



Welcome to all our new volunteers

Home Start

Support and friendship
for families

Annual Report 2012 - 2013

Home-Start Herefordshire

Registered Charity Number 1113432 Company Number 5659978





Scheme Manager's Report

MANDIE PREECE
Scheme Manager

Home-Start Herefordshire has had an extremely exciting and positive year in terms of our service delivery; we have undertaken new ways of working which have included "Targeted Family/Befriending Support" and "Working with children over the age of 5 years." We successfully delivered the 1st year of a 2 year contract commissioned by Herefordshire Council to provide "Targeted Volunteer Support for Vulnerable Families with children aged 0-19 years". We are delighted to say that this has been a resounding success with all the parents, children and young people who provided feedback on the service reporting 100% satisfaction.

Parents' quotes: "Our volunteer helped us make those changes needed to improve our lives", "I felt supported, listened to & understood", "My Volunteer has helped me set up routines and time for homework", "My volunteer has helped me realise I am able to cope!"

Referrer's quote: (Health Visitor) reported that Home-Start had managed to do what no other agency has been able to do in 5 years - "to successfully engage this family and help mum to put into place strategies for behaviour management"

During the year we also secured 3 year funding from BBC Children In Need which enabled us to provide befriending support for children aged 5-14 years who were struggling with various issues including:- those at risk of family breakdown, poor attainment & attendance at school, risky behaviour, social isolation, self harming, domestic abuse and/or low self esteem.

Again we received extremely positive feedback from the children themselves and from professionals working with these children, who reported improved attainment, attitude & attendance in school since Home-Start's involvement.



"I admire greatly the work that Home-Start carries out in supporting families across the UK. Their volunteers do a fantastic job in supporting families with a diverse range of needs, everything from post natal illness and multiple births, through to domestic abuse and poverty. Home-Start stops many families from reaching crisis point, and I am proud to be an ambassador of their work."

Kirsty Allsop

Three Year Old Helpers

A mother's work is never done,
though seasoned with a lot of fun;
as toddlers grow up bigger, stronger,
you find your jobs are taking longer
– not just because of interruptions,
but also all the good intentions
of little helpers who compete
between your arms, beneath your feet
to sweep the floor – exciting chore! –
and sort the washing, and much more;
How pleasant vacuuming can seem
when little helpers sleep and dream!

By Rhiannon Weber - A volunteer

Child's quote: "my volunteer listened about my problems with school and friends, she helped me with my self confidence and also gave advice about how not to get mixed in with the bad crowd. She helped me enjoy going out again and helped me to be happy again."

In December 2012 we were successful in securing a grant from the Department of Health to help support vulnerable families who were struggling due to the impact of fuel poverty. We worked alongside partner agencies delivering a "Get Warm Stay Warm Service" for families, which included help with fuel payments, emergency food parcels, cold weather clothing (coats, hats, gloves and scarves), cold weather packs as well as signposting and making referrals for oil filled radiators and cold home checks.

We have had a busy year in terms of volunteer recruitment and are delighted that more volunteers than ever before have taken advantage of the Accredited Training programme we have available. As well as the 40 hour Preparation training course, volunteers have undertaken Depression & Maximising Income Training at an accredited level.

However alongside these achievements we faced considerable reduction in our funding and struggled to secure enough funds to enable us to continue our current service delivery. If it hadn't been for the continued support of our long-term funders such as Eveson, Four Acre Trust, Bulmers, Herefordshire Community Foundation and Cadbury we certainly wouldn't have been able to provide friendship and support to over 160 families this year.

I offer grateful thanks for the support, hard work and dedication of the Staff Team including our Organisers Barbara, & Diane, our Group Coordinators Tam, Sandy & Kay, our Marketing & Volunteer Recruitment Coordinator Alison, our efficient Scheme Administrator Sally and our Play Leader Kim.

I would like to thank the Trustees for their support and guidance over the last year. Their combined expertise, experience and knowledge help ensure Home-Start Herefordshire's continuing success.

Lastly, but most importantly, we at Home-Start recognise that volunteering is at the heart of our organisation and we couldn't provide our befriending service without our fabulous volunteer team. I am continually amazed by the kindness, consideration and compassion our volunteers show to the organisation and to the families they support. It is a truly wonderful job you do, so I would like to say a huge THANK YOU!!!

Chair's Report

VICKI MURRAY
Chair of Trustees

During the year we have supported 16 main carers who have a disability and 9 children who have a disability.

Home-Start Herefordshire continues to thrive despite the current challenging circumstances for all voluntary organisations. Thanks to our generous funders and our excellent staff and volunteers, who unstintingly support families across the county, we are able to offer real friendship and practical help to parents and children who find themselves in difficulties.

Despite having to make some rigorous savings in our costs, we work hard on all aspects of the quality of our service, especially safeguarding, and constantly look at new ways of improving them.

This year we have several exciting achievements to report:

- We are now working with families who have children older than 5 years of age through our 2 year Herefordshire Council contract. This can mean working with parents, with children or both together, offering diverse support including help with mental health, domestic abuse, drug and alcohol problems, homework support, family relationships and other issues. These are short term 12 week placements which may be extended if more support is needed. We exceeded our targets for the first year.
- Our essential work with families with children up to 14 years old continues with Children in Need funding. Targets have been met and we receive excellent feedback from families.
- Our core work supporting families with pre-school children has also been enabled by the Eveson Trust and the Lloyds TSB Foundation.
- We have continued to run groups in Hereford, Ross and Kington with help from the Four Acre Trust and others. These groups provide children with safe and stimulating play spaces and support their families. Parents can improve their numeracy and literacy skills through Family Learning, for example, some parents in Kington have completed First Aid training.
- Four Acre Trust also generously support our Marketing and Recruitment Manager who does such good work in finding us volunteers and promoting us across the county.
- In addition to our ten week training programme for all volunteers, we offer them continuing support through supervision by the organisers and networking groups.
- New Grove Trust has helped to offer training to support families to lead healthier lifestyles and to deliver healthy eating and parenting workshops to families.
- The Maximising Income Project helping families to access benefits and grants is now successfully completed, but we hope to be able to deliver this project again with further funding and additionally help families experiencing fuel poverty.
- The Army Central Fund has granted us £3,000 to fund a 2013 project befriending families with a parent serving in the Armed Forces.

We find that grant organisations, local charities and individuals are very supportive in helping us to sustain all our activities and are very grateful to them.

We have focussed on quality assurance all year but as our national organisation, Home-Start UK has been undergoing reorganisation in the light of reduced funding, our anticipated Quality Assessment Review in June 2013 has been delayed and is now expected to take place in September as a pilot for their revised scheme.

I would like to take this opportunity to personally thank our president, my fellow trustees, the home-visiting volunteers and the staff for making my responsibilities as chair so pleasurable. In particular, my thanks must go to Helen Tank who has been such an excellent Chair for the last few years and has left a splendid legacy for us all to take forward.

Home-Start Herefordshire is a happy, caring and quality organisation, fully committed to helping Herefordshire families from any background to lead fulfilled and positive lives. So often they are in real need of a friendly and informed volunteer and we are grateful that we can continue to offer this vital service which is genuinely so valued.



Pictured above is Vicki Murray, Chair, and Helen Tank, outgoing Chair

Vicki Murray
Rob Ellam
Helen Tank
Christine Wright
Peter Watts
Russell B Hamilton
Carolyn Lazarus
Julian Mawdesley
Heather Manning
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Trustee
Trustee
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Volunteer Representative
Volunteer Representative
Mrs Alexandra James
Mrs Anne Oldroyd
HRH Princess Alexandra,
The Hon Lady Ogilvy, GCVO

Caring Restraint

I'll hold your hand
For your own good-
You cannot see the things that could be
dangerous, hurt, or make you fall -
I'll hold your hand while you are small!!
I'll hold your hand until I know,
When I shout, 'Stop!!'
You will not go, but come if called -
At once return,-
I'll hold your hand until you learn....

By Rhiannon Weber - A volunteer

A Year in Pictures



Wendy Houlton teaching the families basic cookery



Kington group getting a financial boost from the Co-op



Alison Jones, Helen Tank, Alex James, Mandie Preece at the 30th Anniversary AGM



Early Language Development Programme



The Queen and Lady Darnley
The Queen's Jubilee Celebrations



Our 30 Year Anniversary Cake



Mandie Jones and Mandie Preece at BBC Hereford and Worcester



The Home-Start team doing the Morecambe Bay walk to raise funds



Tim Gluyas volunteer and Barbara Organiser. Even rain doesn't stop us!!

This year we have supported 339 children in families,
including 199 under 5's



Outdoor play at the Ross Group



Fun at the Toy Library



Volunteer social at
Barbara's house



Volunteer social at
Barbara's house



Georgina Vernalls



School children at the
Carol Service

Kington Group

TAMRA THOMAS
Group Co-ordinator

The sleepy old Parish Room in Kington is woken up on Monday mornings by the sound of laughter and buzz of conversation from our Home-Start family group.

With the continuing support from the Kington community and funding from the local Coop Branch and Kington United Charities, our families group has thrived this year and we are busier than ever!! – not only in numbers but activities. We glue, we stick, we paint, dance, sing songs and tell nursery rhymes, (sleeping bunnies is the current favourite and has to be sung at least 4 times!) we play, make things and very often get quite messy.

We were pleased to welcome back our Play Leader Kim this year. Kim makes sure all the children have a fabulous time and thank goodness she can actual sing, unlike me!

The parents are all welcomed and made comfortable by Caroline and Amber our wonderful volunteers who are always ready with a cup of tea or coffee and chat. It is truly not possible to come along and feel out of place. We give everyone a warm welcome.

All in all a good place to be - worth getting up for on a Monday morning!



Tamra Thomas



At the Courtyard celebrating 30 Years



Doreen and Alison at Broadfield Court Wedding Fayre



Maggie and Bill's Open Garden



Maggie at the book stall in the Butter Market



Tam at the Cathedral Christmas Fayre



Bill Mathews and Ciaran Powell at Garden Fete

Events and Fundraising during 2012 - 2013

During 2012 as well as the Olympics and the Queens Jubilee, Home-Start Herefordshire was celebrating their 30th Birthday, so the scheme got up to lots of fun things all in the name of fundraising. Mandie and I got the pleasure of being in the community tent whilst the queen and the Duke of Edinburgh visited the Herefordshire Jubilee event, so we had a front seat view, which was a great privilege. Also that day Maggie and Bill Mathews had an Open Garden event in their nearby home, with home-made cakes galore.

We held our first music concert at the Courtyard Hereford. With three local artists who gave their time for free to support our charity. Many staff, trustees and volunteers came and enjoyed the evening. As Christmas fast approached, we held what is to become an annual Christmas Carol Service in St Peters Church. The evening was supported by The Salvation Army, local Primary schools from the county and St Peters Church.

2013 has seen yet again the unfaltering support from Alex James and her husband Mark as they hosted a boutique Wedding Fayre at Broadfield Court in aid of Home-Start Herefordshire. We also had a piano recital by two talented young musicians, and many other smaller events which included a Zumbathon, a Christmas stall, a charity book stall and an Open Garden to name but a few.

Approx £2,500 has been raised by holding fundraising events around the county throughout the year and once again these events would not have been possible without the help and support of our dedicated volunteers, so thank you so much, as we couldn't do these things without you all.

Alison



Pat and Doreen at the Diamond Day celebrations



Charity Open Garden at Hentland, Ross-On-Wye



The Christmas Carol service at St Peters Church



The Music Showcase at the Courtyard Theatre



The Piano Recital at Holy Trinity Church



Vicki and Diane at Broadfield Court Wedding Fayre

The Toy Library at Ross-on-Wye run by Sandy Pryde and Kay Gray

SANDY PRYDE
Family Group Co-ordinator

Thursday mornings at the The Toy Library offers friendship and fun for young families living in Ross on Wye and the surrounding villages. The group quickly becomes the highlight of the week for many of our lonely and isolated carers. Families feel relaxed and comfortable.

During our sessions we always ensure that there is a quiet area that offers an opportunity for confidential chats. Also if mum requires a safe pair of hands to look after a child whilst she visits with the health visitor, we are happy to help.

All the children are offered lots of physical imaginative play in a safe garden environment (sand, pebbles, water, climbing, and digging "we're fixing the pot holes"!) as well as the more traditional indoor toys and activities associated with a quality crèche. All these activities encourage social interaction for the children.

During the past year we have seen a steady rise in dads and grandparents attending. Foster carers and childminders are still accessing the group but there has been a decline in the number of Eastern European families visiting the sessions.

During the morning the children are all offered healthy snack whilst their carers enjoy a cold drink.



This year we have supported 39 lone parent families...
During 2012/13 we have supported 163 families

Anni

My name is Anni Molloy and I am studying a BA (hons) Social Work degree at the University of Worcester. I am a first year student and as part of my course I have had to do a 50 day placement within the voluntary sector. I was told that I was going to Home-Start in Herefordshire. If I am honest I didn't know much about the organisation before I started so I was a little apprehensive.

During my placement I have been working with multiple families as not only their volunteer but also as their organiser. This experience has been invaluable as it has given me real insight into the volunteers work in the home but also the administrative side in the office.

I have to say, I have been truly touched by the families that I have worked with and the work that Home-Start do in general. It is something that I will take with me for years to come and I will of course highly recommend the work to anyone that crosses my path. The staff in the office are fantastic, good humoured and really willing to help and support with everything! I couldn't have asked for a better placement and I would like to thank the families and staff for being so welcoming and allowing me the opportunity to learn and grow with them.

Matt

My name is Matt Llewellyn, a first year student undertaking a BA (hons) Social Work degree at the North East Worcestershire College.

My 50-day placement opportunity with Home-Start Herefordshire began in January and will end in May this year.

Previous employments have involved working for Hereford United's Football in the Community scheme; children's secure residential homes and more recently, for the local authority's Children's Services.

However, Home-Start is my first taste of voluntary third sector work and as such, has afforded me with many new challenges primarily around befriending children in order to provide them with emotional support and developing their self-esteem through practical activities.

All these experiences have greatly affirmed my commitment to wanting to become a social worker and in doing so, broadened my horizons in terms of what area of practice I would like to enter into, upon qualifying.

Finally, I would like to thank all the volunteers and families for being so understanding and allowing me to work with them, in addition to the Home-Start Herefordshire staff and board of trustees, for without all this support this opportunity wouldn't have been possible!



Pictured above is Matt Llewellyn
and Anni Molloy

Financial Summary

Incoming resources	Year ending 31 March 2013	Year ending 31 March 2012
Donations	3,934	7,268
Fund raising income	3,756	4,222
Grants	141,777	150,692
Other income	2,596	1,675
	152,063	163,857
Resources expended		
Staff and volunteer costs	129,562	132,464
Fund raising costs	400	1,513
Office costs	13,672	13,726
Scheme expenses	7,762	16,142
Governance costs	709	1,282
	151,105	165,127
Net movement in funds		
Unrestricted funds	(1,952)	(3,169)
Restricted funds	1,910	1,899
Funds at 31 March		
Unrestricted	51,349	53,301
Restricted	5,823	3,913

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E F Bulmer Benevolent Fund



Treasurer's Report

ROB ELLAM
Treasurer

Income decreased by 8% during the year. Significant reductions in grants received from Herefordshire Council were only partly offset by increases in voluntary income.

Amounts were received from Eveson Charitable Trust, Herefordshire Council, Four Acre Trust, BBC Children in Need, Lloyds TSB, Comic Relief, Cadbury, Bulmers, The Army Fund, Ledbury and Bulmers Community Funds, Southall Trust, Newgrove Trust, Pontrias Development, Kingston Church and Allpay Ltd. 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.

Total expenditure also decreased by 8%. The fall in income forced the Trustees to review all expenditure headings and, as a result staff hours have been reduced and scheme expenditure cut drastically.

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, in excess of £75,000, are the optimum required to ensure continuity of operations and will continue to work towards this goal. Unrestricted at the end of the year were decreased to £51,349 by the deficit for the year of £1,952.

During 2012/13 we have recruited and trained 38 new volunteers. The majority of who are already supporting vulnerable families throughout the county. At present we have 85 dedicated volunteers including our volunteer trustees, but as all good things come to an end we have said thank you and farewell to 18 volunteers during this year.

Slow down mummy, there is no need to rush,
slow down mummy, what is all the fuss?
Slow down mummy, make yourself a cup tea.
Slow down mummy, come and spend some time with me.

Slow down mummy, let's put our boots on and go out for a walk,
let's kick at piles of leaves, and smile and laugh and talk.
Slow down mummy, you look ever so tired,
come sit and snuggle under the duvet and rest with me a while.

Slow down mummy, those dirty dishes can wait,
slow down mummy, let's have some fun, let's bake a cake!
Slow down mummy I know you work a lot,
but sometimes mummy, its nice when you just stop.

Sit with us a minute,
& listen to our day,
spend a cherished moment,
because our childhood is not here to stay! x

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