



HOME-START SURREY HEATH FAMILY SUPPORT CHARITY 30TH ANNIVERSARY ANNUAL REPORT

Home-Start Surrey Heath provides a unique service for families – recruiting and training volunteers to support parents with young children at home



DELIVERING 30 YEARS OF SUPPORT FOR LOCAL FAMILIES



1989 Home-Start Surrey Heath was launched in May, being jointly funded between Social Services and National Children's Homes for its initial 3 years.



1990 First Anniversary celebrated with a visit from HRH the Princess Royal and coverage by the local media.



2000 Quentin Blake, famous for his illustrations of Roald Dahl's childrens stories kindly designed a new logo for Home-Start.



2004 The core work of the scheme has always been home visiting but several Family Groups have been in operation at various times in response to local demand. In March 2004 a Family Group Worker joined the team for 18 months to work in a new Family Group funded with community money from local councillors.



2005 Change in structure to become a Company Limited by Guarantee.



2007 The scheme has moved several times throughout the area before coming to its current location at Stuart House, Plantation Row.



2007 Due to expiration of licence to use Quentin Blake's logo, new branding launched.



2010 Family Group established after we were approached by the Army Welfare Office with regard to running a Home-Start group for army parents at Garrison Community Hall, Deepcut. Finally closed its doors in October 2014. This group was also open to families being supported through home-visiting.



2011 Funding secured to run a 10 week Depression Support Group, facilitated by a Clinical Psychologist and Home-Start's Scheme Manager. Volunteers and staff manned a crèche and Pine Ridge Children's Centre kindly provided accommodation and facilities.



2013 The scheme became part of a consortium of 8 Surrey schemes with Home-Start Surrey.



2019 The charity celebrates its 30th year of supporting families in the borough – we are the oldest scheme in Surrey. Home-Start launches new brand identity.

Delivering 30 years of family support

Who Are We

Home-Start Surrey Heath (Home-Start) is an independent charity which supports families where at least one child is under 5. We are part of Home-Start UK, one of the UK's leading family support charities with a national network of over 250 schemes. As an independent charity we raise our own income to cover our running costs. We receive no financial support from Home-Start UK, although we benefit from their policy framework, training and Quality Assurance. Home-Start is a local community network of trained volunteers and expert support helping families with young children through their challenging times. We are there for parents when they need us the most **because childhood can't wait**.

Structure, Governance and Management

Home-Start Surrey Heath is a children's charity working in the borough of Surrey Heath. The charity was established in May 1989. The scheme became incorporated as a company limited by guarantee on 16th November 2005 (company number 5624606) and is a registered charity (registration number 1114199). Directors of the company are also charity Trustees for the purposes of charity law and under the company's Articles of Association are known as members of the Board of Trustees. As of May 2019, our trustee board comprises:

Chair - Ros McGibbon
Treasurer - Shantha Thirulchevan
Trustee – Liz Northcott
Trustee – Olive Proudfoot

Trustee – Bill Scott
Trustee – Christine Foster
Trustee – Elaine Cohen

Parents supporting parents

At the heart of Home-Start's work is home visiting volunteer support. We work with families in our local community, starting in the home. **Our approach is as individual as the people we're helping.** No judgement, it is just compassionate, confidential help and expert support. Families struggling with their mental health, isolation, physical health problems or disabilities, bereavement and many other issues, receive the support of a volunteer who will spend around two hours a week in a family's home supporting them in the ways they need. We also hold day trips, and organise a Christmas party and help access local services, as well as lots of other support.

Why do we do it

The earliest years make the biggest impact: Home-Start Surrey Heath makes sure those years count so that no child's future is limited.

The issue

A child's earliest years are irreplaceable. Without a stable, loving and nurturing environment, a very young child will not develop the vital foundations they need. They will not develop the skills that help with everything from their behaviour, their ability to learn, their confidence or even the some of the most basic things, like being able to go to the toilet by themselves. Once the chance is missed, making up lost ground in later life is difficult, expensive and often just doesn't happen. Local authorities are so overstretched and funding is sparse across the UK. The lost lives of opportunity are a national failing. A child's future shouldn't be blighted before it's even started.



“Very satisfied with my support. I feel I was listened to and supported. HSSH has helped me to access Children's Centre and local toddler groups. It gave me someone to talk to, reassurance with such a difficult baby and support for my own health care needs. I would definitely recommend HSSH.” **Family Feedback.**



Supporting Children
and their parents



Providing
compassionate, and
confidential support



Support starting in
the home



Making Early Years
Count

Working together

Home-Start Surrey Heath works in partnership with health visitors, Sure Start Children’s Centres, schools, Surrey County Council Children’s Services, Surrey Heath Borough Council Family Support Team and other local charities who refer families to us. We also partner with seven other schemes in Surrey.

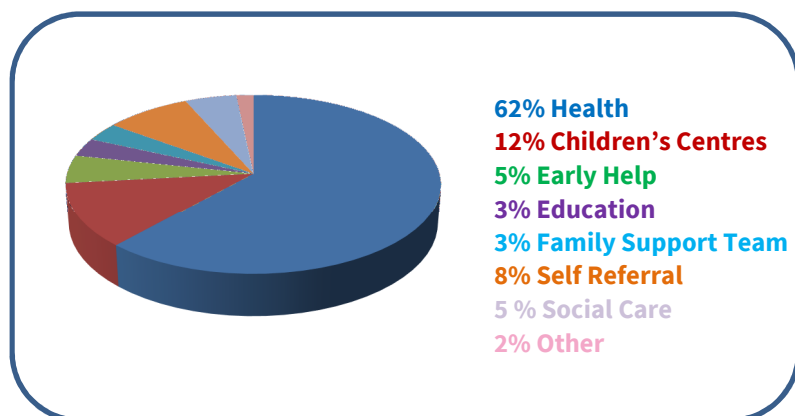
Performance

For the period April 2019 to March 2019, Home-Start Surrey Heath received 60 referrals. We supported 54 families, with 128 children, using the skills of 32 volunteers.

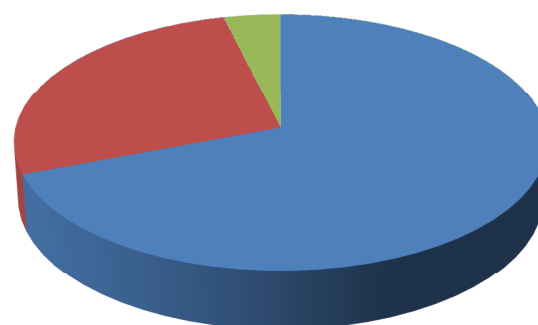
Facts and Figures

Type of Family Support	This Year (ending 31.3.2019)	Last Year (ending 31.3.2018)
Total number of families supported	54	53
Total number of children supported	128	129
Total number of Home-Visiting Volunteers	32	34
New referrals received	60	54
Occasional Support	14	11
Total number of part time staff	4	4

Referrals by Source



Effectiveness of Support*



69% Very Effective
27% Effective
4% Limited Impact

*Based on 26 responses received during 2018-2019

Scheme Manager’s Report – Stephanie Waight

I started work with Home-Start Surrey Heath in 1996 and times seem to be getting increasingly harder for us working in the charity sector, predominantly with regard to funding in these challenging times. A major part of my role now focusses on guaranteeing we have sufficient funding to ensure continuity of the scheme - through funding applications to potential funders and the reporting and compliance requirements asked of us, both by funders and statutory bodies, which grow ever more onerous. However, despite this we continue to support a similar level of families and children year on year, through our loyal and dedicated team of home-visiting volunteers. The fact that we are celebrating 30 years of family support this year is a fantastic achievement – we must thank all those volunteers, both past and present - we are immensely grateful for their crucial work in the community. My particular thanks also go to our board of trustees for their continued support and to Mel, Dorothy and Sam for all their hard work. Finally, we are very grateful to our funders – both large and small – who appreciate the value of our volunteers’ essential work.

Being a parent can be lonely, frustrating and overwhelming. Home-Start volunteers work alongside families to give compassionate and confidential support.

Home-Start's team of trained volunteers make sure a child's early years count. By volunteering just a few hours each week, our volunteers can transform the lives of young children and their parents in our community. Our volunteers provide peer-to-peer, relationship based support to families. We use our experience and local knowledge to ensure that support is shaped by parents to get the best results for children.

Children's essential social, emotional and life skills are developed when they are babies and young children. Those who have stable, loving, consistent, fun childhoods have a greater chance of developing into healthy teenagers and happier adults, with better job prospects, healthy relationships and improved mental and physical health.

We believe that it is crucial to spend time with parents and their young children.

Home-Start's approach means that families who haven't felt comfortable engaging with other services feel able to work with our volunteers.

To us, it makes more sense to spend £1,000 to support a family with young children for a year - before their problems escalate. The alternative is to keep on spending " £17 billion per year on addressing damaging problems that affect children and young people such as mental health problems, going into care, dropping out of school, unemployment and youth crime". (Source: Early Intervention Foundation).

For the period April 2018 – March 2019, there were 32 active volunteers offering their time, energy and friendship to help parents achieve their desired outcomes and create happier lives for their children. Our volunteers are of different ages and come from diverse backgrounds and cultures, but share the same desire to give back to their community and help others who are going through a difficult time. In March 2019, 10 new volunteers successfully completed our volunteer preparation course. Welcome to Clare, Hannah, Harriet, Jane, Jacqui, Murielle, Sarah S, Shelly, Zoe B and Zoe G, who join our existing team of volunteers.



Chairperson's Report – Ros McGibbon

This year is our 30th anniversary, we are the oldest scheme in Surrey and I am pleased to report that I attended the inaugural meeting in 1989. I was a student health visitor on placement at a GP surgery in Camberley. The health visitor I was with, was very sceptical about this new charity established to support mothers with volunteers, as she was convinced that **only** professionals could give the appropriate support. During my 17 years health visiting in other parts of Surrey, I made many referrals to Home-Start, and I know first hand what a valuable contribution to families' lives Home-Start has made. I am pleased to report that the Scheme here in Surrey Heath continues to support those families who require some extra help at a stressful time in their lives. Surrey Heath is considered a prosperous area and it is generally assumed by some, that social needs, domestic abuse, disabilities, mental health and poverty, is less of an issue here than in other areas. These problems do exist, and our volunteers make an excellent contribution in improving the wellbeing of these families. I am pleased to report that we had 10 Volunteers on our last volunteer preparation course.

I would like to thank our staff Stephnie, Mel, Dorothy and Sam, my fellow Trustees, and the volunteers for all their hard work in making the Scheme successful. I would like to thank the individuals, companies and organisations who continue to support us financially and the fundraising committee who have also made a valuable contribution to our funds. We also receive a contribution from Surrey County Council, however, this year the application for funds is more complicated and we may have to work with other charities in order to receive funding, it is a complex process, though we have managed to complete Phase One. I sincerely hope that with sufficient funds, Home-Start will continue to support families in need for the next thirty years.



First Year Celebration – 15th May 1990

PRESS RELEASE - Princess Anne to visit Home-Start

Princess Anne is visiting a scheme involving children called “Home-Start” during her Tuesday visit to Camberley.

Princess Anne will later be attending the opening of Pinehurst, Camberley – Surrey County Council’s latest resource centre for the elderly.

Home-Start is sited at the Old Ambulance Station in Frimley Road and the Princess Royal will be arriving there at 9.10am to talk to families and volunteers about their work.

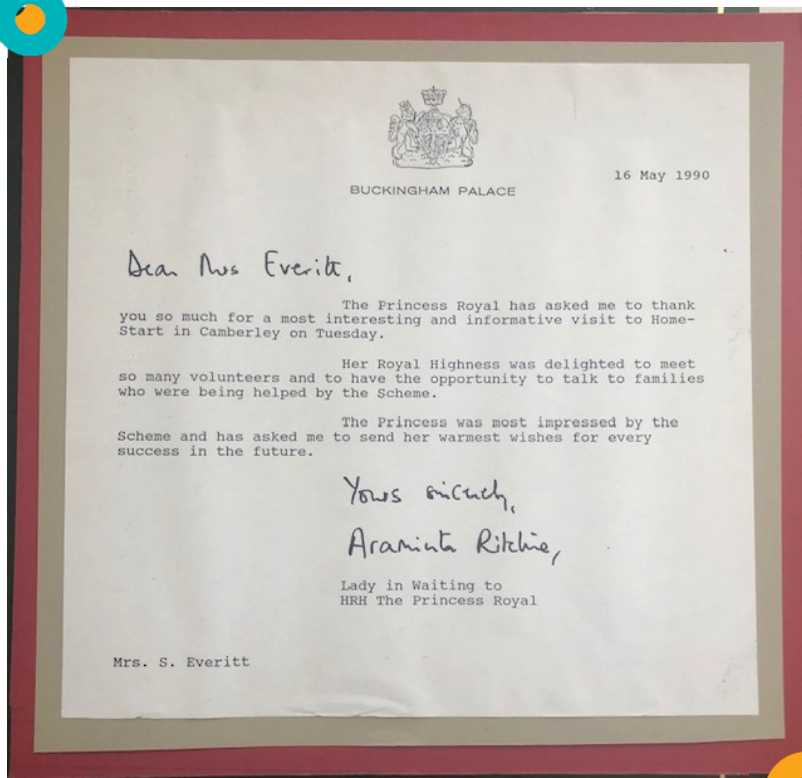
Later, as we reported last week, the Princess will move on to

Pinehurst, which is a home and resource centre for the elderly.

At Frimley Road she will learn that Surrey Heath Home-Start is one of national network of over 120 Home-Start schemes. Each one has volunteers who visit families in their own homes to offer support, friendship and practical help. After attending a preparation course volunteers are available to visit any family (which has at least one child under five) who is experiencing stress or difficulty for whatever reason.

Each volunteer is carefully matched to a family and through a

friendly relationship will encourage the parents’ strengths and ability to cope. The volunteer will also enable the family to make use the many other resources within the community. The Home-Start approach has proved an effective way to support families and has played a significant part in preventing family breakdown and crises developing – into the bargain it is very cost effective! Surrey Heath Home-Start is a project managed by the National Children’s Home and is jointly funded by Surrey Heath and Working Area Social Services.



*“Knowing that I had someone who was coming to help me once a week worked well for me. Have a HS volunteer has helped me to feel more bonded with my daughter and also to feel less isolated than I did before. My volunteer was like a fairy godmother. I would definitely recommend HS.” **Family Feedback.***

Volunteer Report

I started my journey as a Volunteer after retiring from work. Knowing everybody, but not knowing what to do! So I felt a little bit like a new girl when I started the Volunteer Training Course. I didn't know anybody and I didn't know what to expect! What a lovely welcome I received from both the Team and the volunteers. Ours was a small group of ladies who hit off straight away.

I must say, things have changed a lot since I had my children. The training was invaluable and at no time did I feel out of my depth. It was very informative and also good fun. The weekly sessions passed by very quickly. I was then matched with a Family. I felt excited and apprehensive at the same time. Again, no need to worry on that part. You are matched to a family that suits you.

My first family was a lady who had twins, her family lived abroad and she did not drive. The logistics of getting out and about with the twins was very daunting for her. It made her wary about going out and she felt lonely. Little by little, I was able to help her get into a routine in order to be out and about. We went to toddler groups together, short walks and trips to the shops. As anyone with twins will know, this is not easy. I felt so proud when she told me she had done all of these, all by herself and that I had helped boost her confidence. Then it was time for another family to help.

My second family was a mum who had two children, one at nursery and a baby. Her first pregnancy had not gone too well and she needed to be able to do exercises to help her get back into shape. The first baby had also been quite poorly and had to stay in hospital for a while. So, although she was a second time Mum, it was all new to her with the baby. Also her husband worked away a lot and she felt she had no one to talk to. We went on walks together which enabled us to have a good chat. I went to appointments with her and helped her get into a routine. Things improved and then she finished Maternity leave and it was time to help another family.

My current family is a bit more complex. They have 3 young children, one with significant health needs, which has been difficult for all parties. At the moment I support the Mum by playing with the younger ones, whilst she deals with the complex issues that come with the situation. The mum herself suffers from various health issues, the main one being significant and she is concerned about going out. We are making small steps in going to a nearby park. As she does not get out, or see people regularly, we sometimes just have a chat about everything and nothing!

I have also joined the Fundraising Committee. This has been a great opportunity to raise awareness of Home-Start. So as you can see, each family is different, but at times they are very similar – often thinking they are the only one with problems. **Never under estimate what you are doing. Sometimes it's the little things that make the biggest impact!**

"The Paediatric First Aid course was so invaluable. Literally a week after the course, the 1 year old started choking really quite badly. Having attended the course really helped. Had I not done this, my reaction would have been very different and I'd have panicked and wouldn't have known what to do".

Volunteer Feedback.



Family Report

I was referred to Home-Start by our Health Visitor, because I felt isolated after moving home and needed support with my son who is possibly autistic, whilst also dealing with my own health problems. I was a little reluctant at first as it was hard for me to admit that I needed help, but since meeting all the staff, I've been overwhelmed with their kindness. We were matched with an amazing lady who had experience with special needs children. Several months on, it's like she's always been here and a part of our family. She is brilliant with my children who adore her and she not only understands their needs, but takes the time to check I'm ok too. **Home-Start have truly changed my life for the better and I would 100% recommend them to anyone.**

Research by academics at Cardiff University, which has been supported by Home-Start UK, has shown that nearly 95% of people suffering with mental health issues saw an improvement thanks to the support of a home-visiting volunteer. This is one of the largest academic studies into the work of the charity sector with families. Researchers found that completing Home-Start support resulted in high rates of improvement in the most stressed families, including 96% of those facing isolation, 94% of those facing low self-esteem, and 95% of those coping with mental health issues. It also showed volunteers can be as effective as more specialist paid workers in many situations, such as working with large families and disabled children.

Our solution: making early years count

Treasurer's Report – Shantha Thirulchevam

In my first year as the treasurer for Home-Start Surrey Heath, I am very privileged to be part of its 30th anniversary celebrations. Fortunately, I was able to get hold of the charity's Finance reports for the year 2010 (9 years ago), then the Reserves balance revealed was £56.2k. I am very pleased to report that it continues to remain in the same healthy financial position as in the past. My heartfelt tribute goes to the founders for their passion and foresight in projecting the principles of non-judgemental support and care to the families at minimum costs as possible; my admiration to the members of the staff for their team work and my genuine respect to our past and present volunteers for their commitment and achievements.

We passed the 30th year remarkably achieving a total donation of £72.5k. My gratitude goes to the scheme manager and her support staff and to our fund raising committee for their substantial effort in raising the funds. We are particularly indebted to our loyal donors and supporters who have contributed so much through all these years, to achieve our goals, also to the promotion of our service to the local community. Sadly, our main donor and the promoter, Surrey County Council, is changing the way it works and is putting services out to tender. Soon we will be facing a very difficult situation especially after so many years of receiving an average of 50% of our total income. There is a new Fundraising strategic plan committed for the current year and we are hoping to organise many public events as possible to get more connection to our local community. Thanks also to Olive and the Fundraising Committee for their hard work. Our organisation is always looking into new ideas and sources to build up our funding.

The charity's costs are gladly always within the annual budgets, which we are proud of, but with the considerable economical changes, the costs are always rising. Our 2 main high expenditure zones, namely, the premises and the staffing, are very important and play a very active role in running our charity and are unavoidable. My sincere gratitude also to our landlords, The Camberley Baptist Church for their continuous support, aiding our financial stability. Furthermore, we are periodically scrutinising the other areas to keep our costs to a minimum.

Every year, our accounts are externally examined by an independent examiner in accordance with the Charity Commission legislations and regulations and decreed an accurate representation of our finances. I express our thanks to Warner Wilde, Chartered Certified Accountants for their constant excellent service.

As a member of the management committee, I am keenly looking forward to extend my service to Home-Start Surrey Heath. Along with my fellow trustees, together with our team of unique staff and volunteers, hopefully, we will all successfully reach another 30 years of our impressive and vital service to the community.

We would also like to extend a big thanks to the many trusts, foundations and individuals who have supported us during the period April 2018 to March 2019 including: Mr Ian Andrew ♦ BBC Children in Need ♦ Body Shop, Camberley ♦ Butterflies Toddler Group ♦ Churchill Foundation and Stokes Lodge staff and residents ♦ Co Op Community Fund ♦ Deepcut WI/C Heath ♦ Eli Lilley ♦ Lazard & Co ♦ Magdalen Hospital Trust ♦ Mr & Mrs McBride ♦ Mytchett Ministeries ♦ Surrey County Council ♦ Waitrose Sandhurst ♦ Volunteers who donated their expenses and Windlesham Village Picnic Committee. Thank you!

For support, to volunteer or to donate contact:

Home-Start Surrey Heath, Unit 1, Stuart House, Plantation Row, Camberley, Surrey GU15 3ER

T: 01276 681121

E: office@home-startsurreyheath.org.uk

W: www.home-startsurreyheath.org.uk