



# Home-Start North West Hampshire



## ANNUAL REPORT 2018-2019



## A MESSAGE FROM JANETTE HEWITT CHAIR OF TRUSTEES

In September 2018 we moved into our new office in Rucstall Community Centre. We were fortunate to be awarded a grant from Awards for All of £9950 to cover the costs of the move and are grateful to them for their support. Since then we have moved all our groups to the Community Centre, which has reduced our costs and allowed us to support more families in the groups.

We have welcomed two new trustees this year, Elizabeth Ford and Zanda Jansone-Silina, bringing additional legal and financial skills to the Board. Liz Narracott, who has been a trustee since 2007 and was also a home-visiting volunteer stepped down as a trustee during the year. We are indebted to Liz for her dedication and commitment to Home-Start as Safeguarding and Health and Safety Trustee. Liz was also instrumental, with Karin Jardine-Brown, in setting up the '200 Club' which is raising over £6000 a year towards our core costs.

We continue to run volunteer prep courses and have welcomed 10 volunteers this year, bringing the total to 35 at the end of March 2019.



**Celebrating HSNWH New Volunteer  
Cohort January 2019**

The Mental Health Project has been very successful, particularly the Monday Wellbeing Group which is helping Mums to cope with their mental health. We were delighted to appoint Bethan Rixson as coordinator for this project in October last year and the project continues to deliver excellent outcomes for the families.

We started the Additional Needs group, funded by Match Funding from Greenham Common Trust, which was successful for the families who attended. Unfortunately, we did not receive enough referrals to keep it going and we are now working with a group in Viables who provide a similar service. We introduce families to the group if they do not want to go along on their own.

Funding the scheme continues to be a challenge and we were fortunate to benefit from a Basingstoke Rotary fund-raising dinner and a family barbecue during the year and would like to thank them for their continued support. We received a number of grants including one from The Brighter Life Community Fund from Sun Life of Canada for a Healthy Eating programme. This allowed us to deliver a Cook and Eat programme to encourage Mums to cook from fresh ingredients, try things they might not otherwise try and get the children involved in helping. Overall we made a surplus in the year.



**Charity Auction/Dinner hosted by  
Basingstoke Rotary-April 2018**



**Staff team at BLove Festival –  
July 2018**

We could not provide any of this without our hard-working staff and the commitment and dedication of our volunteers, including the trustees. I would like to thank them all for the time and energy they have given to Home-Start North West Hampshire during the year and look forward to another successful year in 2019-20.

**Janette Hewitt  
Chair**

## SCHEME MANAGER'S REPORT

One of our objectives for the year was to raise our profile within Basingstoke and Deane. We have had students from BCoT complete their work placement for their business management course in the office and they have helped us to have a greater presence on social media. The staff team and volunteers attended various events in Basingstoke as Home-Start representatives including B-Love, Playdays and Junior Parkrun to name but a few. Thanks has to go to Basingstoke & Deane Borough Council who have helped us enormously with opportunities to raise our profile and their on-going support.

We said a sad farewell to Fran, our Mental Health Project lead who moved out of area but were thrilled to welcome Bethan who quickly made herself part of the Home-Start family. The whole team show so much compassion, professionalism and enthusiasm for supporting families, I feel very lucky to have them by my side.

2018/19 saw the fruition of an on-going bid to base HSNWH back into the community where we could be more accessible for volunteers and families. Rucstall Community Centre Association welcomed us to their community centre in September 2018 when we made it our new home. Rucstall invested in the building to make it a suitable office environment and continue to invest to improve facilities from which our service users and the whole community are benefitting.

We say it every year but we could not do the work without the generosity of the volunteers and fundraisers who give up their time. Our home-visiting volunteers continue to prove that they provide a unique and valuable service. In September 2018 we held an awards evening to recognise the work our volunteers do. We awarded long-service awards and for the first time a "Volunteer of the year award". This is something that many charities do to highlight outstanding contributions. The 'Margaret Harrison Award' in 2018 was presented

to Pam Verdon. Pam has been a Home-Start volunteer for many years and during 2018 supported a family through a heart breaking time while the Mum in the family had treatment for terminal cancer. Volunteers Mary Hull & Sarah Liriano were nominated by HSNWH to attend an afternoon tea hosted by the Mayor & Basingstoke Voluntary Association, celebrating the work of volunteers within Basingstoke & Deane.

The Trustee Board deserve a special thank you because it's often forgotten they are all volunteers too. They oversee the scheme to ensure we continue to be financially viable, support and when necessary challenge me to make certain we support the families that need us without comprising on quality.

It continues to be a privilege working alongside so many amazing colleagues, volunteers, partners and meeting so many determined young families. Thank you for your support.

## Jools Anderson Scheme Manager



**HSNWH Staff Team Left to Right:-**

**Claire Wooldridge** –Scheme Co-ordinator, **Katy Carter** -Group Co-ordinator,  
**Jools Anderson** – Scheme Manager, **Dawn Lyon** -Group Co-ordinator,  
**Bethan Rixson** -Co-ordinator, Mental Health Project,  
**Anna Chiappetta**-Office Manager

# THE MENTAL HEALTH PROJECT

## An Overview...

Fran was Mental Health Project Co-ordinator for HSNWH until September, and I took on the role at the end of October 2018. In my time here I have jointly facilitated two volunteer prep courses. We also delivered another Mental Health First Aid training day for Volunteers alongside Hart and Rushmoor as supporting parents with mental health issues can be challenging but very rewarding. Our volunteers who work within this project have supported 1-1 with the family in activities such as routines, building confidence to leave the home and access services, play ideas and practical support in the home. In my role as Co-ordinator I can offer additional support to these families at points of crises, both in group and individually.

### Wellbeing Group

The Wellbeing group moved in February 2019 to Rucstall. During the 12 months, the parents have been involved in planning the sessions and suggesting topics we could cover. We have had sessions including singing which was led by a professional singer, Simon from Armadillo Art led a painting workshop, a taster Ballet class, Relax Adult sessions led by Kath, hand massage, nail art, paper cutting and a variety of mindfulness techniques.

### A selection of photos from WellBeing Group:-



Feedback from our parents is that the Wellbeing Group gives them the opportunity to think, relax and rest their mind whilst knowing their children are safe and having fun...' I get the opportunity to try things I have not experienced before and discover what I can use at home when the children nap that helps to keep my thoughts under control'.



Through this project, we aim to provide support to families, encourage the development of support networks around them and increase their resilience, leading them to be the best parent they can be. The parents within the Wellbeing Group are building friendships with their peers. One way they achieve this is through a WhatsApp group they have set up amongst themselves.

One of our parents relates that 'WhatsApp is a safe space to ask for advice about parenting and my mental health, it also is a huge support if I am feeling down or need to download my anxieties'.

**Bethan Rixson**  
**Co-ordinator – Mental Health Project**

## GROUP REPORTS

Groups have continued to evolve and become an important part of Home-Start NWH. The groups provide wider friendships and social networks that some of our families do not have access to elsewhere. We consider what external help each family will have when Home-Start support ends and families who have made friends that they can turn to when troubled we feel is a positive outcome.

The social/emotional development of young children and having skills to be ready to start Pre-school or school is something that is difficult to improve from 1:1 support only. Often a combination of 1:1 and group support makes the biggest impact for the family.

We are committed to help children be school ready and there is an element of this in all of our groups. Our dedicated school readiness programme, Big Hopes Big Future, delivered three courses during 2018/9. These have been held either within the school environment or from Rucstall. Every family who has attended reports that they have found the course useful and improved their child's development and confidence in starting school.



**BHBF–Bramley School, Summer 2018**

**Craft Corner – Family Group**

All of our regular groups, Wellbeing, Multiple Birth and Family Group, have now moved to Rucstall. Having them in-house has helped to reduce costs, share resources and offer a better service to families by providing extra support if needed as we have additional on-site staff available.

The Additional Needs Group which started in April 2018 from Baughurst ran for the full year. The few families who attended found the group valuable and used it regularly. Unfortunately, we didn't get more than a handful of referrals for the group and attendance was never great. We made the tough decision not to continue this group into 2019/20 because of the cost of providing the service and the limited peer to peer support that could be offered from such few families. The families who attended have been supported into a similar group that runs weekly from Viables that has more members.



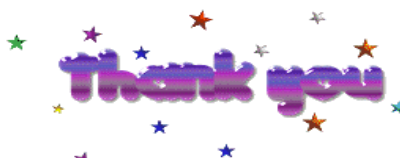
**Additional Needs Group**



**Multiple Birth Group**

Each of our groups has a specific aim, whether it be school readiness skills, parental wellbeing or parent/child interaction. Families are invited to create a memory book to showcase their journey through group.

Groups are often a fun lively place to volunteer but are hard work at times. Thank you to all our regular volunteers who build positive relationships with our families in groups to help them enjoy spending time with their children in a play environment.



## A supported Family's story...

I was referred to Home-Start NWH through the Perinatal Mental Health team after giving birth to my youngest to get some support with my 4 children, three of which are under 3. After meeting with Claire I was offered a volunteer for 1-1 support at home as I was struggling physically and mentally. Emily was my first Volunteer and she was fab, she was great with the kiddies and encouraged me constantly when I always felt like I couldn't get anything right.

During her time with us I fell ill with a ruptured appendix and struggled to continue with my daily workload which prolonged my recovery, my ability to work and carry on with my daily life. However, having a 1-1 home-visiting volunteer supporting me in attending Basingstoke Family group gave me a break which helped enormously and my support with Emily ended.

In November Claire surprised me with a donation of a new bike for Charlie and an invitation to the HSNWH Christmas present event where I was able to chose Christmas presents for the younger ones which was overwhelming for me. I've never had any help in my life and to have the children spoilt and happy for Christmas was fab!



We were also invited to the HSNWH Christmas outing to see Santa which the kiddies loved, it was so special to see the enjoyment on their faces.

On Boxing Day the children's father left us unexpectedly with no money or help in anyway. Claire would regularly check in on me and see how I was coping, she even delivered a Christmas Food hamper to see me through January. Claire organised for a wonderful lady, Janette, who came to my home and helped me apply for benefits. I was overwhelmed to be offered a second home-visiting volunteer, Sophie, another incredible woman. The support from her through those hard months again was huge for me. She gave me the confidence to re-start attending Basingstoke Family Group on my own and my home-visiting support then came to an end.



**Basingstoke Rotary Holiday  
June 2019**

Yet again we were hit by another surprise from Claire, we had been put forward for a family holiday donated by Basingstoke Rotary, which was unbelievable. To be able to take my family away for some quality time without having to worry about life stresses, just purely enjoy the children and watch them play carelessly was just magical.

I've been under Mental Health Care and Perinatal Care for a long time and have never received the care and support I've received from HSNWH. They have truly been by my side through the hardest times and continue to do so. The work they do is selfless and I don't think I would have ever coped without them, I'm now settled back at work and my life has changed a great deal for the better. Evie's now 9 months old and I've come a long long way, life is still hectic as I have 3 children but I know I have HSNWH and I know I'll be ok .

**Many thanks to Kim for allowing us to share her story and  
for being an amazing Mum!**



## VOLUNTEER'S REPORT

My Home Start journey started whilst searching online for voluntary work within the Basingstoke area. I had not heard of HSNWH before and was intrigued when I saw your advert looking for volunteers. For many years I had been part of a fundraising committee for one of the UK's largest charities which I was becoming disillusioned with. I wanted to do something more hands on, be able to see for myself the actual difference a charity makes and do that within my local area. Home Start felt right for me and I was hoping I would be right for Home Start!

I filled out the necessary forms and then had a home visit from the lovely Jools who told me more about what volunteering with Home Start would entail. She was genuine, enthusiastic, open and clearly passionate about what she and all her team do. I enrolled on the Preparation Course and my journey started.

The course was extremely well delivered and far more interesting than perhaps I thought it would be. I had the added bonus of doing it with a terrific bunch of women, some of whom I keep up with regularly. More importantly however, it gave me the relevant tools, knowledge and confidence to go out and begin my volunteer role.

I was extremely nervous when I went for my first 'match' meeting, I wasn't sure quite what to expect or how I'd be received but the prospective family. All went well however and I started with my first family. I have enormous respect for the mother I helped - she's a very capable young woman who needed an extra pair of hands to help with three children under three and to get her over what had clearly been a miserable time. I was definitely there more for the children and to give her a much needed break. We'd play in the garden, plant up some pots, do some drawing, walk in the park, read together etc. The children were terrific fun and very easy to engage with so I loved my visits. The mum has most definitely turned a corner now so we had our end of support celebration a month or so ago.

It was obviously really sad to say goodbye, but equally I knew they were all in a better place than they had been. We had a great lunch together at Pizza Express and I was extremely touched as the kids gave me some flowers and gorgeous handmade cards with sweet messages inside. I couldn't have asked for anything more.

I have also helped out with a few of the Wednesday family groups and more so, the Monday well-being groups. There is a great feel to this group with such a lovely bunch of children as well as delightful staff / volunteers - I can see that this group absolutely makes a positive difference to those that are able to regularly attend and I thoroughly enjoy being a part of it when I can.

This is my Home Start journey thus far and I'm looking forward to many more over the months and years to come. A heartfelt thank you to all those at Home Start NWH for giving me the opportunity to join your special team as a volunteer.

## Sophie Evans Home-Start North West Hampshire Volunteer



**Celebrating our  
Volunteers – awarding  
long-service Certificates!**



# THANK YOU TO ALL OUR VOLUNTEERS...

We could not provide our service to families in the Borough without the dedication of our wonderful volunteers.

Our thanks go to:-

Alan Attridge, Angela McArt, Ann Veers, Carol Ash, Charlotte Bedford, Em Cater, Emily Hawkins, Evelyn Smith, Gill McMillan, Heather Wilson, Huilan Xiao, Jan Allen, Joan Hurst, Joan Weineck, Julia Slowey, Julie Hartnell, Kezia Bown, Lauren English, Loo Mason, Louise Gurr, Lydia Butler, Mary Hull, Mary Kwok, Pam Verdon, Rachel Hart, Sandie Benham, Sarah Gaitskell, Sarah Liriano, Sarah Robertson, Sophie Evans, Stephen Bushell, Tracy Kingdon, Tricia Lewin & Tricia Rocke.



## We said Goodbye this year to:-

**Staff:** Fran Huntley – Co-ordinator for Mental Health Project

**Trustees:** Liz Narracott

**Volunteers:** Auriol Adams, Chris Grant, Delia Evans, Heather Bronks, Janet Shaw, Jacqui Kesterton, Jacqui Singleton, Julie Spearman, Marion Goddard, Miranda Walsh, Nicola Selwyn & Naomi Kesterton.

# FACTS & FIGURES

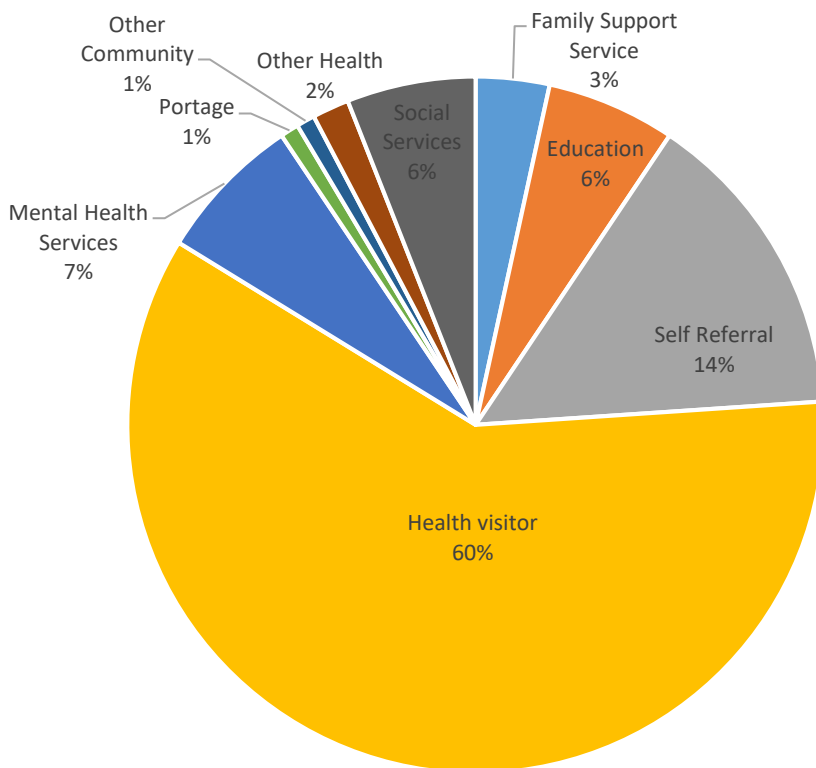
## Referrals: April 2018 - March 2019

Total number of referrals for the year **122**

Total number of all families supported during the year **125**

Total number of children supported during the year **338**

## SOURCE OF REFERRALS:-



- Family Support Service
- Education
- Self Referral
- Health visitor
- Mental Health Services
- Portage
- Other Community
- Other Health
- Social Services

## TYPE OF SUPPORT

The statistics 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.

### 31 Supported by a Home Visiting Volunteer

### 27 Supported by Groups & Home Visiting Volunteer

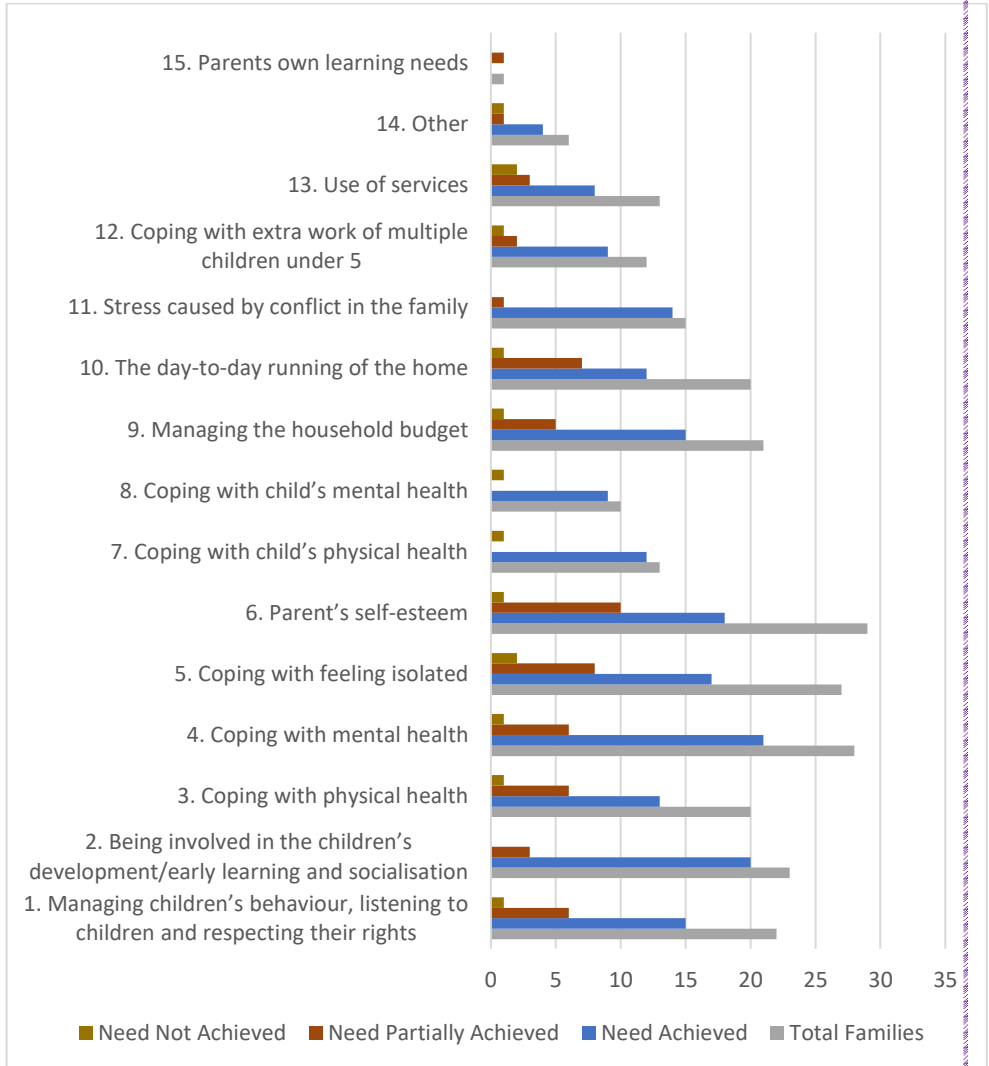
### 67 Supported by Groups Only

Our ability to offer parents a tailor made support package to suit their family's individual needs can make such a difference to their reported outcomes when their support ends:-

- 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.
- Help prepare parents and children for their shared educational journey.

# WE DO MAKE A DIFFERENCE...

**Families whose needs were achieved or partially achieved at end review:-**



The figures above show that we are making a significant difference to the families we support. Home-Start NWH believes that children need a happy, secure and safe childhood in order for them to reach their full potential. Our aim is that parents are given the help and support needed to ensure that they play a key role in achieving this.

# TREASURER'S REPORT FOR THE FINANCIAL YEAR 2018-19

The table below gives an overview of the key figures as at 31<sup>st</sup> March 2019. 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.

## Summary Accounts

|                                        | 2018/19  | 2017/18  |
|----------------------------------------|----------|----------|
| Opening balance 1 <sup>st</sup> April  | £113,371 | £94,289  |
| <b>Total Income</b>                    | £160,502 | £137,316 |
| Total Expenditure                      | £135,849 | £118,234 |
| <br>                                   |          |          |
| Closing balance 31 <sup>st</sup> March | £138,024 | £113,371 |
| <br>                                   |          |          |
| Increase/(Decrease)in funds            | £24,653  | £19,082  |

## FUNDERS & SPONSORS

We would like to thank all our funders and sponsors for their continued support throughout the years, without which we would not be able to provide our service:-

**Albert Hunt Trust**

**Awards for All**

**Basingstoke & Deane Borough Council**

**Basingstoke & Mid Hants Athletic Club**

**Basingstoke Rotary**

**Big Lottery Project**

**CAF**

**Children In Need**

**Co-op**

**Group Donations**

**Greenham Common Trust**

**Greggs Foundation**

**Hampshire County Council**

**Hampshire & Isle of Wight Community Foundation**

**Inner Wheel Club**

**Ladies Tangent**

**Several Private Donations**

**St. Stephen's Church, Baughurst**

**Sun Life of Canada**

Our thanks go to the Patrons of Home-Start NWH, 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 & Dr. Judith Darmady**

# THANK YOU TO EVERYONE WHO HAS SUPPORTED US THROUGHOUT THE PAST YEAR



## Families Summer Outing to Wellington Country Park – July 2018

Home-Start North West Hampshire,  
Rucstall Community Centre,  
Holbein Close, Basingstoke,  
Hampshire, RG21 3QN  
Tel: 01256 325793

Email: [info@homestart-nwhampshire.org.uk](mailto:info@homestart-nwhampshire.org.uk)

Website: [www.homestart-nwhampshire.org.uk](http://www.homestart-nwhampshire.org.uk)

Facebook: <https://www.facebook.com/@homestartnwh>

Twitter: <https://www.twitter.com/@Homestartnwh>

Instagram: [https://www.instagram.com/homestart\\_nwh](https://www.instagram.com/homestart_nwh)

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**No. 5604443. Registered charity no. 1112233**

**Patrons: The Earl of Malmesbury D.L. and Dr. Judith Darmady**



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and Deane**



**Basingstoke  
Rotary**



**Greenham  
Common  
Trust**



**HiWCF**  
LOCAL GIVING FOR LOCAL NEEDS



**Sun Life Financial  
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**Garfield Weston  
FOUNDATION**

