

Home-Start Surrey Heath
Annual Report 2010-2011



About Us

Home-Start Surrey Heath is a voluntary organisation committed to promoting the welfare of families with at least one child under five. We provide support and friendship to families in their homes and help parents build better lives for their children. We recruit and train volunteers, who are usually parents themselves, to visit families at home to offer them informal, friendly and confidential support.

We believe children need a happy and secure childhood and that the best possible start in life for a child begins at home with their family.

As an independent charity affiliated to Home Start UK, abiding by their aims, ethos and standards and methods of practice, we are governed by their Constitution. In order to safeguard the scheme, we hold 6 months operating costs in reserve. Full details of which, can be seen in our Business Plan.

Our Vision: We want to see a society in which every parent has the support they need to give their children the best start in life and focuses its support on the early years, the most crucial time in a child's development.

Volunteers

Our volunteers, who are all parents themselves, offer support to families for 2-3 hours per week in the home, enabling them to cope with the difficult circumstances with which they are often faced. Our volunteers offer non-judgemental practical and emotional support and help build a family's confidence and ability to cope with the stresses and strains of parenthood. They provide one to one home-visiting support on a weekly basis by:

- Supporting families with a disability or illness.
- Supporting families with twins or triplets.
- Supporting Mothers suffering from mental illness, including Post Natal Depression.
- Providing emotional support and advocacy
- Reducing isolation by helping parents to access services and support within the community, such as health clinics, parent and toddler groups and local Surestart centres etc.
- Reassuring parents that difficulties in bringing up children are not unusual
- Helping to improve the confidence and self-esteem of parents.
- Practical help with budgeting, cooking and shopping, getting to hospitals, clinics and other appointments
- Providing opportunities for children to play, read, get out to the park and local groups
- Introductions to local family groups, opportunities to go on trips and outings
- Assisting families in accessing education, employment or training opportunities.



"I feel very valued as a Volunteer".

Volunteer Comment

If you are interested in volunteering for a few hours each week to help a family, please contact us to find out more about our Volunteer preparation course, which includes sessions on safeguarding children, confidentiality and health and safety.

Trustee Board

Our scheme is managed by a Board of Trustees that meets every 2 months and whose time, enthusiasm and experience are of enormous value to us. If you are retired or working and could spare a little of your time to utilise your professional/personal skills on behalf of Home-Start Surrey Heath, please contact us on 01276 681121.

Trustee Board Members – David Gell (Chair); Bob Budge (Treasurer); Keith Naylor; Bill Scott; Joanna McKenzie (Chair –Fundraising Committee); Elizabeth Northcott, Olive Proudfoot (Volunteer Representative) and Amit Bansal.

Thank you to our Donors

We are a registered charity reliant upon the commitment of local volunteers, trustees and funders to provide vital services for families in our community. We could not exist without funding from individual donors, companies, trusts, public bodies and other associations and we would like to thank the following major contributors for grants, donations and support over the past year: Arena Leisure Centre, Army Central Fund, Billmeir Charitable Trust, Camberley Baptist Church, Camberley Mall & their shoppers, Children With Special Needs Foundation, students and parents of Collingwood College, Eagle Radio & their listeners, East & West Chapter No 5410, Frensham Sponsored Rides, Frimley Fuel Allotments, Frimley Green Carnival Committee, Garfield Weston Foundation, Henry Smith Foundation, Herrington & Carmichael, Ian Andrew, The Mayors Office, Pine Ridge Children's Centre, Rotary Club of Blackwater Valley, SC Johnson Charitable Trust, the People of Surrey Heath, Surrey County Council, SCC Local Committee & Members Allocation, Surrey Heath Show Committee, Surrey PCT, Voluntary Services Surrey Heath, Waitrose, Frimley and individual donors to the scheme.

Donations – These can be donations to support our core work or to fund a specific project or special events for families, eg Christmas Party or Families' outings. This year the following donations were received:

- Shoppers in the Camberley Mall kindly donated children's Christmas presents.
- Eagle Radio donated a large quantity of presents, kindly purchased by listeners during their Christmas Appeal and they also donated a large quantity of Easter Eggs.

Referrer Comments:

"As a referrer I get very positive feedback from the families I refer"

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"Confidence and well being is such a special thing that Home-Start gives to families. Volunteer encouragement is so vital to productive support of isolated families"

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"Have referred other families into Home-Start, excellent service, without its use some families would not have been able to cope and would have required further input from health and perhaps social care"



We are continually seeking support from local businesses in either a partnership agreement, or in kind, such as sponsorship of events, eg family outings, training costs, family group, discounted products or services, assistance with fund raising activities.

Social highlights of 2010–2011 for families, volunteers and supporters have included:

- 16 adults and 13 children joined us at Frimley Lodge Park for our summer picnic in June 2010. We bought ice creams for the children and paid for them to ride on the miniature railway.
- Families attended the annual funfair in Frimley Green in August 2010 after we kindly received free tickets from Children With Special Needs Foundation.
- 14 adults and 13 children attended Postman Pat theatre show at Camberley Theatre in June 2010. A majority of families paid for their own tickets.
- 15 adults and 25 children met at the Garrison Community Hall for a bouncy castle fun morning in July 2010 with 2 staff from SureStart Children's Centre Mytchett.
- A movie quiz night was held at Pine Ridge Golf Club, in order to raise funds for the scheme in September 2010. The evening was a huge success raising over £1400. The room was kindly donated by Pine Ridge Golf Club and looked spectacular with film posters and movie lights. There were twelve teams each battling it to win champagne (donated), wine (donated) and Oscars. Staff from the Crab and Dragon Pub came to help as Quizmaster and assistant and we were kindly donated raffle prizes from family, friends, volunteers and local businesses.
- 4 volunteers attended and ran a stall at the launch of the Mytchett Sure Start Children's centre. They iced biscuits with children and provided further information related to the scheme.
- We held our annual Christmas Party for families on Friday 3rd December at the Arena Leisure Centre in Camberley. We hired the hall where the children had an hour of soft play, followed by a buffet lunch for adults and children and finally a visit from Father Christmas, who provided presents for all the children. The party was again a considerable success and thoroughly enjoyed by all families.
- 10 families joined Joanna and volunteers to see the pantomime Aladdin at Camberley Theatre on the 8th December. Families paid for their own tickets.
- We held a wonderful social get together to say thank you to Volunteers for all their help and support on Friday 10th December. Volunteers each brought a sweet or savoury dish and we held a raffle and enjoyed a few team-building games. A holistic therapist brought aromatherapy oils and bottles so volunteers could make their own oils to take home. She also brought in massage equipment, including foot and back massage equipment, and offered an Indian head massage too
- A fund raising evening was held at Alcatraz in Camberley on the 10th January, organised by Joanna. A big thank you to Joanna, her friends and family for a lovely evening.
- Joanna and her friends and family very kindly held and attended a skittles night on the 6th April with proceeds going to Home-Start.
- Joanna arranged for the hire of a bouncy castle for the family group on the 13th April during half term. The invite was extended to all families supported by us. Attendance was excellent and enjoyed by all.

"I can't describe how important the support I have got from Home-Start has been for me and my family"

Family Comment

"The support I got from my volunteer and the staff at the scheme was a life saver".

Family Comment

"I would love to one day be able to volunteer and help someone else – invaluable help for me and I would like to try for someone too"

Family Comment

"The help and support I have received from Home-Start has been more than I ever expected."

Family Comment

A Rewarding Experience – Linda

I have been a Home-Start volunteer for 14 very enjoyable years. I have been privileged to meet many wonderful, varied and inspiring families during that time and have seen Home-Start grow from a few groups around the country to the widely respected organisation it is today.

The parents and children we visit all have unique problems and situations to deal with and I have learned something different from each one. I have been involved with about 10 families as a volunteer and feel it is a humbling experience to be allowed to share in the personal lives and problems which each one faces. Some families need a helping hand for a very short time before they are able to cope with the challenges young children bring. These are often people who are new to the area or for other reasons, do not have the support of friends or family and feel isolated and need some help, advice and company until they meet other mums and form their own friendships. Some families have to adapt to multiple births and need a helping hand to allow them to develop a routine and get used to the situation.



Others need support for longer periods (especially where mental health or physical disabilities are present) and the trust and friendship, which develops between the parents and volunteers over time, helps them to cope with new responsibilities while also dealing with their own personal challenges.

I look forward to many more years as a Home-Start volunteer.

Annual Report from the Senior Organiser – Stephanie Waight

Home-Start Surrey Heath is this year celebrating its 22nd year and 2010/2011 has probably been one of our most challenging yet. Like countless other charities throughout the country, we have faced considerable changes and difficulties with regard to funding in the current economic climate. However, we rose to the challenge and managed to raise additional sums to ensure our sustainability for the year. We are also delighted that The Mayor of Surrey Heath, Councillor Tim Dodds, has nominated us as one of his charities for the year.

Despite these challenges, we have still managed to continue our core duties and more still. As well as our home-visiting service, we have successfully established and developed a Family Group at Deepcut, which provides parents (mostly from the Army) with the opportunity to meet and discuss parenting issues and develop new friendships, whilst their children join in with play and craft activities. We have had some very positive feedback and are meeting our objectives – all aspects of the family group were recorded as excellent, including location, friendliness, and activities for children, benefit and atmosphere. Families particularly like the friendliness of the group. A huge thank you goes therefore to Joanna, Jill, Marie and Liz for their time and dedication for ensuring the success of this group.

We also managed to secure a small amount of extra funding for a Depression Support Group, led by a Chartered Psychologist. This was held at Pine Ridge Children's Centre on the Old Dean Estate, Camberley who kindly offered us use of their facilities. A free crèche was provided, which was manned by Home-Start volunteers, staff and Children's Centre staff. There was huge interest in this group, as there are no other groups of this kind in the local area and we hope to be able to offer this service in the future. Feedback from the group has been extremely positive.

We have supported 83 families in total for the year with 178 children. This is broken down into 48 families through home visiting and 35 through group and/or occasional support.

All of the above is only possible with the hard work and commitment of the staff – Mel and Julia. I would like to offer my sincere and heartfelt thanks to them, as well as our trustees and volunteers, who give their time selflessly for the scheme, supporting families, helping at groups and with various functions and activities throughout the year – everything you do is appreciated greatly and we couldn't do any of this without you. Thank you also to our referrers and other members of the local community who support and champion us.

Family Group Report – Joanna McKenzie, Family Group Co-ordinator

Our Family group has had a very successful year at the Garrison Community Hall, Deepcut (Army Welfare Service) – 15 families have attended in total. We meet every Wednesday morning at about 10.00 for a coffee and a craft – this year the children have been slightly younger and a lot of the mums have taken to trying the crafts themselves and have become quite competitive! The mothers are friendly with each other and meet outside the group as well, and even attend an exercise class at the local community centre. Several army families are moving on in July; however, this group is open to other families not in the army. One of our families has also attended the pilot Depression Support Group.

Our group runs well and is recommended for its friendliness. We find that some of the Dads pop in to visit which we take to be a good sign. We have also run two larger activities in the holidays when we don't meet up. We have had a bouncy castle morning when the attendance was over 40 (this included siblings and we also advertise to families on the base). Families attending the group, as well as those being supported by a volunteer went to see Singing Kettle during half term at Camberley theatre. We also did our own Sponsored Toddle walk, wearing hats, around Frimley Lodge Park and all families have been invited to our annual summer outing, this year to Birdworld at the end of June.

We are grateful to the Home-Start Army Central Funding and Herrington & Carmichael solicitors for help towards the group this year. Thanks also go to Jill and her daughter Marie who have helped with the group and we wish Marie well in July when she is due to give birth to her own daughter.

Chairperson's Report 2011 – David Gell

Just over one year ago, I wrote the Chair's section of the Annual Report having real fears for the short and long-term sustainability of Home-Start Surrey Heath. At that time we had been advised that our combined funding from The Surrey PCT and Children's Services of Surrey County Council, which we had relied on for many years, had been virtually halved. As a group of Trustees we did consider whether we should make fundamental changes to the way in which we operate, including a reduction in staffing levels. In the event, we considered that it was essential to maintain the existing structure, being aware that the next year of operations would most likely deplete the financial reserves severely. It was extremely gratifying that the staff responded to this need in an excellent fashion and we were successful in attracting some significant sums throughout the year. The Treasurers Report will give indication of the details, but suffice to say we ended the past financial year having reduced the financial reserves very slightly, despite making the decision to pay the rental part of the lease until its expiry date in 2012.

Essentially, therefore we enter the 2011/2012-year in a slightly better position than at this time last year since our reserves are about the same, but with the advantage being able to set a lower budget since the rent is paid for this period. On the downside however, some costs such as salaries and certain overheads have inevitably increased. The income from SCC has been determined at around the same level as last year and in his report, the Treasurer has indicated the level of the funding gap that we currently face entering the new financial year. With this information, the Trustees met in May to consider the draft budget for the year and consider the type of strategy that should be adopted in these circumstances. As per last year, it was decided unanimously, to maintain the existing scheme structure certainly for the foreseeable future, since we continue to believe that our current resource is crucial in order to provide the appropriate level of support to the volunteers. We will of course strive to secure alternative forms of funding in order to minimise the effect on our reserves but we do accept that this challenge will be even greater this year since we will not be able to approach most of the donors, who have already contributed so generously. We must remain positive in this task so that we can ensure the sustainability of Home-Start for many years to come, for as I stated last year, it is inconceivable to consider the possibility of ceasing to offer support and friendship for families in our community.

I would like to thank Stephnie, Mel & Julia for the excellent work over the past year and in particular, for the level of commitment shown in tackling the financial issues in such a positive way. I will always remember the movie quiz evening organised by Stephnie & Mel (supported admirably by their own families), which not only raised a significant sum, but also was enjoyed greatly by all those who attended at Pine Ridge Golf Club.

I would also take this opportunity of thanking my fellow Trustees for all their efforts during the past year particularly in these challenging circumstances. I very much hope that the majority will continue to serve on the Board and look forward to working with them over the coming months.

Finally but certainly not least, I must express congratulations and gratitude to our volunteers who are of course the very foundation of the service offered to those seeking to give their children the best possible start in life.

Treasurer's Report – 2010–2011 – Bob Budge

As our Chairman indicated in his report last year, we faced a very challenging year in the knowledge that our funding support from Surrey County Council and the Surrey PCT had been drastically reduced as a result of the pressures seen on all Council and PCT budgets. With a reduction of around 50% in the usual level of funding support we were faced with some difficult decisions as to the way ahead for the charity.

As indicated in last years report we started off the year with our core funding reserves in a fairly healthy position at ~£57,000 and as a result, the Trustees decided to maintain the current costs structure for the immediate future, but looking to make savings wherever possible.

To this end we were greatly assisted by our landlords, The Camberley Baptist Church who agreed to allow us to settle our outstanding rent up until lease expiry at a discount, with a resulting cash flow benefit of £1440 over the remaining period of the lease, expiring in 2012. We are grateful for their support as it allowed the charity to focus on preserving existing reserves and to concentrate on the raising of additional funds from other sources.

Our main source of income remained the contribution received from SCC which for the last financial year was reduced to £26,882, and this much lower amount, when compared with average annual running costs of the charity in the region of £55,000, meant that we were faced with falling back on existing reserves and/or seeking alternative funding sources.

I am very pleased to be able to report that thanks to the efforts of our staff and trustees and the incredible response to approaches made to private rather than public funding sources, we were able to raise an additional £37,000 for both core and family group activities from various grant providers, local companies, charitable trusts and fund raising activities. A list of the donors is shown earlier.

Financial status 2010–2011

Home Start Surrey Heath spent a total of £60,100 during the year on all activities, including general operations, volunteer training and special events. This sum included the increased payment to the Church to cover rent until the end of the lease. Our main costs remain staffing costs and we rely totally on the dedication of Stephnie, Mel, Jo (who looks after the Family Group) and Julia to the ethos of Home Start and their willingness to work over and above the norm to make Home Start the success that it is locally.

Our total income for the year from all sources was £63900, leading to a small surplus carried forward to total reserves. The balance at the end of the year for core funding, i.e. £56800 will be held as before as reserves and used to support the current costs of running the scheme whilst we look to source additional funding for this year.

We will still have to look for additional private funding sources in order that we can retain the charity's work into the future, rather than continuing to run down reserves to a critical level. The reserves ideally need to be maintained to cover unforeseen circumstances, for example if any core funding was delayed and to cover any wind

down costs in the event that the scheme could not ultimately continue for the longer term. We will of course look to our reserves to cover any operating funding gap but this should be seen as a last resort in the absence of funding from other sources. We do expect however that there will be a funding gap this year, having had very successful funding results last year.

The Family Group had a carry forward balance of just over £2000 from the past year and as a result of some successful fundraising over the past year, they start this year with a balance of around £3700 which should certainly allow the Group to continue for a further twelve months.

Core Funding 2011–2012

We continue to receive the financial support of SCC, which for the current financial year is £27172.

Our initial budgets for the current year indicate that there will be a funding gap of around £21000. We hope that some of this gap will be made up from charitable donations and grant providers who have supported us in the past but this is by no means certain.

Our costs are lower this year as a result of the up front payment of rent for the current year and we have already received a further donation from the Church for the current year and this is greatly appreciated. In addition we have been nominated as one of the Mayor's charities for support this year and this recognition of the charity's work is incredibly welcome.

This ongoing funding scenario does mean that the scheme must continue to adopt a commercial approach to its funding needs, certainly whilst the difficult economic conditions continue, and we will continue to devote time and energy in seeking out alternative income streams in order to sustain the scheme's activities into the future.

Financial Summary 2010–2011

General [core] account [subject to audit]		Family Group account (subject to audit)	
c/f balance 2010	£57,563	c/f balance 2010	£2019
Income	£59,374	Income	£4544
Expenditure	£60,100	Expenditure	£2897
Balance C/F	£56,837	Balance C/F	£3756

We are independently funded and managed, with Home-start UK providing support, guidance, information and resources. This ensures that every family, wherever they live and whatever their circumstances, receive consistent and quality support. Visit our website to find out more www.home-startsurreyheath.org.uk. For support, to volunteer or to donate, please phone 01276 681121 or email office@home-startsurreyheath.org.uk. Home-Start Surrey Heath, Unit 1 Stuart House, Plantation Row, Camberley, Surrey GU15 3ER

Registered Charity No 1114199

Company Number 5624606

First registered 2005