

Annual Report

2017/2018

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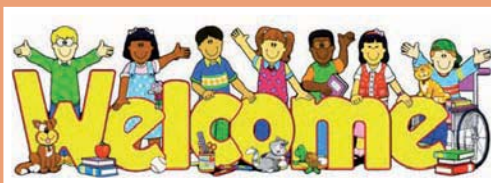
Support and friendship
for families

HEREFORDSHIRE



Registered Charity No 1113432 • Company No 5659978

**Jan Frances and Hazel Misslebrook
have recently joined our board of
volunteer trustees**



**Our newly trained Home-Visiting
Volunteers are ready to join our
amazing dedicated team**



Chair's Annual Report

Vicki Murray Chair of Trustees

Hello again! Julian Mawdesley did a splendid job as chair last year and I am now back after a good break. We would all like to thank Julian for all his hard work both as chair and during his years as a trustee. He was great fun to work with. He is now enjoying a new life in Cyprus in the sun and we wish him good luck. There has been more change on the trustee board. One of our longest serving trustees, Christine Wright has decided to leave us. She has done some invaluable work over the years and we will miss her, but I am sure she will keep in touch. Peter Watts who started with me several years ago needed to cut down on his commitments – again we will miss his excellent contribution. Finally both Teri Turner, who undertook some significant work on our Business Plan, and Alison O'Grady are no longer trustees. Both did sterling work for us. We thank all five of them. Meanwhile we welcome Hazel Misselbrook, previously a home-visiting volunteer, and Jan Frances, ex-CEO of Hereford Women's Aid. Both have a breadth of experience to offer and we are enjoying working with them.

The Board has a serious responsibility to ensure the financial viability and probity of the organisation in a harsh economic and social climate for charities. For some years we have been awarded a contract by Herefordshire Council to deliver befriending services to Herefordshire families and to give them early support in their difficulties. BBC Children in Need has similarly enabled us to help families with children up to the age of fourteen years over the past few years and the Army Central Fund and Army Benevolent Fund have enabled support for army families. In addition several charitable trusts and private companies continue to make us, and thus our families, their beneficiaries. These include the Eveson Charitable Trust, Cadbury Foundation, E F Bulmer Benevolent Fund, Herefordshire Community Foundation, All Saints Charity, the Hereford Rotary Club, Dunelm, the Co-op Community Foundation, Santander Foundation, Pontrilas Development, Rathbone, Kington United Charities, Tesco Community Fund, TSB Champions Foundation, Four Acre Trust and the Gannett Foundation. Individual donations and fundraising events have also helped us to maintain a relatively

healthy financial situation. We would like to extend warmest thanks to everyone who has helped us.

The trustees are vested with a duty to ensure high quality of service, confidentiality and safeguarding of children and vulnerable adults. Through ongoing strategic deliberations and identification of priority objectives in our Business Plan, we monitor and endeavour to maintain (and possibly increase) our achievements in service delivery and organisational development in order to meet targets and high standards. Home-Start UK awarded us 100% in our Quality Assurance Review, the only Home-Start scheme to achieve this in the country, and we work hard to justify this record. Our volunteer training programmes, CPD and continuous commitment to due diligence are all important aspects of this effort.

The trustees are helped enormously in this important work by the high calibre of our staff members, led by our wonderful scheme manager Mandie Preece. They are all committed to Home-Start Herefordshire over and above their statutory duties and the trustees regard them as our most important asset.

Our thanks must also go to the home-visiting volunteers without whom none of our work would be possible. They also often help us over and above the call of duty.

I have been chair of several charities during the course of my career and there is no doubt in my mind that Home-Start Herefordshire is at the top in terms of achievement, purpose and joy. I feel privileged to act as chair and am helped enormously by my co-trustees and reassured by the integrity, skills and commitment they all exhibit. I would like to thank in particular Andy Walkden, deputy chair, Rob Ellam, treasurer, and Helen Tank, lead safeguarding trustee, for their conscientiousness, experience and dedication. We also have invaluable advisors in Judy Hooley, volunteer representative, and Wendy Troy, family representative.

Thanks to all of you reading this Annual Report and do keep supporting us – we need you all!



Vicki Murray, Chair of Trustees with Helen Tank, Trustee



Whitfield Walk May 2018

Tamsin Clive invited Home-Start Herefordshire to have their wonderful fund-raising walk through the Estate grounds once again. We had a great turn out on a lovely sunny day. 65 walkers enjoyed the day which included a fabulous home made lunch. The proceeds were split between Home-Start and the Wormbridge Church Fund. Thank you everyone who participated, and donated, you will be pleased to know the event raised £1,137.



Nicola Birch – Volunteer/Student Social Worker

I started with Home-Start Herefordshire nearly 3 years ago as a volunteer as I was looking to pursue a career in Social work. I felt I could offer support and friendship to families along with gaining amazing experience towards my career path.

Eight months after becoming a volunteer I began studying at Worcester University – a degree in Health and Social Care.



I was very lucky to secure a 2 year placement with Home-Start and have since gained invaluable experience working with a diverse range of families.

The Home-Start Herefordshire team who have provided my training, supported me in my role as a volunteer and encouraged me to pursue my career goal have been an inspiration to me and to the families we support. I feel very blessed to be part of this team. I have learnt a great deal from my experiences here and hope to continue as a volunteer within the organisation.

The leadership and management with the organisation is first class and the support from the organisers is invaluable. My Mentor Barbara has worked closely with me through my work based learning module and has always gone one step beyond what is expected – a lady who has dedicated her time and knowledge to support me as well as many families who need help.

I would like to thank everyone at Home-Start Herefordshire for their support and for making my experience within the organisation so enjoyable.

A Year in Home-Start pictures

AGM 2017 celebrated our 35th year with guest speakers, Cllr Brian Wilcox opening the event by speaking about the priorities of the council and how they fit in well with the work of Home-Start. It is at the top of their agenda that every child should have a happy, healthy, secure childhood. Followed by The Revd Lady Jane Lisvarne, High Sheriff of Herefordshire, speaking about tackling loneliness and isolation in the county. Our final guest speaker, Rob Parkinson, Chief Executive of Home-Start UK, spoke about the future of the charity moving forward and about 35 years of Home-Start Herefordshire. The event was a great success.



Around the County

Alison Jones

Marketing and Volunteer Recruitment Coordinator

During my 18 hours a week working for HSH I get to exhibit at lots of fundraising events, these help raise our profile as well as bringing in essential extra funds. This year has been no exception.

HSH has worked closely with Dunelm on a couple of events, where I have worked with volunteers to raise awareness of our service, while dressed up and riding a bike, or baking and selling cakes, or raffling donated items (Yes that's me in the Halloween mask...). Together with Julian (the Chair 2016/17) we organised an amazing Golf Day at Wormsley Golf Club, we even arranged the weather. The Ledbury Quilting Society raised money for us, from raffling an exceptionally beautiful handmade quilt. The TSB Ross-On Wye supported us throughout the year with lots of small events, and Haines Watts and Sunshine Radio delighted us at Christmas time with a collection of brand new toys and gifts for our families as well as an abundance of Easter eggs from the two companies, which the Easter bunnies distributed to lots of families. The River Carnival was an amazing day, selling out all our gifts on our tombola stall.

Thank you everybody who has helped and been involved – it's been a busy year.

During 2017/18 we have supported 167 families



Manager's Report

Mandie Preece Scheme Manager

What an incredibly busy year it's been here at Home-Start with us celebrating many great achievements in terms of service delivery. But we also faced an extremely challenging and uncertain year in regard to funding, particularly as one of our main contracts, with Herefordshire Council was coming to an end. However after taking part in a competitive commissioning process we are delighted to say we were successfully awarded a two year contract which will enable us to continue to provide our valuable volunteer befriending services for Herefordshire families.

During 2017/18 HSH supported 167 families (312 children). This was a reduction in numbers compared to 267 families (461 children) in 2016/17. Sadly this was due to the closure of our Community Stay and Play group in Ross-on-Wye which, due to funding cuts, closed its doors in July 2017. We have, however, provided effective volunteer home-visiting support for 105 vulnerable families with a further 62 families receiving early intervention support through our group provision. Of these families 174 children referred as needing help were aged between 0-5yrs receiving emotional, practical and behavioural support and 138 children aged 5-19yrs receiving emotional, mentoring and behavioural support.

Throughout the year improvements were made for **105 families (312 children)** who were referred for support through our Targeted Volunteer Befriending Service commissioned by Herefordshire Council. Families were identified through Herefordshire Families First Outcomes Framework at initial assessment as needing support with **Parenting Skills** (school attendance issues, children experiencing poor parenting, children with developmental delay, teenage parents), **Parenting Wellbeing** (physical disabilities and mental health issues, domestic abuse and violence) **Children's Wellbeing** (physical disabilities and mental health, challenging/risky/anti-social behaviour, poor attainment and low academic achievement, domestic abuse and violence) and **Family Management** (at risk of financial exclusion, poverty, poor living conditions, housing difficulties, worklessness. Working closely with parents and children on agreed needs and priorities, brought about steady long-term change in the life chances of these families. These positive outcomes have been evidenced through feedback from parents/ carers themselves.

Parent/carers feedback ...

"I really gelled with the volunteer; she helped me understand myself, supported me to get medical help and helped me put strategies in place for the whole family. I feel valued as a person for the first time in a very long time"

"Thank you for your time, help and advice in my times of need. I am immensely grateful for your service. Your sensitivity, insight, gentleness and intuition made a huge difference in my life, as well as my sons"

Referrer feedback...

"Working with Home-Start, it is evident that the organisation is very professional in all they do, they are focused on the needs of the family and keen to work co-operatively with other agencies in ensuring the best outcomes for the family"

"Home-Start is a crucial service in providing support and contact for vulnerable families"

"Home-Start's approach to working with families is very empathic, person centred and holistic"

In addition to this we have provided direct befriending/mentoring support for 74 children aged between 5-14yrs. This support has been possible through successfully securing a small 3-year grant funded by BBC Children In Need. We are extremely grateful to CIN for their continued support, it has helped children referred for help under this project to increase their social networks, improve emotional health, develop a greater self-worth, reduce risky behaviour and help repair fragile parent/child relationships.

Parent feedback ...

"My daughter has really benefited from the support. C (volunteer) was really in tune with her age group, made her think about why she self harms and the risks of taking drugs and drinking. He tapped into her interests and helped her look into suitable courses when she leaves school – School attendance has also improved."

The main focus of our work is engaging children and young people, ensuring positive outcomes are achieved and most importantly for them to feel valued and listened to. We regularly review the systems we

have in place to capture the "Child's Voice". This year one of our university students undertook a project to devise a child evaluation tool which resulted in the launch of a new "Child Feedback Wheel". We are hopeful that this will help us to really understand what children using our service think and feel about their lives, the support they receive from us, how it has helped and any changes needed. We are very grateful to The Rathbone Moral Aid Charity for providing funding and support for this project.

Child's feedback...

"I feel I'm different from others, it makes me feel angry and alone. But with the volunteers' help I have been able to talk about lots of things, my thoughts and feelings without thinking I was being judged – I felt listened to and understood. It has really helped my parents understand me as well"

A grant from The Army Central Fund and Army Benevolent Fund has enabled us to support a number of Military Families as well as those who are longer serving in the Armed Forces. Families supported through this project have been struggling with issues including isolation, mental health including PTSD, ill health as well as various parenting concerns. Volunteers have helped considerably to reduce isolation, help with parenting strategies and improve the health and wellbeing of families supported.

"My volunteer gave me what I needed, someone to talk things over with that was non-military, she was non-judgemental and saw me as a person not just an army wife"



Mandie Preece, Scheme Manager

To ensure we were able to sustain our current service delivery we continued to undertake an ongoing cycle of volunteer recruitment. Our Marketing and Volunteer recruitment Coordinator carried out a successful countywide marketing and recruitment campaign, resulting in the selection and training of 17 new home-visiting volunteers and 2 new Trustees. A warm welcome to our new volunteers, we hope that you will find your journey with HSH a rewarding one.

Volunteer training and development continues to be a priority for the organisation. This year as well as our accredited preparation training we have also offered various development opportunities including Big Hopes Big Futures (school and nursery readiness), Money for Life (budgeting and money management), Domestic Abuse (supporting victims of DV) Heart-Start (life saving first aid) and Healthy Lifestyles (supporting families to lead a healthier lifestyle). However none of this would be possible if it wasn't for the generous support of The Gannet Foundation, Herefordshire Community Foundation, Santander Foundation and United Charity of All Saints. In addition, we have continued to offer a valuable learning opportunity for both social work and university students who have undertaken work experience placements with us. This year 5 students have trained with us.

HSH uses many different avenues to capture feedback from our volunteers, this is extremely important to us, ensuring we find out what they feel about the contribution they make, as well as using feedback to positively influence future service delivery. This year saw the introduction of a new volunteer impact management system (VIMS) which enables us to capture the "volunteers' journey of change", showing their progress and ongoing development. Volunteers have reported increases in self confidence, seen improvements in their physical and mental wellbeing as well as increasing their knowledge, skills and experience.

Over the last year we had contact with 167 families many of which have had minimal contact with statutory agencies. In addition to providing valuable support to improve outcomes for vulnerable families we also provided a useful consultation forum and assisted in promoting parents, children and young people's involvement in shaping local services. We supported our service users to engage in local and national consultation such as the re-design of Herefordshire Children Centre Services, Children and Young Peoples Plan, Impact Assessment of family

support services and via Health Watch finding out what our children and young people think about health and social care services in Herefordshire. Furthermore, as an organisation we contribute to development of local family support provision through membership and support countywide via Children Centre Advisory boards, Family Network Meetings, Team around the Family meetings and attendance at Early Help Operational Groups.

Home-Start Herefordshire welcomes and values difference. Equality of opportunity is at the heart of all we do. We treat everyone with respect and offer equal chances to participate. Throughout the year we have made a special effort to reach families who may be socially isolated, these have included single parent mums and dads, grandparents, main carers with a disability (hearing and visually impaired), gay and lesbian couples, BAME families, GRT (Gypsy Roma Traveller) families, ex-prisoners and parents or children struggling with mental health issues. We currently have volunteers from various ethnic groups (or who speak different languages) who are able to provide valuable help and support to families where language is a barrier. Furthermore we have provided BAME families with translated promotional literature enabling them to make fully informed decisions about the support that is available to them. In addition, working closely with the local and national Book Start service, we have increased our resources for BAME families by providing dual language books and sensory books for visually and hearing impaired parents/carers and children.

"My volunteer was easy to get along with, very upbeat, energetic, positive, thoughtful and a good listener. She was very flexible with all that I needed help with. She helped by talking things over, helped me to make telephone calls, go to the job centre, helped with gardening, decluttering and childcare- she was very accommodating of my needs" (BAME family)

HSH is proud to be quality assured. The quality of our practice has been assessed under the Home-Start Quality Assurance System. This is a robust, bespoke system based on a programme of self-assessment against Home-Start's nationwide quality standards. The ongoing development of our services has been reviewed, as well as the continuous improvement of practice areas relating to governance, management and safeguarding and service delivery. In August this year a review was undertaken by Home-Start UK's quality assurance specialist and, as a result, we were awarded the maximum level, achieving 100% of all requirements met, identifying HSH to be a "High Quality Organisation offering a High Quality Service".

"Well done everyone, what a great review. You have demonstrated that you are doing great work and that you ensure the quality remains high" (HSUK Quality assurance specialist)

Safeguarding remains one of our main priorities, this year we updated our volunteer safeguarding training to reflect lessons learnt from recent serious case reviews. In addition to this, members of the staff team undertook the NSPCC Graded Care Profile 2 training, which enables professionals, using a new assessment tool, to identify cases where there are concerns around Neglect.

In addition to our core befriending service we continue to run a vibrant family group in Kington with generous funding from Kington United Charities. The group have been essential in providing fun and friendship to young families who are living in one of the most isolated areas of North Herefordshire. A big thank you to the amazing staff and volunteer team Tam, Kim, Caroline and Janet who make the group the success it is.

In October this year a number of families were lucky enough to have the opportunity of a family holiday, free of charge, at the beautiful setting of Dunfield House. Families took part in many different activities including going on nature trails, playing on the adventure play ground, swimming in the indoor pool and were even treated to trip to the seaside. Dunfield House's own volunteer team helped with many of these activities and also provided the families with little treats to take home with them. We are grateful to all the staff and volunteers of Dunfield House who ensured the families had such a memorable time and Hereford Lions Club who kindly helped us out with the transport.

"We had a fabulous short break holiday at Dunfield House, especially enjoyed the swimming, activities and trip to the seaside-the girls had never been to the seaside before- Thank you everyone for arranging it" (family feedback)

Finally I would like to pass on my sincere and grateful thanks to our incredible staff and volunteers (home-visiting and trustees) for all their hard work and dedication to the organisation. It is a real privilege to work with such an amazing Team.

Treasurer's Report

Rob Ellam, Treasurer

Incoming resources increased by 3% to £159,591 (2017: £154,873). Total expenditure decreased by 6% to £159,807 (2017: £169,765). The higher income mainly results from successful fund raising activities and the generation of new funding sources. Lower expenditure arises from reductions to staff hours and savings in staff and volunteer expenses. The resulting surplus for the year on core activities was £913 (2017: £7,823 deficit). The surplus for the year has been added to reserves from previous years.

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. circa £80,000 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 (2017: 3 months), the Trustees believe this is sufficient to meet the minimum required to continue operations in the short term at least.



E F Bulmer
Benevolent Fund



KINGTON UNITED CHARITIES



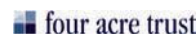
The Rathbone Moral Aid Charity



HFT Forklifts Limited



The Eveson Charitable Trust



Financial Summary

	Year ending 31 March 2018	Year ending 31 March 2017
Incoming resources		
Donations	6,714	3,285
Fund raising income	6,065	1,915
Grants	144,144	145,046
Other income	2,668	4,627
	159,591	154,873
Resources expended		
Staff and volunteer costs	136,602	146,193
Fund raising costs	1,671	25
Office costs	15,777	15,550
Scheme expenses	4,434	6,768
Governance costs	1,323	1,229
	159,807	169,765
Net movement in funds		
Unrestricted funds	913	(7,823)
Restricted funds	(1,129)	(7,069)
Funds at 31 March		
Unrestricted	43,686	42,773
Restricted	2,771	3,900

This year we have supported
312 children including
174 under 5's and 138 over 5's

We have recruited and trained
19 new volunteers during the
past 12 months

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Kington Group

Tam Thomas Family Group Coordinator

Kington is a small town just on the Welsh borders where everyone seems to know each other, but sometimes it is difficult to find somewhere to go where you are always welcome and not judged. To find someone to talk to, someone who will listen, support you and offer help if needed. Sometimes you just need to talk to friends somewhere that you feel safe/welcome knowing that they are on your side and share the same experiences.

Sometimes you need a giggle and chat where your little ones are happy being looked after and occupied by someone else but still in your sight – somewhere it is nice to be. Sometimes it is nice to know you are not alone – bringing up children is not always easy, perhaps a place to get a bit of advice and share experiences with other families.

Sometimes you feel tired and low just need to get out— although it can be an effort but worth it for a relaxing cup of coffee and a chat and just to get out of the house.

Well Kington Home-Start group is the place to go for all the above and more – you are always welcome. Monday mornings can be fun!!!!

