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Home-Start in Waverley

Annual Report

2020/21



Our Vision

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

Home-Start in Waverley is a voluntary organisation committed to promoting the welfare of families with at least one child under five years of age.

Our Mission

- To safeguard, protect and preserve the good health, both mental and physical, of children and parents of children.
- To prevent cruelty or maltreatment of children.
- To relieve sickness, poverty and need amongst children and parents of children.

What Home-Start offers

Working together with families in support of family life we aim to increase their confidence and independence by:

- Providing a volunteer with parenting experience to visit parents with young children at home.
- Offering support, friendship, practical assistance and a listening ear.
- Reassuring families that difficulties in bringing up children are not unusual and encouraging enjoyment of family life.
- Encouraging the parent's strengths and emotional wellbeing for the ultimate benefit of the children.
- Encouraging families to widen the network of relationships and effectively use support and services available within the community.

During 2020/21 Home-Start in Waverley:
 Supported 120 Families with 288 Children
 68 New Referrals, 87 Volunteers including Trustees

Home-Start in Waverley helps families to/with;

- Managing children's behaviour
- Being involved in the children's development/learning
- Coping with physical health
- Coping with mental health
- Coping with feeling isolated
- Parent's self-esteem
- Coping with child's physical health
- Coping with child's mental health
- Managing the household budget
- The day-to-day running of the home
- Stress caused by conflict in the family
- Coping with extra work of multiple children under 5
- Use of services
- Any other concerns

The COVID 19 pandemic meant we have had to quickly adapt to changing guidelines on how we could support families, extending our service to best enable us to assist with immediate needs created by the Covid -19 pandemic while continuing to support existing requirements.



Timely office IT changes and investment enabled a seamless transition to homeworking during lockdown. A quick and responsive management committee and additional Covid 19 funding ensured that Home-Start in Waverley were able to adapt swiftly to the new challenges facing families during the pandemic and provide uninterrupted support within the government guidelines. This support included but was not limited to.

- Continuing support through regular virtual contact
- Helping access local services
- Helping access national services
- Referrals to Foodbank
- Links with the Hygiene Bank
- Signposting
- Delivering essentials (with appropriate distancing)
- Weekly activity ideas
- Delivery of activity boxes, toys, games
- Bookstart books



"I am feeling better, thank you for saving me"

"You're amazing thank you!" (for getting grocery shopping)

"I don't know what we would have done without you over the last few months. It's just so lovely to know that you are there."

"We've got the Universal Credits – thank you so much for your help!"



"It's been so good having (my volunteer) to talk to over the summer."

"Thank you so so, so much for the sunflowers and the tomato plants. The kids are so excited to watch them grow! I said you had sent them for them, and they loved it!"

"Thank you so much for the computer and uniforms – I'm really grateful!"

"Thank you for everything you do. For encouraging me, you make me feel better about myself"



A huge thank you to all our Volunteers, Trustees, and helpers for their vital and much valued support during 2020-2021.

Trustees – Alan T, Ann T, Amanda S, Julia R, Lyn B, Nunzia P, Robert F

Volunteers long service recognition to March 21

15years+ Edwina T, Gillian W, Lesley F, Rita B

10years+ Louise S, Lynne B, Sarah MM

5 years + Alison C, Amanda K, Dawn G, Ellen S, Judith P, Lyn B, Maggie W, Mary L, Meg R, Ros A, Sarah O, Sheryl R, Sue G, Vicky E

Volunteers – Alison N, Andrea B, Ann B, Anne B, Anne T, Beatrix W, Becky B, Caroline W, Carolyn W, Cathryne L, Celia T, Christine B, Claire T, Clare I, Clare R, Corinne C, Denise S, Diane P, Ellie B, Elsa M, Fleur C, Gemma W, Helen L, Helen M, Helen P, Ilana M, Jackie B, Jane A, Julia R, Julie C, Katie K, Khadijah I, Lindsay L, Liz A, Liz HS, Louise S, Lyn S, Lyn S, Lynette K, Madeleine W, Mike J, Nathalie S, Nicky B, Nicola P, Paul N, Rhona G, Ruth G, Sandra T, Sarah H, Sarah T, Sharon S, Steph W, Sue M, Sue S, Susie G, Susie S, Verity DA, Vicky W, Wendy D.

Chair Report 2020-21

Alan Thompson, Chairman of Home-Start in Waverley, October 2021.

2020/21 has been dominated by the Covid crisis. Lockdown required immediate action to change our way of working. As a result, the Trustees immediately revised our policies and procedures to ensure our staff and volunteers worked in a safe way with the families. Face to face was initially eliminated and support switched to remote methods. Fortunately, improvements to our systems implemented in last couple of years had made it possible to switch to remote working with immediate effect enabling us to continue to support our families as effectively as possible under the circumstances.

As well as restricting the activities of staff and volunteers, Covid has impacted referrals because most of the normal sources had suspended activities. And there were all sorts of additional impacts on our families which were much more difficult to identify and respond to.

In spite of all these difficulties, the staff and volunteers have done magnificently by finding all sorts of innovative ways of dealing with the situation whilst respecting the new rules. For example, they sourced and delivered food parcels, as well as toys and other items to help the families cope. They delivered prescriptions and helped with fuel bill and other financial emergencies. They provided emotional support via doorstep conversations and phone calls. They wrote and distributed a weekly "ideas sheet" which contained all sorts of practical ideas to help people cope with isolation.

Although referrals have been down and the total number of families, we deal with has fallen, the need for the Home Start services has greatly increased during the pandemic. The evidence now coming through indicates how much the stresses on families has increased. A recent survey amongst our families has shown that 91% of families have serious emotional difficulties, 33% have issues arising from current or past domestic abuse and 32% are experiencing complex challenges. Therefore, we are continually looking at ways of responding to these more complex and urgent situations by for example increasing staff hours and setting up new crisis groups to provide urgent help.

This has been possible because of a strengthening financial situation. The various organisations we have approached for funds to support these various new projects have been most generous and enable us to start the new year in a very positive way. The Trustees wish to thank all who provide our financial support. It is a great encouragement.

Looking to the future, it is clear that referrals will continue to rise again, and that the families referred will have more complex needs. This will require us to adapt and to enhance the services we offer. Volunteer training will start again soon, with many new recruits already signed up. We are most grateful to all staff and volunteers for their dedication and commitment which is so important for our work in Waverley.

There have been no changes to the Trustees this year



Treasurer's Report and Accounts

Rob Ferguson, Treasurer for Home-Start in Waverley, Oct 2021

The financial year to the end of March 2021 has proven a challenging time for the organisation in many ways and it has adapted and proven resilient.

The financial position has been strengthened due to the team's strength in communicating the value of the work done in supporting families which if anything becomes more critical during these challenging times.

The income for the year was above budget and enabled the organisation to continue to provide support to the families whilst ensuring that reserves were strengthened so that we can continue to provide the right support for the families for the next financial year.

Home-Start in Waverley Summary statement of financial activities for year ending 31 March 2021 (as examined by an independent examiner)

Income	31.3.21	31.3.20
Donations	£ 17,752.00	£ 22,929.00
Grants	<u>£ 199,730.00</u>	<u>£ 176,514.00</u>
	£ 217,482.00	£ 199,443.00
Grants received included in above		
Big Lottery	£ 47,265.00	£ 11,474.00
Surrey County Council	£ 27,700.00	£ 40,961.00
BBC Children in Need	£ 48,611.00	£ 59,192.00
The Henry Smith Trust	£ -	£ 10,000.00
Garfield Weston Foundation	£ 6,250.00	£ 8,750.00
Community Foundation for Surrey	£ 24,032.00	£ 10,198.00
National Lottery Community Foundation	£ 10,307.00	£ 15,710.00
Other Grants	£ 6,625.00	£ 4,800.00
Co-op Local Community Fund	£ -	£ 5,429.00
Sobell Foundation	£ 5,000.00	£ 10,000.00
Home Start UK	£ 13,940.00	£ -
CAF	<u>£ 10,000.00</u>	<u>£ -</u>
	£ 199,730.00	£ 176,514.00
Expenditure		
Raising Funds	£ 5,440.00	£ 6,839.00
Direct Charitable Expenditure	£ 162,051.00	£ 175,163.00
Support Costs	<u>£ 2,709.00</u>	<u>£ 2,796.00</u>
	£ 170,200.00	£ 184,798.00



Our kind benefactors during 2020-21 include;

Big Lottery, Billmeir Charitable Trust, Blacknest Ladies Club, CAF Bank, Cast Grant, Children in Need, Community Foundation, Co-op local Community Fund, Cranleigh Parish Council, Farnham Lions, Farnham Town Council, Godalming United Church, Groundwork UK, Guildford Lions, Surrey Care Trust, Surrey County Council, Waitrose

Thank you also to those who gave individual donations and our volunteers who so generously donated their expenses.

