

HOME START

Spelthorne

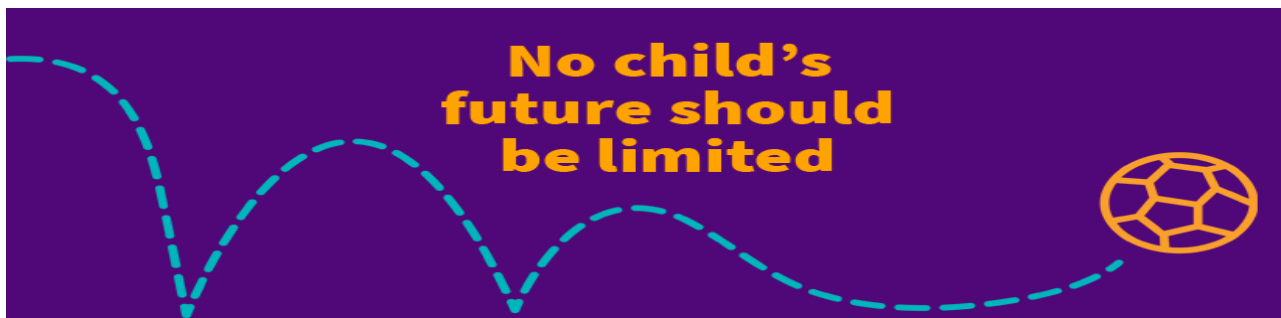


Strategic and Operational Plan 2023/2028

No child's future should be limited

Reviewed 10th February 2026

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 26 years Home-Start has received over 2200 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.

The Essence of Home-Start Spelthorne

Our Principle

Home-Start believes that children need a happy and secure childhood and that parents play the key role in giving their children a good start in life and helping them achieve their full potential.

Our Mission

Home-Start offers support, friendship and practical help to parents with young children, in local communities. 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.

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

The Home-Start Approach

To Home-Start, every family is special, and we respond to each family's needs through a combination of home-visiting support, group work and social events.

Local Home-Start's are rooted in the communities they serve.

They are managed locally but supported by the national organisation.

This offers direction, training, information and guidance to Local Home-Start's and ensures consistent and quality support for parents and children wherever they are.

Our Vision

Home-Start wants to see a society in which every parent has the resources and support they need to give their children the best possible start in life



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



Mick Price
Treasurer



Anne Damerell
Trustee



Sue Price
Trustee



Kevin Bulfin
Trustee



Christine Knight
Trustee



Vivien Talkington
Trustee



Dianne Roberts
Trustee



Barbara Griffin
Trustee



Lesley Clark
Trustee

Our Patron



Jenny Sice

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



Our Commitments

Home Start is committed to the Equality Act 2010 and Human Rights Act 1998, and has developed an organisational culture that respects equality and human rights, welcomes everyone and values difference in all aspects of its work. To help us achieve this, Home-Start has in place policies and procedures relating to trustees, staff, volunteers and service users that are designed to uphold the rights enshrined in both Equality Act 2010 and Human Rights Act 1998. Home-Start ensures all its other policies and procedures comply with these fundamental statutes.

Home-Start is committed to safeguarding and protecting the welfare of all who use and deliver its service. We recognise that we have a responsibility to protect the welfare of children and adults at risk through our support for families and to ensure that they are protected from harm.

Home-Start has no statutory remit or role to investigate but acknowledges a responsibility to pass on to the appropriate statutory agency concerns in relation to the safety or welfare of a child or adult at risk so that these concerns can be assessed. Where there are concerns about the safety or welfare of an adult at risk this policy and these procedures will be followed and information will be shared with the relevant agencies in order to protect them.

We will achieve all the standards of the Home-Start Quality Assurance scheme and fulfil our obligations under the Home-Start UK Agreement.

We will fundraise ethically and seek grants to maintain a balance between costs and statutory funding. The scheme has done a full assessment of financial and other risks. We will be a good employer of staff and volunteers and maintain high professional standards towards all service users.

We will maintain good relations with referrers and other health and social care professionals; with representatives of borough and county councils including the new unitary authority of West Surrey; with existing and possible donors; with other community groups; and of course with the children and families of Spelthorne. We will manage these relationships proactively and respond to changes within our community.

We will promote and uphold the good name of Home-Start in our local community and more widely.



Our four Strategic Commitments

Led by our passionate movement of Home-Start Spelthorne volunteers, staff and supporters, we will bring our vision to life for families through four strategic commitments.

Growth

A collective ambition to reach and support more families.

More parents with young children can access support in a way that works for them.



Voice



Home-Start Spelthorne will stand alongside families to make the case for support.

More families reducing crises as a result of receiving appropriate early support.

Inclusion



Home-Start Spelthorne will always advance inclusion and equality in all we do.

Everyone will feel included at Home-Start.

Impact

Home-Start Spelthorne will continue to identify, respond to and meet the needs of our local community.





Our Ambitions

Ambition 1 - Growth



Home-Start Spelthorne will increase the number of families it supports each year. We will use group work to help reach and support more families.

Measure: increased numbers of families supported ; more group work developed over next five years. Review development of staff team to increase number of volunteers over the next five years.

Home-Start Spelthorne will continue to review staffing structure to assess capacity to manage workload and continue to grow. This may have other resource implications as we would need to access more funding for increase in staffing, training, & support for volunteers.

Ambition 2 - Voice



Home-Start Spelthorne will empower families to manage crises, by providing early help and preventative support.

Measure: Service user feedback gathered at final assessment meeting. Also feedback from referrers and other agencies.

Ambition 3 - Inclusion



Home-Start Spelthorne will recruit and identify a Trustee from a BAME background to lead and support better representation of BAME or marginalised families.

Staff and trustees to undertake E&D Diversity Awareness training.

Recruit more volunteers from BAME backgrounds to better represent the ethnic diversity of the local community.

Measure: E&D issues regularly on agenda for Policy and Practice committee, team and MC meetings. Voices of marginalised people are heard and supported.

Ambition 4 - Impact

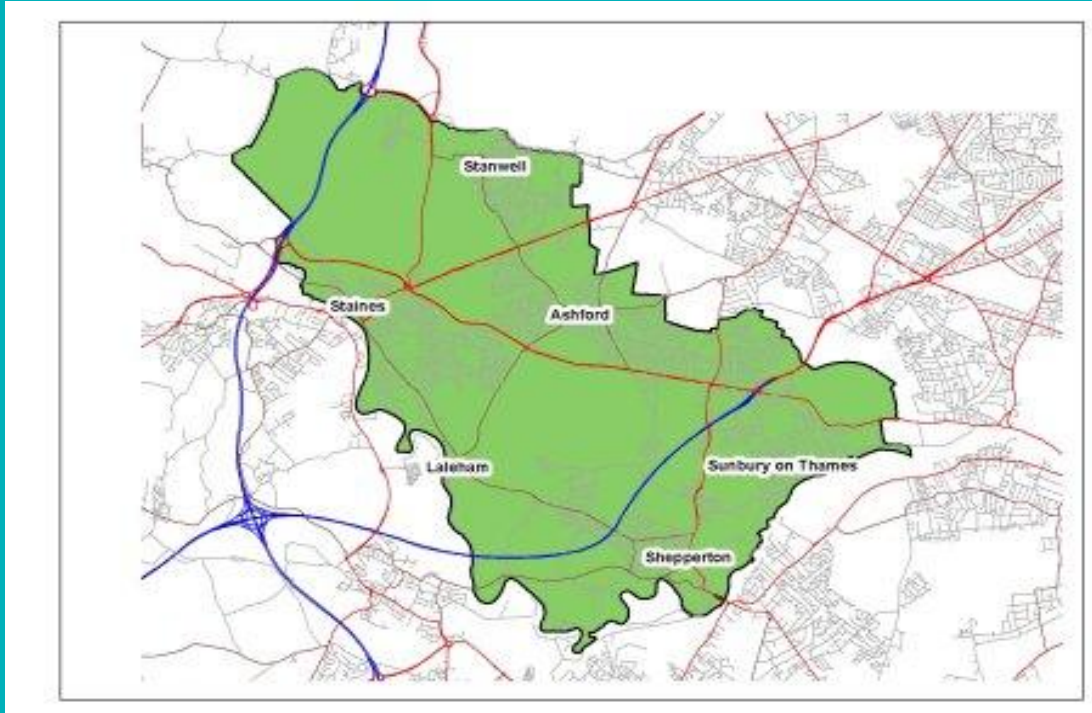


Home-Start Spelthorne will continue to build links and relationships with health, education and social care agencies, to work in partnership.

Measure: Minutes of meetings , varied referral sources and examples of collaborative working. Impact of interventions will be measured via the HS UK Outcome measures and service User feedback.



The Borough of Spelthorne is a local government district and borough in Surrey, England. It includes the towns of Ashford, Laleham, Shepperton, Staines-upon-Thames, Stanwell and Sunbury.



The Borough of Spelthorne comprises 65% Green Belt, some 14% of the borough is covered by water either through reservoirs or rivers.

Located 15 miles west of central London, Spelthorne is a compact urban area with a population of approximately 103,000 people covering 20 square miles, bordered by the M25 to the west, the River Thames to the south and west, London borough of Richmond upon Thames to the east and Heathrow Airport to the north.

Within Surrey Spelthorne has the second smallest area and the second highest population density and the highest percentage of people with bad health.

The ethnic mix in Spelthorne is 78.6% white: 12.8% Asian/ Asian British, 2.5% Black/Black British/Caribbean or African: 6.1% are from mixed, multiple or other ethnic groups.

In general, in health, ethnicity, affluence Spelthorne is much closer to the national average than the rest of Surrey.



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



**For parents
when they
need us most**