together, Home-Start Spelthorne will continue to provide a valuable service to local families.

We ended the year looking towards our 25th Anniversary (April 2021) and the celebrations to follow once Covid restrictions are lifted. Happy 25th to Home-Start Spelthorne

Amanda Salmon



Our first year at Home-Start Spelthorne Debs & Tracey – Family Support Co-ordinators

I was really looking forward to the start of my new job in March 2020 and sure enough it started just how I had hoped. I began getting to know the ways of working and started finding out about all the fabulous volunteers who support families in the Borough. As we all know now the year didn't quite develop how we expected it to! Nevertheless, I was well supported by Amanda and Hazel during the changeover to remote working and despite us not being together I felt part of a great team doing lots of work to keep families going through such an extraordinary time. Families were so grateful for the contact that Home-Start were able to offer, and I was really proud of the way that all of us staff and volunteers pulled together to do what we could to help. Now that we are back working face to face with families and volunteers I am able to reflect on the past year and although it was challenging I'm so pleased with what we achieved.

Tracey Osborn



My first year at Home-Start has certainly been a memorable one, I am so pleased that during the pandemic we were able to adapt and continue to support families remotely. Seeing successful matches where friendships blossomed over the phone and being part of the bi-weekly Parent Support group on Zoom were both particular highlights for me. During some of the hardest days for me personally I was inspired by Home-Start volunteers who give their time to help others so generously. I am now really enjoying supporting families to get back out into the world. So many families are now in need of our support, and I know we will all do our best to be there for them.

Debs Dennehy



Annual Statistics 2020-2021

Total number of referrals received - 50



9 - Children Centres
16 - Health



2 - Children's services
16 - Self referrals

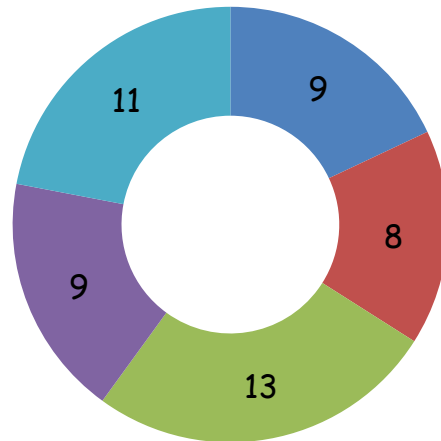


1 - Family Support Team
3 - Education



1 - Learning and disability
Team
1 - Social prescriber
1 - Home-Start scheme

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
79 Families



Transforming
the lives of
171 Children

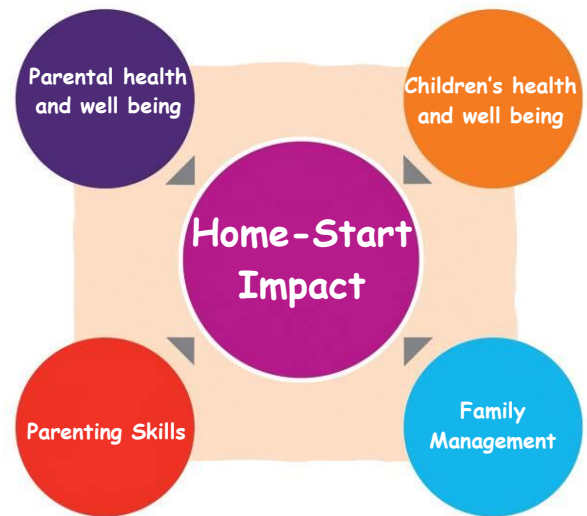


Families Home-Start Spelthorne supported made significant progress in all four areas of need: parental health and wellbeing, child health and wellbeing, parenting skills and family management.

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 79 families, 171 children through home-visiting, groups & occasional support.

Feedback from Families



Home-Start provided us with the needed family support. I had a wonderful and friendly volunteer who is always ready to go the extra mile for us. Having someone to talk to during the Covid-19 period has been a blessing. I have also made new friends on the Zoom group. Honestly speaking, I don't know how I would and will have survived without Home-Start.

Home-Start have helped me understand I am not always the problem and I used to let myself be taken advantage of.

It was very helpful to have someone to listen and to talk to in tough times especially in the lockdown period.

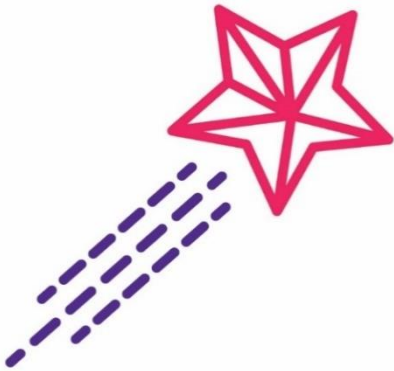
Thank you for always helping and supporting me and my family. I cannot rate Home-Start Spelthorne enough. I've never felt so welcome and not judged.

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 and smile. Without her friendship and support, I don't think I would be writing this today.

Meeting my volunteer was a turning point in my life and I am forever grateful. You are true angels.

Everyone involved was so kind and helpful. I am so grateful to everyone.

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



Thank you to all our friends
Supporters & Partners



Heartlands CCG
Harris & Hoole
Bupa Foundation
Surrey Care Trust
Shepperton & Sunbury Rotary
Lawtonash Services
Cllr. Cornes
J Hendry
N McNicol
P Underwood
C Schofield
M Mertens
S Kent
Claudine Lee
K Bulfin
I Parr
B Scott
P Newman

Waitrose Egham
Tesco
Staines Rotary
John Lewis
HSUK(DCMS/PEARS)
Cllr. Vinson
B Griffin
V Forman
G Williams
L Underwood
S Cook
D Mertens
S Lanigan
S Mansell
D Dennehy
A Oriorda
C Fairhurst
J Rogers

Sunbury Neighbours
Costco
Manna Foodbank
Runnymede Runners
Cllr. S Doran
Cllr. J Doran
Walker Family
S Crookes
P Pettitt
J Harris
H Hall
C Knight
Anne Marie O'Riordan
P & S Collins
Jessica Elrick-Moon
W Webb
S Price



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
be limited**

