



Annual Report 2024/2025

We nurture
potential and
encourage
lasting change

We cultivate
confidence,
connection, and
resilience

We empower
families and
volunteers to
reach their full
potential

About Home-Start Spelthorne

Home-Start Spelthorne is a locally managed and funded independent charity, proudly supporting families across the Borough of Spelthorne since 1996. Over the past 29 years, we've responded to more than 2,450 referrals from a wide range of organisations and have helped thousands of children thrive.

We're part of the Home-Start UK network, which provides national guidance, training, and resources to ensure consistent, high-quality support for families across the country.

What We Do

Home-Start Spelthorne offers a unique, relationship-based service. We recruit and train volunteers—mainly parents themselves—to visit families at home, offering informal, friendly, and confidential support to those with at least one child under five.

Our support is tailored to each family's individual circumstances and may include:

- Emotional and practical help
- Engaging activities with children
- Help to access local services

We work with the whole family, helping parents build confidence, strengthen bonds with their children, and connect with their community—giving every child the best possible start in life.

Our Approach

We are:

- **Community-led:** Rooted in local needs and priorities
- **Relationship-driven:** Built on trust between volunteers and families, with proven mutual benefits
- **Outcome-focused:** Committed to empowering both families and volunteers

Our Values

- **Choice:** Families are at the heart of every decision
- **Partnership:** We collaborate with families, colleagues, and other agencies
- **Openness:** We foster a culture of encouragement, honesty, and joy
- **Flexibility:** We adapt to meet the evolving needs of families



**Because
childhood
can't wait**

Our Management Committee

Home-Start Spelthorne is an independent charity governed by a dedicated Board of Trustees. The Trustees play a vital role in overseeing the charity's strategic direction, ensuring effective leadership, and maintaining robust financial management. While their responsibilities are wide-ranging, their core focus is to safeguard the charity's mission, uphold its values, and ensure its operations remain impactful and sustainable.

Our Trustees and Patron



Vivian Williams
Chairperson



Anne Damerell
Treasurer



Michael Price
Treasurer



Jenny Sice
Trustee



Kevin Bulfin
Trustee



Sue Price
Trustee



Christine Knight
Trustee



Vivien Talkington
Trustee



Dianne Roberts
Trustee



Barbara Griffin
Trustee



Tina Hunt
Trustee



Lesley Clark
Trustee



Jean Pinkerton OBE
Our Patron

Volunteer Representatives - Wendy Webb & Isobel Parr

Our Staff



Mandy Groves
Scheme Manager



Michelle Herring
Family Support Manager



Debs Dennehy
Family Support Co-ordinator



Bernie Jones
Family Support Co-ordinator



Hazel Want
Office Co-ordinator

With sincere gratitude, we thank our dedicated home-visiting volunteers for their unwavering support of families in Spelthorne throughout the year

Tracy Di Wendy Margaret Linda M Sue L Christine

Isobel Di S Hilary Linda B Kathy Grace Kimberley

Zaneta Maggie Shannon Joan Sue E Jane Leanne

Sharon Nigel Alex Liz Sharon L

Trudy Linda B Nicola Dottie Lin

Hayley Issy Sophie Jess Dareen

Anne Charlotte Jackie Jeannie Linda B Therese

Total of 42 Home-visiting Volunteers



Welcome to our new volunteers

Goodbye and thank you



Hilary Liz Sharon S

Kimberley Nicola Alex

Di S Nigel Margaret Jess

Kathy Sophie

Jeannie Charlotte
Linda Therese Anne
(also, Jackie not in photo)



Chairperson's report

It is my privilege to once again present the Chair's Report for Home-Start Spelthorne.

The past year has been one of both challenge and achievement. Across our community, families continue to face pressures from the cost of living, strains on public services, and the everyday demands of raising children. Against this backdrop, the support offered by our dedicated staff and volunteers has never been more important.

During 2024–25, Home-Start Spelthorne provided support to 87 families and 187 children, offering practical help, emotional encouragement, and the reassurance that they are not alone. Our staff and home-visiting volunteers have shown the difference, timely compassionate support can make.

We are proud of the dedication of our volunteers, who continue to give their time, skills, and energy so generously. Their commitment lies at the heart of our work. I also want to recognise the professionalism and resilience of our staff team, who manage complex challenges with care and determination.

Financially, like many charities, we have had to navigate rising costs and increasing demand for services. Careful stewardship from our Treasurer, Vice Treasurer and Trustees has ensured that we remain, for now, stable, while our fundraising efforts and partnerships have enabled us to sustain and grow our support to Spelthorne families. We are grateful to our funders, donors, and local partners whose contributions make our work possible.

Looking ahead, we remain ambitious for Home-Start Spelthorne. We are committed to strengthening our volunteer base, extending our reach to families who need us most, and continuing to champion the value of early, community-based support. The need in our community is clear, and so too is our determination to respond.

On behalf of the Trustee Board, I want to extend my heartfelt thanks to everyone who has played a part in our work this year – staff, volunteers, funders, and partners. Together, you are helping to give children the best possible start in life and families the support they deserve.

Vivian Williams



Treasurer's report

Home-Start's financial recovery has continued, thanks to successful bids by our scheme manager and the efforts of our amazing fundraising committee. This is no guarantee for the future, of course, but we ended the year with free reserves of 7 months costs, which is a very satisfactory position. Spelthorne Borough Council remain our principal funders, and we greatly appreciate their continuing support. For the first time, Surrey County Council have not funded us at all, although they are the authority responsible for social services, but this will change in 25-26. BBC Children in Need have given us a new grant, which is much appreciated. Some support comes in kind, such as the Cadent grant to give slow cookers to families.

We were able to give our staff a well-deserved pay rise, so salary costs have risen, but other costs have been contained.

It is our pleasure to record our thanks to the many donors and friends who have contributed to this improvement. They are listed on the inside back cover. We were able to give each family a really good Christmas present again this year, to cheer up a hard winter.

Financial risks and procedures are reviewed regularly, and we have agreed an 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.

Michael Price has now taken over as treasurer and Anne is enjoying a peaceful retirement.

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

Anne Damerell and Michael Price



Accounts 2024-2025

Accounts for the year ending 31 March 2025

	24-25	23-24
Receipts		
Spelthorne BC	40,613	56,370
Surrey CC		36,861
BBC Children in Need	23,877	
Heathrow comm fund	13,765	
BUPA	7,851	15,500
National lottery		19,996
Shepperton Parish charity	5,000	
Cadent	4,500	
Community Foundation		10,000
Home-Start UK		8,000
St Faith's	3,125	3,125
Clarendon Family Centre		4,640
Donations	10,203	11,398
Fundraising	23,066	30,468
Bank interest	<u>2,030</u>	<u>932</u>
Total	134,030	197,290
Payments		
Salaries	123,884	112,480
Rent	3,110	3,302
Home-Start UK fee	3,551	2,209
Expenses	2,743	3,729
Pensions	1,951	1,670
Stationery & post	1,002	1,153
Insurance	1,135	1,082
Training & support	1,488	679
Phones & IT	2,045	2,555
Equipment	1,014	
Family support	1,611	1,793
Sundries	<u>833</u>	<u>236</u>
Total	144,367	130,888
Deficit /(surplus)	10,337	(66,402)

Statement of Assets and Liabilities

Cash funds on 31 March 25: £143,330 after decrease of £10,337. Of this £17,905 is money received in advance for 25-26 and £35K is redundancy and winding up costs, leaving £90,425 free reserves. All equipment is now fully depreciated.

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 for 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

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

I've now been with Home-Start Spelthorne for 30 years, and it has been the greatest honour and privilege to walk alongside families, colleagues, and volunteers throughout this journey. From the very beginning—alongside Anne and Jenny, two of our longstanding Trustees—I've witnessed the life-changing support we've offered to families across our community.

Looking back, I'm continually inspired by the dedication and kindness of our Trustees and home-visiting volunteers and staff. Each year, their compassion and commitment shine through—this year was no exception. Their work reflects the vital role we play in Spelthorne and the profound impact our support has on children and their families. The positive feedback we receive speaks volumes about how deeply our service is valued.

Home-Start works because our people understand just how hard parenthood can be. They offer a listening ear, friendship, and practical support—ensuring families receive help when they need it most. Research continues to show that children raised in stable, nurturing environments are more likely to thrive. At Home-Start, our volunteers—ordinary people doing extraordinary things—offer a hand of friendship and support that can change lives. By focusing on each family's unique needs, we help them uncover their strengths and build the confidence to make lasting, positive changes.

We are incredibly fortunate to have such a dedicated team at Home-Start Spelthorne—our staff, trustees, volunteers, and friends—who give so much of themselves. Whether it's supporting parents to feel less isolated, connecting families with local services, building resilience, governing and leading the organisation, or driving our fundraising efforts, their impact is truly immeasurable. A heartfelt thank you to each and every one of them. We also extend our deepest thanks to the families who welcome us into their homes and lives, sharing their hopes, worries, and experiences with trust and openness. It is a privilege to walk alongside them. Our gratitude also goes to our colleagues and partners, whose goodwill, expertise, and shared resources continue to strengthen our work.

A particular highlight this year was our programme of events and outings, especially the Picnic in the Park, which brought families together from across the Borough. Heartfelt thanks to The Resource Centre, our friends at Bupa, Surplus to Supper, and the Staines Society of Model Engineers for helping make these occasions so memorable.

Looking ahead to 2025–2026, funding remains a concern. But our outlook is hopeful. We remain committed to growing, adapting, and standing alongside families in Spelthorne—ensuring every child has the best possible start in life. Together, we continue to build a community of care, resilience, and opportunity. **Thank you for being part of it.**



Mandy Groves

Feedback from Families 2024-2025

Home-Start took us on despite our situation being quite unique and complex. They have ensured we felt supported, part of our community and helped us know we aren't alone

Heartfelt thanks to you and your team for such lovely gifts. I thank you guys from depth of my heart behalf of my family, everyone loved the gifts special my little one, thank you so much to the whole team

They were a lifeline when I really needed the support. They are an outstanding service who really care and support all their families

All staff have listened so well to us. It's always lovely to hear them retell events we have been at or previous conversations, it truly showed they listened and cared about us all. When we have shared our child's milestones, they have been so kind to remember where he started and congratulate him on his progress

We have always felt supported and never patronised or judged. Home-Start have shown sensitivity to our family needs and have only ever given positivity in assisting us

Our volunteer was kind and approachable. As a parent I felt I got on really well with her and we could share experiences, work together as a team and enjoy each other's company. With my son, I felt she had a wonderful understanding of his needs and made every effort to be with him in the ways he needed, with his limited mobility and communication

I'm lost for words. I can't thank you enough for all the presents. You saved Christmas this year. When I think back to last year I had no gift for my daughter.

We would just like to thank all the members of Home-Start who have been involved in supporting us. Thank you particularly to our wonderful volunteer for becoming like a part of our extended family, it has been a pleasure to welcome you into our home

Home-Start has helped me feel supported during challenging times, it has given me confidence, positivity and structure

All the Home-Start team are so kind. Very understanding and accommodating. Would highly recommend

Great support, excellent days out, ongoing support and friendship

Home-Start has given us friendly support and encouragement. We have felt that we have had a safe space to express our worries and concerns, and that the charity has supported us by looking into ways to improve our day to day lives

Our volunteer made every effort to get to know our child and his own individual needs. She developed a positive relationship with him, and he felt happy and comfortable to be himself around her. We felt lucky that despite his medical/developmental needs, our wonderful volunteer learnt his likes/dislikes, mannerisms and his methods of communication including Makaton

Annual Statistics 2024-2025

Total number of referrals received - 88



31 - Health
21 - Family Centres
14 - Mental Health Services



7 - Social Care
3 - Education



3 - Early Support Team
4 - Other
5 - Self referrals

Supporting families

In the last year we are proud to have worked alongside
87 families

**Transforming the lives of
184 Children**

We supported families by
Volunteer and staff home-visits
Group support
Parenting Courses
Occasional Support
Outings and events



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



Shepperton Parish Charity
Cadent
St Faiths
Clarendon Family Centre
Tesco Community Grant Sunbury
Benevity
St Michael Catholic Primary
Hughmark Markets
Elmsleigh Centre
Forrester's Financial
Tesco Community Grant Stanwell
Shepperton Allotment Ass
Primark
Staines Society Model Engineers
K Howkins
X Herring
I Acar
K Kavanagh
S Lanigan
V Talkington
J Sice
L Nicholls
P Gray

Home-Start UK
Shepperton & Sunbury Rotary
Voluntary Services NS
The Picture Palace Sunbury
Michelle Rogers
Co-op
Staines Parochial Charity
SPAM Carer and Toddler
Runnymede Runner (Staines 10K)
Anna-Marie Goodacre
Manna Foodbank
B & O Griffin
L Butcher
B Scott
P Newman
W Webb
K Bulfin
S Boyd
T Hould
S Crookes
C Bedwell
T Ahmed
G Williams

Stanwell Events
Surplus to Supper
Staines Rotary
VSNS Sparks grant
Ash Women's Club
Wave 105
J Harris
Attic Storage
Sanda Connolly
Jane Murphy
P Connolly
L Underwood
L Burton
A Wetherell
J Nash
V Williams
C Fairhurst
Harris & Hoole
N Wilson
I Parr
C Knight
G Gamble

Thank you to
Sharon Berry our Volunteer administrator,
to our Friends of Home-Start Spelthorne,
all our volunteers who donated their expenses,
everyone who sponsored our fundraisers,
members of our Gold Club and 100 Club,
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

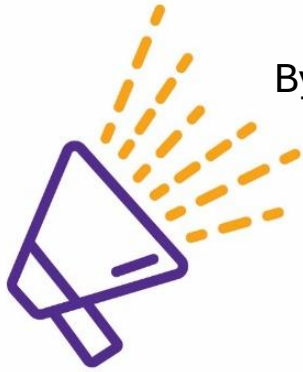
By joining our Management Committee

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 2QJ

Telephone No. 01784 463200

E-mail: info@home-startspelthorne.org

Website: www.home-startspelthorne.org

Facebook: www.facebook.com/homestartspelthorne

