



Support and friendship
for families

Home-Start
North West Hampshire

Home-Start North West Hampshire Annual Report 2013 – 2014





Chair's Report

I write on behalf of the Trustees to report another successful and very busy year. Moving to the new open plan offices from our very comfortable home at Homeport House was a little intimidating but very efficiently organised by staff and it does not seem possible that we have been in our new home for just over a year. Our staff have coped amazingly well with the new system of working and despite a few teething problems have developed a good relationship with on-site Hampshire County Council employees. They are to be commended for their forbearance and accepting the challenge of change.

All of our Trustees have a hands on approach and are very involved in organising or supporting our fundraising activities and give a considerable amount of time to ensure that we continue to finance the provision of our service to needy families. Several Trustees are also visiting volunteers and experience the value of the service first hand. The demand for support increases and has kept our 50 volunteers very busy and at times we have had to reluctantly close our waiting list.



The Home-Start service of weekly visiting for vulnerable families is extremely cost effective and the early intervention provided gives a vital service, particularly to those families who might, without our support, become another statistic for Children's Services.

The service we provide is managed by experienced staff, who train and supervise the volunteers who are the back bone of our scheme. However funding is always a problem and this will be particularly difficult in the next financial year.

Each scheme in Hampshire, Portsmouth and the Isle of Wight support each other through a consortium (Home-Start in Hampshire) consisting of the Chairs of each scheme, who meet on a regular basis, together with some co-opted members. For the last five years the ten schemes in Hampshire were contracted by Hampshire County Council to target 391 vulnerable families with complex needs and a child under five; this target was surpassed. The contract came to an end in February 2014 and the County Council chose to alter their criteria to cover the age group 0 to 19 years with a lesser financial value for the financial year 2014-15.

We approached other charities in an endeavour to develop partnerships to work with the older age groups but we were not successful and so we were not able to tender. We understand that this contract was never awarded. This has meant that our scheme has a short fall in the budget of £25,000 for the financial year 2014-15.

Basingstoke and Deane Borough Council have been very generous in their support of Home-Start North West Hampshire for several years. We are very aware that their budgets are severely restricted but we hope that they will be able to continue with their financial support. The Trustees on the Board, who involve themselves with finding funds, have several projects in mind, chiefly a bid to The Big Lottery. We are very appreciative of the various grants/donations we have received during the year and a list of funders can be found on page 19 of this Annual Report.

We are all concerned at the lack of importance given to preventative work with families with small children and the continuous funding that seems to be given to treating the effects of early family problems – the sticky plaster treatment. That is not to say that this



is not important nor can one give credence that Home-Start can solve all the problems, but we can do much to prevent referrals to the overloaded statutory agencies by working with families at the early stage of their problems. Patterns for life and good citizenship should be encouraged during the most formative years of a child's life and Early Years support, before a child starts school, can make all the difference to a child's life chances.

During the last year the twelve schemes in Hampshire/Portsmouth and the Isle of Wight, with more than 500 well trained volunteers, have supported over 1,000 families with more than 2,300 children. Each family being carefully matched with a volunteer and working with knowledge of the local community and its environs. Each scheme is responsible for its own governance, funding, recruitment, employment of staff and monitoring volunteers to meet the demands of a detailed Quality Assurance assessment checked by Home-Start UK.

We are very proud of the service we provide; our volunteers, the dedicated staff, our Patrons and the involvement of our Board of Trustees and I thank them all and look forward to facing the challenges we will encounter in the future to maintain the standards we have set ourselves and retain the working pattern we have developed over the last ten years.

Maggie Bates
Chair



Senior Co-ordinator's Report

It is hard to believe that Home-Start North West Hampshire has now been operational for ten years, but I am not surprised as I still believe that the service we provide is of great benefit to local families. It is therefore imperative that we strive to find the funding required to ensure that the scheme continues to exist for as long as possible. This will be no mean feat, as we are all aware that securing future funding is becoming more and more difficult for all charitable and voluntary organisations.

Many of the current staff and trustee conversations and discussions revolve around money and we are under no illusions that the road ahead will be easy. But we must not overlook how lucky we are, and always have been, to have our other essential resource - volunteers.

They are the essence of Home-Start North West Hampshire and the work we do. This includes our Trustees, Patrons and also the staff team, who also regularly work additional hours on a voluntary basis. This is how we are able to support over 100 families a year on such a relatively small budget.

Working with a team of volunteers was a new experience for me ten years ago but I now cannot imagine working in the statutory sector. The generosity of my team and their enthusiasm and willingness to help still makes me feel very humbled at times. Just the fact that they choose to commit to our cause is very special. The work they do is not always rewarding – and can even be quite challenging at times, yet they offer their time week after week for very little personal gain. Many have been part of our team for over five years, which is incredible.

As a small community charity, having a workforce who give their time freely is invaluable as it helps to keep our running costs to a minimum therefore reducing the amount of external funding we have to secure each year. It also means that our annual budget is quite low by comparison with other charities which have a large staff team to pay!



As well as supporting our group provision and fundraising events, volunteering for Home-Start can offer some diverse experiences. Our Volunteer Miranda has organised and facilitated an eight week cookery course for some of our mum's who have recently relocated to the UK (whilst a team of volunteers provided a crèche).

Volunteer Sam H is organising a Christmas Party for our home-visited families. Several volunteers also support two families each week so it is not surprising how many volunteer hours we accumulate over a year and this data is invaluable to us when applying for funding for, and reporting on, the work we do. Hence our constant nagging to ensure we maintain an up to date log of the number of hours volunteers commit to Home-Start North West Hampshire – usually in the region of 8,800 a year!

If we were to pay a living wage of £7.85 per hour for these hours we would need to find at least an additional £70,000 a year but, in reality, as our volunteers are a skilled and experienced workforce, it would cost a lot more than this. This proves what good value for money our service provision is!

Money may make the world go around and it is certainly an essential cog in our wheel but it is our volunteers who really help the families we support to turn their lives around and I am very grateful to have such a generous, kind and willing team.

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Philippa King
Senior Co-ordinator

A Supported families story...

Tim and Rebecca Frogley are both 34 years old and they are currently serving in the RAF. Tim is a logistics officer and works at Head Quarters Army Command in Andover and Rebecca is a Chinook Crewman Instructor serving at RAF Odiham, and has just returned to work following her period of maternity leave. On the 6th November 2013 their lives changed forever with the birth of their naturally conceived triplet girls, their first and probably their last offspring! Jessica (4lb 7), Katie (4lb 12) and Bella (4lb) were born at Basingstoke hospital at one minute intervals by c-section.



For the first three to four months the girls needed feeding 6 times a day at four hour intervals, initially with expressed breast milk but then predominantly formula which entailed washing, sterilising and refilling 24 bottles a day not forgetting the cleaning and sterilising of the expressing kit and bottles. To add to this work there was a minimum of 24 nappies to change and on average two loads of babies washing to do a day (depending on accidents!) . Rebecca spent 3 hours a day expressing milk using a hands free double pump (so she could still wash up and do the housework). It took her body nearly four months to recover from the pregnancy and c- section - she had put on an additional 50% of her body weight while pregnant which made completing any practical tasks more difficult.

The couple did have some help from both sets of grandparents but they did not live locally so the support of two Home-Start volunteers was paramount to Rebecca gaining her independence back and ensuring that was some degree of order to each week! Their volunteers, Julie and Pam, both visited once a week each for about three hours. They helped with feeding the babies, changing nappies, washing bottles, general housework or simply just playing with the babies while Rebecca caught up on some sleep.





All help received enabled Rebecca to relax a little and spend some quality time with her babies instead of rushing around the house like a mad woman. Pam and Julie also helped Rebecca and the girls get out and about, helping them to go shopping, attend medical appointments, go out for a walk or even for lunch!

These may seem simple tasks but even a short trip to the shops for a couple of items can become an epic amount of work with three babies. In addition to physical help Julie and Pam gave Rebecca advice, encouragement and the confidence to become more independent to venture out of the house.



Rebecca and the girls also attended Home-Start's fortnightly Multiple Birth Group sessions – along with another family who have eight week old triplets and 13 sets of twins. Parents report that the highlight of each session is the opportunity to eat a hot meal which is provided by staff, whilst volunteer's look after their children. This gives the mums and dads the opportunity to share ideas and experiences, offer each other emotional support and friendship and also gives them a little respite from their busy daily routines.



Rebecca and Tim remain great supporters of Home-Start North West Hampshire, having had first hand experience of the work we do.

Volunteer: My experience so far...

It was about a year ago that I noticed a request in the Chineham Chat for Home-Start volunteers. The more I read, the more my interest grew. I needed a challenge and additional purpose in my life, and thought my own parenting skills and the educational experience gained at the local junior school would be useful. The Home-Start training course I attended was an enjoyable and informative, run by highly dedicated and committed personnel, who encouraged and supported me. The atmosphere was warm, relaxed and friendly and I looked forward to going every week. My placements have set different challenges and competences. Firstly, the families and I spent time getting to know each other; we discussed their concerns to help enable them to identify their needs. Outside agencies were accessed for added and ongoing support; their expertise and assistance in their specific fields was invaluable. It wasn't all plain sailing, and at times I had to expect the unexpected, but with continued support from Philippa and Jane my confidence in my abilities grew. I look forward to my next placement and hope to achieve a positive outcome.

Jan Ogilvie, Home-Start North West Hampshire Volunteer

Family quotes & thank you's

"Home-Start has helped me and my children to learn so much about each other, and each others needs and without them I would not be where I am today. I never had confidence in myself or thought I could achieve anything but thanks to my volunteer I have so much now that I never had before."

From a mum who has found her volunteer invaluable

"A very big thank you to you all for your hard work and dedication to helping us struggling mums! It really means a lot to know you are there and ready to help in any situation."

From a mum who attended our Family Group

Group Settings Report

The majority of our work is done in the families home on a one-to-one basis. However, we also provide the opportunity to get families together to share their experiences and enjoy opportunities to play and be creative with their little ones in our group sessions.



Home-start North West Hampshire ran three family groups during this period. The Tadley and Basingstoke Family Groups met once a week during term time at their respective halls. Both groups were well supported and many of the mothers established strong friendships within the groups which have continued to develop and they now support each other socially. This is very important in helping mothers progress beyond the security offered by our groups.

The Multiple Birth Group met once a month at Ramsdell Village Hall. This group was permanently oversubscribed and it remains very popular with the families. Sometimes dads and extended family members also attend to experience the happy chaos that ensues in our sessions.

The Christmas parties at all groups were a highlight of the year with two of our male trustees "enjoying" the role of Father Christmas. Every child was provided with a gift, many of which had been supplied by Ramsdell and Baughurst churches and the toy collection at Asda. Our thanks to these supporters cannot be over emphasised.

The groups are successful due to the commitment and support that we can give families who would not have the confidence or ability to attend a regular Mums and Toddlers group. The structure of the groups helps the children with their confidence in interacting with other children and adults other than their parents. This is only possible with the continued support of Kerry our Family Group Worker and our band of loyal volunteers.



Sue Bailey
Family Lead Group Worker



Thank you to all our Volunteers.....

We could not provide our service to families in the Borough without the dedication of our wonderful volunteers. We welcomed 14 new volunteers this year. In addition to facilitating our volunteer preparation course, we ran a number of ongoing training sessions including a Paediatric First Aid Course and an Awareness of Mental Health and Domestic Violence Issues.

Our thanks go to:

Janette, Heather W, Sally, Sue B, Evelyn, Christine, Sarah, Sam W, Tricia, Marion, Jo T, Ruth, Sam H, Miranda, Heather B, Alan, Carolyn, Liz, Jan R, Pam, Jo A, Sandie, Maria, Julie, Kathryn, Janet, Pat J, Paula, Angie, Steve, Elizabeth, Judith, Pauline, Lynda, Donna, Gill, Sue C, Mary, and Ann.

We welcomed new volunteers:

Penny B, Jan O, Anne-Marie, Jane D, Jane S, Joan, Jo R, Jo M, Diane, Gina, Kara, Lesley, Anne and Carina.



We said goodbye and a big thank you this year to...

Volunteers: Pat V, Natalie and Vanessa.
Administrator: Vicky

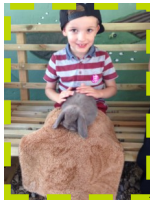




Celebrating 10 years

This time ten years ago, Peppa Pig had its premier on Channel 5, Jose Mourinho was named as the new manager of Chelsea Football Club and Kelly Holmes won 2 Olympic Gold medals in Athens, Oh and Home-Start North West Hampshire was formed!

What a year it has been celebrating the past ten years! Here are some of the highlights...



We hosted an anniversary Ball at the Hampshire Court Hotel welcoming over 150 guests and raising an amazing £4500.

Annual Group summer outings to Finkley Down Farm.

Organised a Bake Sale in our new premises raising £230.





“I wouldn't have got through it all without Home-Start and my volunteer.”

Our Volunteers, Staff and Trustees have supported over 1200 families since the scheme started.

340 twitter followers
So far!!!

Trustee, Vice Chair, & Funding Lead Janette Hewitt was recognised at the Mayor's annual celebration of volunteering.



“As a family we felt we had our very own “Mary Poppins”, someone who gives so much but asks for nothing in return. We are very grateful to the Home-Start team as it has been such a positive experience, and we will certainly recommend Home-Start to others.”



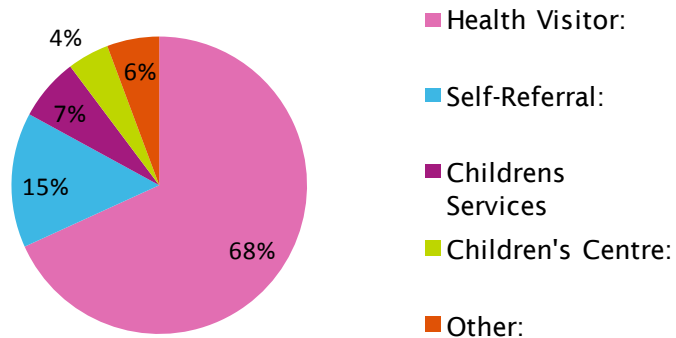
Facts & Figures

Referrals: April 2013 - March 2014

Total number of referrals for the year	100
Total number of all families supported during the year	123
Total number of children supported during the year	245

Source of Referrals

Source of Referrals



Other* includes referrals from housing and education professionals

Family needs



Families are referred to us with particular needs which are assessed at their initial visit. The table below shows the number of families expressing each need at the time of referral. An individual support package is then put in place subject to the needs of the family.

Needs identified by Parent at initial Home-Start NWH Visit





Type of Support

The graphics below show the number of families who received support through a home visiting volunteer, those that had a home visiting volunteer AND attended group sessions and those who benefitted from Group support only.

72 Supported by a Home Visiting Volunteer

51 Supported by Groups Only

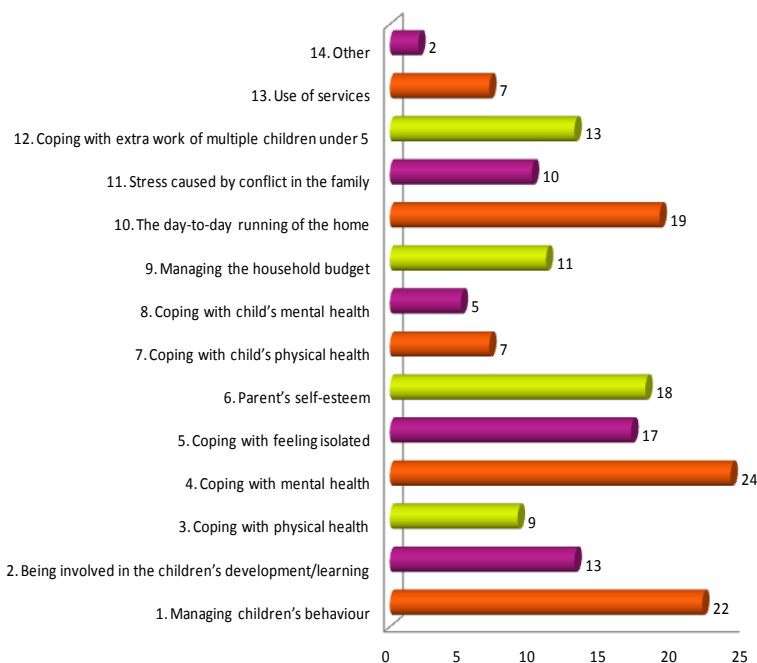
15 Supported by Groups & Home Visiting Volunteer

Our ability to offer parents a tailor made support package to suit their family's individual needs can make such a difference to the outcomes they report they have achieved when their support ends. Here are some of the outcomes...

- Families develop new coping strategies and improved parenting skills to become more confident and able parents
- Parents and children feel less marginalised
- Families are given opportunities to enjoy new shared experiences
- Help to put stronger foundations in place to enable children to reach their full potential
- Families make better use of local services, are less isolated and have wider horizons
- Stronger parent / child relationships
- Development of partnership working and use local expertise to enhance support for families

We do make a difference...

Families whose need was achieved or partially achieved at end review



* graph shows outcome of 25 end review visits

The figures above show that we are making a significant difference to the families we support. Home-Start North West Hampshire believes that children need a happy, secure and safe childhood and that parents play a key role in helping them achieve their full potential.

We will continue to work with families to help develop a society in which every parent has the support they need to give their children the best possible start in life.

Treasurer's Report for Financial Year 2013-14

The table below gives an overview of the key figures as at 31st March 2014. They are extracted from our full accounts, which have been independently examined and approved by our Trustees and are available from the address on the back page.

<u>Summary Accounts</u>	<u>2013-14</u>	<u>2012-13</u>
Opening Balance 1 st April	66,234	61,826
Income	93,665	99,753
Expenditure	93,795	95,345
Closing balance 31 st March	66,104	66,234
Decrease in Funds	130	
Increase in Funds		4,408



Funders & sponsors

We would like to thank all our funders and supporters for their continued support throughout the year, without which we would not be able to provide our service.

Hampshire County Council
 Basingstoke & Deane Council
 Hampshire & Isle of Wight
 Community Foundation
 Henry Smith Foundation
 Four Lanes Trust
 Greenham Common Trust
 Big Lottery - Awards for All
 Children in Need
 Helping Hands in Tadley
 Loddon Valley Lions Club
 Rotary Club Basingstoke & Deane
 Rotary Club Loddon Valley
 Barclays Corporate
 Co-op Community Fund
 Basingstoke Tangent Club
 Ladies Friendship Circle
 Sherfield Oakes Golf Club
 Macmillian Publishers Ltd
 Burghclere Magazine
 Turbary Allotment Charity
 Sun Life of Canada
 Eli Lilley
 Councillor Warwick Lovegrove
 Councillor Stephen Reid
 James Malmesbury
 St Stephen's Church, Baughurst
 Boots Basingstoke Town centre
 Boots Chineham

Christ Church, Ramsdell
 HMRC (Gift Aid Refunds)
 Basingstoke Gazette
 Peter Bevan
 Chineham Parish Council
 Whitchurch Town Council
 Kingsclere Parish Council
 Grocer's Trust
 Sovereign Housing
 Affinity Sutton

Several Private donations



Our thanks go to the Patrons of Home-Start North West Hampshire, who are very supportive of the work we do and are always keen to engage in all aspects of the scheme.

James Earl of Malmesbury & Judith Darmady



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