

Annual Report 2013-2014

# Here for families and children

Home  
Start

Support and friendship  
for families

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HOME-START  
HEREFORDSHIRE

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Registered Charity  
No 1113432  
Company No 5659978

# Scheme Manager's Report

## Mandie Preece Scheme Manager

Home-Start Herefordshire has had another extremely positive year in terms of service delivery. We successfully delivered the 2nd year of a 2 year contract commissioned by Herefordshire Council providing "targeted volunteer support for vulnerable families with children aged 0 to 19 years". 52 families were supported through the contract and in helping these families we provided 1,530 hours of volunteer befriending support. It is a pleasure to see all the parents, children and young people who provided feedback on the service reported 100% satisfaction.

### Parents'/Carers' quotes

- "Our volunteer helped me with strategies around routines including help with bed times and eating. She helped with cooking, supporting me at meetings and making sense of what was being said"
- "Since a volunteer has been visiting our granddaughter we have seen a marked improvement in her behaviour, she has flourished when cooking, reads more and is generally very excited and looks forward to the visits"
- "My son looked forward to the volunteer visits; he enjoyed the physical activities they did together, something that I can't do due to my long term health problems. It was so beneficial for my son to have a positive male role model"

Due to the ongoing success of our work for the council, we were delighted when in February this year we were awarded a double contract to provide our targeted befriending support for a greater number of vulnerable families living in the county of Herefordshire.

In addition to our council contract we have also successfully delivered the 1st year of a 3 year project funded by BBC Children In Need which has allowed us to provide befriending/mentoring support for 77 children aged 5 to 14 years who were struggling with various issues including - those at risk of family breakdown, poor attainment and attendance at school, risky behaviour, social isolation, self-harming, domestic abuse and/or low self-esteem. Again we have received positive feedback from the children and professionals alike, who have reported improved relationships with parents, increased self esteem and better attainment, attitude and attendance in school since Home-Start Herefordshire's involvement.

Home-Start Herefordshire is committed to provide effective support to families using our service and we keep children's welfare at the heart of everything we do. With this in mind we have started to use child friendly resources (evaluation and feedback) allowing us through our service delivery to remain child focused and consider the child's view ("through the eyes of child").

**Children's quotes** - "What did they like doing with their volunteer?"

- "I liked talking about our lives" (child 13yrs)
- "I liked baking cupcakes" (8yrs child with additional needs)
- "We went out on adventures "bug hunting!" she did lots of silly fun things and likes running around with me and reading me stories" (4yrs)

Home-Start Herefordshire continues to offer incredible support and is really making the difference to the lives to some of the most vulnerable families living in the county, but without our volunteers none of this would be possible, so we are pleased to say that this has been very busy in terms of volunteer recruitment and we are delighted that we have managed to recruit and train a truly diverse team of volunteers who are now supporting families all over the county.

In addition to our 10 week accredited training programme, we have also provided further training opportunities for staff and volunteers on the Teenage Brain, Healthy Lifestyles, Domestic Abuse, The Angry Child, Fragile Male, Solution Focused Approach and Changing Behaviours, all of which has developed our knowledge and supported our work with children 0-19 years. As well as volunteer training opportunities we continue to offer



**Mandie Preece** Scheme Manager receiving a cheque from **John Gibbons**, Herefordshire Council's Bereavement Services team leader

Home-Start Herefordshire as a training placement for social work students, during the year 4 university students have undertaken a placement with us. A huge thank you to Diane who as the students Work Place Practice Educator has worked tirelessly to ensure the students time with us is such a valuable learning experience.

Here at Home-Start Herefordshire we use many different avenues to capture feedback from our volunteer workforce, this is extremely important to us, ensuring we hear their voice and use it positively to influence future service delivery. It was from this feedback we re-instated our volunteer peer support meetings in addition to our training programme. I am delighted to say that the meetings have been a great success with volunteers providing a valuable role in supporting and sharing experiences with others. "An excellent support meeting I found it empowering!" (Volunteer)

### Volunteers' quotes

- "The volunteering role is challenging and rewarding and I value highly the time I spend with the scheme"
- "Home-Start Herefordshire offers an excellent support system to their volunteers"

In addition to our core befriending service, we continue to run family groups in Ross and Kington with generous funding support from the New Grove Trust, Kington United Charities and the Cooperative Community Fund. These groups have provided children with safe and stimulating play spaces for fun and exploration and one to one parenting support for those families needing an extra helping hand. Further developments this year have seen staff and volunteers working at our family groups taking part in our new HSUK Group Workers Training programme which covered topics such as safeguarding and volunteer group supervision. Thank you to the staff and volunteers whose hard work at the groups make them the success they are.

Home-Start Herefordshire prides itself in offering a quality service and to ensure we achieve this we undertake an ongoing cycle of quality assurance self assessment, measuring our work against HSUK set quality assurance standards. In February we started the initial stages of our standard QA review conducted by Home-Start Herefordshire UK and in August this year we will undergo an enhanced level QA assessment endorsed by the Charity Commission, a full report will be available in the autumn (2014). Throughout this ongoing cycle of QA assessment we have captured feedback from service users/ referrers about our service delivery.

### Referrers' quotes

- "The family feel that they have somebody who cares about their wellbeing. They provide a listening ear, taking them out for appointments and socialisation, reduce conflict in the family" (Secondary School - Pastoral Support)
- "Needs were met, reducing isolation, building confidence and increasing enjoyment of family" (School Nurse)
- "Clear areas were highlighted for improvements and a clear plan was set out with targets achieved and discussed in a transparent way." (Secondary School - Pastoral Support)

Finally I would like to say a HUGE THANK YOU to our amazing staff and volunteer team for all their commitment and dedication to the organisation; it continues to be the greatest pleasure to work alongside such an amazing team of people.



## Staff and Volunteers Summer Social



Barbara Ferris, Donna Snook, Judy Hooley and Peter Watts



Mandie Preece, Alison Jones, Barbara Stevens, Sally Jones



Barbara Stevens, Tim Gluyas, Barbara Ferris



Angela Soulier, Vicki Murray



Donna Snook and Sue Etherington



Cherry Newton, Sally Jones

## Dunfield House, Family Fun Day



During 2013/14 we have supported 157 families



# Chair's Report

## Vicki Murray Chair of Trustees

What a busy and interesting year it has been for all of us at HSH!

Our two largest contracts with Herefordshire Council and Children in Need require us to work in new ways: working with families with children over 5 years of age as well as those under 5, short term 12 week placements in families rather than open-ended relationships and working with some high level cases.

Recently the trustees evaluated how these new approaches have worked now that they have been in place for over a year and we were pleased that our conclusions were very positive. In some critical ways the scheme has benefitted from them:

- HSH training has been extended and adapted to cover these new changes and is now comprehensive and a model for other schemes
- Both staff members and volunteers have risen to the challenge of working with high level cases and careful and regular monitoring has improved governance
- The agreed short term placements with families mean everyone is benefitting from the greater clarity that results both in outcomes and timescale
- There is an evidenced need for work with children over 5 years of age and they are clearly benefitting from our support for them

However we do need to monitor referrals and cases to ensure we have a good balance of ages across our caseloads and that we do not lose our early years skills. Any feedback from volunteers or stakeholders about these changes would be very welcome.

### Trustees and Staff

Vicki Murray	Chair
Rob Ellam	Treasurer
Helen Tank	Trustee
Christine Wright	Trustee
Peter Watts	Trustee
Carolyn Lazarus	Trustee
Julian Mawdesley	Trustee
Judy Hooley	Volunteer Rep
President	Mrs Alexandra James
Vice President	Mrs Anne Oldroyd
National Patron:	
HRH Princess Alexandra	
The Hon Lady Ogilvy, GCVO	
Mandie Preece	Scheme Manager
Sally Jones	Administrator & Organiser
Barbara Stevens	Organiser & Trainer
Diane Gibson	Organiser & Trainer
Alison Jones	Marketing & Volunteer Recruitment
Tamra Thomas	Family Group Coordinator
Sandy Pryde	Group Coordinator
Kay Gray	Group Coordinator & Admin
Kim Apps	Play leader



**Vicki Murray** Chair and **Peter Watts** Trustee

Meanwhile Home Start UK carried out a Quality Assurance Inspection in February and I am glad to say we had a very positive result with only a few relatively minor actions to make us fully compliant. These have now been done and we hope to gain full accreditation in August 2014. Next year we will continue our on-going cycle of quality assurance assessment and review.

Next year will be as busy as ever as we

- Offer ongoing accredited training and development for our volunteers, (including trustees). This will include modules on depression, maximising income and managing endings
- Continue to evaluate and develop a child friendly toolkit so that we are always child focused ("through the eyes of a child")
- Continue to develop and deliver our targeted core service to families with children aged between 0 and 19 years old
- Continue training placements for social work and university students
- Explore further possibilities of partnership working including local authority commissioning
- Continue to develop our volunteer support groups giving opportunities for consultation, evaluation and further development
- Develop policies on bullying and cyber bullying - safeguarding remains one of our main focuses
- Launch a service user feedback group to give us opportunities to look at current service delivery and future development
- Launch a new "Money for Life Service" to support vulnerable families to manage their day to day finances

It will be an exciting journey – I do hope you will travel with us!

My thanks go as always to our splendid and dedicated staff, trustees and volunteers and all those who have helped us this year with funding, support and in so many other ways – we are fortunate to have so many good friends.

**This year we have supported  
339 children in families,  
including 188 under 5s**



*Alison Jones Marketing and Angela Soulier Volunteer*



*Tamra Thomas and the Dogs Trust at Whitney on Wye*



*Hereford Technical College Supporting HSH*

## Events and fundraising during 2013-2014

### Alison Jones Marketing & Volunteer Recruitment

As always we have had the great British weather to contend with during the past 12 months, staff and volunteers never knowing if they should slap on the sun cream or pack a brolly and wellies. But in usual Home-Start Herefordshire fashion, come rain or shine we are out raising our profile and raising money for our fantastic charity.

This year's events have included a variety of new and old activities, including Sally and Tamra on horseback at the Huntington Chase, and what is fast becoming our annual Christmas Carol service at St. Peter's in Hereford city centre, and as last year the church was filled with not a spare seat to be seen; this was followed by the Christmas Stall in The Cathedral. A bridge drive with afternoon tea was held by Maggie Mathews, and an open evening of a new beauty and hair salon in Ledbury held by Lisa Marshall, mother we have supported. The Birds of the Feathers held a luncheon where I did a talk about HSH.

We held a very wet event at Whitney-On-Wye Toll Bridge where we had more staff and volunteers than public as the heavens opened on us nearly all day, but we stayed till the bitter end in the name of charity. This was followed by a scorching hot day at Broadfield Court's Well Woman event, where Angela Soulier and I sold lots of donated jewellery. The Technical College has also supported us by spreading the word about our service and raising money by holding a great raffle.

Finally in the rain and the sun our annual volunteer and staff social was held once again in Mansel Lacy where Barbara and Tom hosted the event in the local community centre. Thank you for all help given by all the volunteers and trustees during the last 12 months. We are delighted to tell you that with your help we have raised £3,469 through our fundraising events.



*Tina Jeffries with Homespun's beautiful quilt.*



*Tamra Thomas and Sally Jones at The Huntington Chase*



*Mark Pryde at Whitney on Wye*



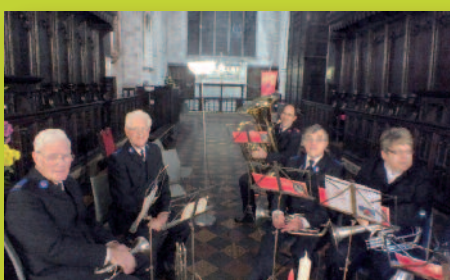
*Wendy Holton volunteer with her cook book*



*Mandie Preece Scheme Manager, Jesse Norman MP, Vicki Murray Chair*



*Christmas Carol Service*



*The Salvation Army Band at the Christmas Carol Service*



*Group photo at Christmas social*



# A Family's Story – Lisa and Tim Marshall

In August 2004 I had my twenty-week scan and was told my unborn baby had a 'diaphragmatic hernia' with a possible 40% survival rate. I was given the option not to have the baby or to carry on with the possibility of the baby not surviving the birth. After a lot of heartache we decided to carry on with the pregnancy and let nature decide.

Luisa was born at the end of December and she survived! She had her Diaphragmatic Hernia repair and after a seven month stay in Bristol Children's Hospital, Luisa finally came home for the first time in July.

To have the task of looking after a baby on oxygen, with a constant feed, plus two young other children was an enormous task to hand. The adrenalin of the fact that Luisa was finally home was really what kept us going. To begin with we tried to do it all ourselves. Family were around, but with their work commitments and my family in Somerset it was just fleeting visits. The enormity of daily tasks plus the care of Luisa and the boys did, after a few months, take a toll. This is where Linda our Home-Start Herefordshire volunteer was an incredible help to us.

Tim is a self-employed hairdresser often working past 7pm. Linda started by visiting twice a week, 4-6pm, helping with that really busy time of day. Without fail Linda would turn up, a smile on her face and an extra pair of hands, giving the boys that extra attention that I could not give whilst I did tube feeds and medicines. She helped at meal times so we could encourage and teach Luisa to eat and at bedtime to get everyone ready for bed. Linda has helped us go out for days that would have been very, very difficult on my own especially when you have an oxygen bag and feeding bag in tow.

I have vowed when my free time comes and my children have grown up – CALL ME UP Home-Start Herefordshire, time and an extra pair of hand is the best gift you can give.

Seven years later, Luisa is nine years old and tube free. What a miracle!!

Ten years ago we were given the option not to have this child due to the medical situation, but a couple of years of heartache and hard work is worth a life time of happiness. The gruelling 7 months she spent in hospital is now a distant memory.

Now Luisa runs around and plays like any other child, and she eats everything! The muscles have tightened as she has grown and developed, allowing food to go down and stay down.

HOME-START Herefordshire helped us through those difficult and emotional years with practical help and most importantly, MUCH NEEDED EMOTIONAL SUPPORT.

When children are young, even in a healthy normal situation, it can be very demanding. Parents need practical help and a friend they can talk to.



*The Marshall Family*

## Placements

In late 2011 Worcester University was looking for placement agencies for their social worker courses for the following year. After a lot of consideration in early 2012 I attended the training for Practice Educators, enabling Home-Start Herefordshire to become a recognised placement for first year student social workers on both the Bachelor and Master Degree courses. Currently our seventh student is mid-way through her placement.

It has been a two-way learning process. Each placement has been interesting, informative, some-times challenging but always rewarding. During 2013/4 The students who have been with us were Kylie Oshea and Tracey.

Diane Gibson, Organiser

## Tracey

My name is Tracey and I am a second year social work student with Gloucestershire University.

I was immediately welcomed by a heart warming team at Home-Start Herefordshire and felt comforted and at ease.

I have experienced the amazing support that Home-Start Herefordshire provide and have met truly inspirational families and children. I have some fantastic memories to take away with me as well as the learning opportunities such as child development and gaining experience of working with children and families.

## Kylie

Hello, my name is Kylie, I am a second year Social Work student who completed a 70 day placement at Home-Start Herefordshire. My experience with Home-Start Herefordshire was nothing but exceptional, I myself have three young daughters and always felt this could hinder my ability to be non-judgmental. I was supported through the Home-Start Herefordshire introduction by Diane and the team and soon realised my potential with my own experience as a mother can be incorporated to empower families in a compassionate and sincere manner.

Diane and the team demonstrated on a daily basis the passion they have for supporting families in times of austerity within the county; working tirelessly to achieve positive outcomes for families. This dedication was inspiring to see and has made me truly understand the positive impact I can achieve by not losing my ability to remember why I entered the profession in the first place... to inspire, encourage and empower those who have lost their way.

I have made lifelong friends with the Home-Start Herefordshire team and will look back on my time at Home-Start Herefordshire with fond memories.



*Kylie on her wedding day in July*

# Toy Library

## Sandy Pryde Group Coordinator

Home-Start Herefordshire has run the very popular Toy Library at the Children's Centre at Ross on Wye for over 10 years.



**Kay Gray**  
Group Coordinator

In this safe, secure environment our befriending family group supports young families living in and around Ross-On-Wye. We are grateful for the constant support of the staff at the Children's Centre, In particular Paula, who gives time and resources that helps complement what we offer.

In conjunction with the toy library group, the families who visit us can access the health visitor clinic and the breast feeding clinic at the same time.



**Sandy Pryde** Group Coordinator

The past 12 months at the group have been particularly enjoyable. A wide diversity of nationalities have attended the group: as well as British it's been a

pleasure to welcome families from Eastern Europe, South Africa and Venezuela. Carers are as likely to attend as mums, dads, grandparents, foster parents and child minders. What a wonderful mix of people comfortably interacting and sharing experiences with developing youngsters!

A survey conducted to discover ways to improve the toy library was unanimous in its support. "More of the same please". Many requests for additional sessions during the long summer holiday have been acknowledged. We are now opening for an extra 2 days during this August.

We use weekly themes eg. "fireman Sam" the use of literature and activities relevant to fire safety can be accessed by carers, while the children enjoy happy role play, including riding on toy fire engines. Lots of our activities take place in the garden adjoining our indoor space; it's here where fine and gross motor skills develop whilst building up their appetite for the healthy snack we provide.

Carers have plenty of opportunities to talk in confidence about any anxieties that they may be having and when appropriate are signposted to relevant professional services.

Thank you to the valuable input from the social work students, in particularly Tracey for her assistance with toddler twins and their mum. Finally a huge THANK YOU to Jo who is leaving us, Jo a Home-Start Herefordshire volunteer has been greeting all the carers with a smile and has been preparing the drinks and healthy snacks for the children. We shall all miss her but we hope she can return to us in the near future.

# Kington Family Goup

## Tamra Thomas Family Group Coordinator

Monday mornings are really not a bad time of day for the Kington family group in fact it is one to look forward to!! With huge support from the local community from funding to an enormous supply of tea and coffee from our local Coop (very gratefully received) the group is a good place to be. The families enjoy a couple of hours of 'me' time for both children and carers, a place



**Tamra Thomas**  
Family Group Coordinator

where there is a mix of fun, relaxation, support and friendship. For those who live in the most rural areas it is a lovely opportunity to meet people and a chance not to feel secluded and alone.

The families are supported by a good team. Our play leader Kim makes sure there is plenty on offer for the children, crafts, singing, sleeping bunnies always requested and repeated time and time again, soft play, etc etc. (Never a dull moment!) Caroline and Amber, our fantastic volunteers, are always there with a smile to



support families and welcome them with cup of coffee and a chat. They are invaluable and I know my job would be much harder without them. We have regular visits from our Health Visiting Team who drop in for a chat and catch up with the families and help with any concerns they may have which is also very much appreciated.



As a group we also try to get out and about a bit and recently enjoyed a fun morning at Tillington strawberry picking, where we enjoyed a picnic in the sunshine. In fact we do enjoy our food and ended the summer term with a picnic in the park this time on a freezing cold July morning, but everyone

refused to give in to the weather and we had a fun filled time.

This year we have supported 36 lone parent families....



## Home-Start Herefordshire welcomes

27 new dedicated  
volunteers all ready  
to help and support  
vulnerable families  
throughout the  
county



## Treasurer's Report

### Rob Ellam, Treasurer

Income decreased by 8% during the year mainly reflecting the end of funding from Lloyds TSB which we were unable to replace. Despite several major fund raising initiatives during the year we failed to develop any significant new funding opportunities and were particularly disappointed that the considerable work involved in our Lottery application was ultimately unsuccessful.

Some expenditure savings were made resulting in a reduction of 1% in expenditure. However, these savings were insufficient to offset the fall in income. As a result the deficit for the year on core operations increased to £13,165 (2013: deficit of £1,952). The deficit has been set against reserves from previous years to leave unrestricted reserves at 31 March 2014 of £38,184.

Our current unrestricted reserves only provide minimum cover for emergencies such as shortfalls in funding or unexpected expenditure. The Trustees continue to believe that reserves equivalent to 6 months expenditure, i.e. in excess of £70,000, are the optimum required to ensure continuity of operations and will continue to work towards this goal. However, although the current reserves only provide for 3 months of expenditure cover, the Trustees believe this is sufficient to meet the minimum required to continue operations. The additional income secured from Herefordshire Council for the coming year should also ensure we are able to at least break even in this year.

Amounts were received from Eveson Charitable Trust, Herefordshire Council, Four Acre Trust, BBC Children in Need, Herefordshire Community Foundation, Cadbury, The Army Fund, EF Bulmer Benevolent Fund, Southall Trust, New Grove Trust, Pontrilas Development, Kington United Church and Cooperative Community Fund. We are grateful for their support.

In addition money was received in the form of donations from individuals and the proceeds from fund raising events. We are grateful to the donors for their generosity and to all those involved in fund raising events for their hard work and commitment.

### Financial Summary

	Year ending 31 March 2014	Year ending 31 March 2013
<b>Incoming resources</b>		
Donations	3,990	3,934
Fund raising income	3,469	3,756
Grants	129,581	141,777
Other income	2,204	2,596
	<b>139,244</b>	<b>152,063</b>
<b>Resources expended</b>		
Staff and volunteer costs	131,621	129,562
Fund raising costs	62	400
Office costs	12,932	13,672
Scheme expenses	5,450	7,762
Governance costs	999	709
	<b>151,064</b>	<b>152,105</b>
<b>Net movement in funds</b>		
Unrestricted funds	(13,165)	(1,952)
Restricted funds	1,345	1,910
<b>Funds at 31 March</b>		
Unrestricted	38,184	51,349
Restricted	7,168	5,823

 **Four Acre Trust**

 **PRINT PLUS**  
www.printplushereford.co.uk

 **Herefordshire Council**

 **Lloyds TSB Foundation**  
for England and Wales

 **HALIFAX**

 **BBC Children in Need**

 **THE HEREFORDSHIRE FOUNDATION**

 **PONTRILAS DEVELOPMENTS**

 **NEW GROVE TRUST**  
helping the next generation grow

 **E F Bulmer Benevolent Fund**

 **The co-operative membership community fund**

**Home-Start Herefordshire**, Suite 1 Lakeside Offices,  
Unit 1A Thorn Business Park, Rotherwas, Hereford HR2 6JT

Tel: 01432 371212 Email: [homestart.hereford@virgin.net](mailto:homestart.hereford@virgin.net)  
Web: [www.home-startherefordshire.co.uk](http://www.home-startherefordshire.co.uk)