

Report from the Chair

When you look at the “year at a glance...” section of this review you realise just how much we have achieved this year and the amazing number of children and families to whom we have been able to offer support.

To date, the majority of our support has been offered through volunteer home-visiting with additional capacity in the last 6 months to offer short-term and immediate support to families through a Family Support Worker. This pilot project has proved extremely successful and we want to develop it further in the future.

In terms of funding, once again Woking Borough Council are supporting us financially (£7500) for which we are very grateful. Alongside this we have secured funding from Children in Need (£20,000 over 3 years) and from The Henry Smith Charity (£7000). We have also received two generous donations from golf related sources locally (£20,000).

One of our main funders has always been Surrey County Council. However, they are re-structuring their Children’s Services and altering the way in which they work with families. Funding has been reduced and is likely to be further reduced in the near future. Come Autumn, Children’s Centres will sadly no longer be supporting level 2 families, targeting their efforts on those with higher levels of identified need. Home-Start is extremely well placed to step into this gap in provision, utilising and developing our expertise further in order to offer a variety of support methods for level 2 families. We may also need to consider accepting referrals for families with older children. We are applying for Big Lottery funding to expand provision, the need for which is demonstrated by the number of referrals we receive which constantly outstrips the number of volunteers available. Referrals are only likely to increase exponentially with the changes in Children’s Centre provision. Thinking positively, these changes open up possibilities for work in collaboration and partnership with other organisations but they also require us to access other funding streams to ensure continuation and growth of our provision.

Home-Start’s support for families is extremely cost effective, utilising an amazing army of volunteers as it does, not only in the form of home-visiting volunteers but also in the form of a board of trustees who ensure that the charity is compliant and is obtaining and utilising funding in the most valuable ways possible to achieve our aims.

Volunteers need to be recruited, trained, supported and nurtured which will become even more necessary as we move into different and new areas of provision. Success depends on our staff team and on the support volunteers give each other. Home-Start is a truly amazing interlocking network of dedicated, passionate and enthusiastic people all sharing one aim – to support vulnerable families who are going through tough times for whatever reason, to enable their children to have the best possible start in life.

I am in awe of what this amazing network of people continue to achieve together – so many families have undoubtedly benefitted thanks to Home-Start. We will continue to do what we already do so well and rise to the future challenges of providing the very best support possible to local families.

Liz Perkins – Joint Chair of Trustees



We are extremely grateful to all the trusts, companies, organisations, clubs and societies who supported us in so many ways during the year, including:

- Surrey County Council • Woking Borough Council • Woking Lions
- BBC Children in Need • National Lottery Awards for All • The Henry Smith Charity
- The Leathersellers’ Company • Golf Bags of Surrey • Hoebridge Golf Centre
- Soroptimist International Woking District • Chertsey Combined Charities
- Dutch Women of Surrey • Ottershaw Community Partnership Fund
- Philbut Charitable Trust • Asda • Waitrose Community Matters scheme
- Children with Special Needs Foundation • U3A

Also for the many other individual and private donations as well as the volunteers who donated their expenses.

Volunteers

Our Volunteers are provided with regular ongoing training and peer support meetings approximately every 8 weeks throughout the year. This year topics have included: safeguarding training, talks from Browns Community Service and Sythwood Children’s Centre on the importance of Positive Play, a visit from Surrey Family Information Service, as well as a visit to The Lighthouse in Woking where they run a number of projects including community lunches, Woking Foodbank, Foodwise (learning to cook healthy meals on a budget) and Jigsaw which provides free toys, equipment and clothing for children.

In addition, we run 2 new Volunteer Preparation Courses each year and this year welcomed 10 new volunteers.



Thank you to all our volunteers for their commitment and dedication during the year – our service would not be possible without you.

Our Trustees

Our trustees, who give their time voluntarily, as at 31st March 2019 were Janice Bibby and Liz Perkins (Joint Chairs of Trustees), Trevor Pound (Treasurer), Mike Griffiths, Joanna McKenzie, David Pointet, Jayne Skelton and Mike Brown.

Our Staff

Our experienced part-time staff team consists of a Scheme Manager, two Co-ordinators, a Family Support Worker and an Administrator and combines a mixture of professional backgrounds to bring complementary skills to the scheme. They work well together to support both a dedicated and committed team of volunteers and the families we support.

To make a donation, or if you are interested in becoming a Volunteer please visit our website www.homestartraw.org



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Patron: Jonathan Lord MP



ANNUAL REVIEW 2018-2019



Home-Start is a local community network of trained volunteers and expert support helping families with young children through their challenging times.

Starting in the family home, our approach is as individual as the people we’re helping. No judgement, it is just compassionate, confidential help and expert support.

We are there for parents when they need us the most because childhood can’t wait.





Home-Start's impact

Last year Home-Start supported 56,000 children in 27,000 families, in communities across the UK.

Home-Start is committed to providing real evidence of the difference our volunteers' support makes for families, which is why we measure the issues faced by families, and the changes to their situation while they are working with a volunteer.

Our support means:

- 91% of parents seeing improvements in their emotional health and well being
- 94% of parents feeling less isolated
- 94% seeing improvements in their children's behaviour and development
- 91% feeling more able to manage the household budget



"Home-Start makes a huge difference to many of the families we work with"

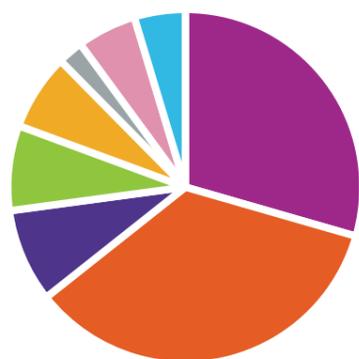
Children's Centre Outreach Worker

The earliest years make the biggest impact

Children who are raised in a stable, loving, family environment are more likely to have a positive and healthy future and the earliest years make the biggest impact: Home-Start makes sure those years count so that no child's future is limited.

Home-Start works because our volunteers are parents or have parenting experience themselves. They understand how hard it can be. They work alongside parents, for a couple of hours each week in the families own homes, to help them cope with the stresses and strains of life and make sure they have the skills, confidence and strength they need to nurture their children.

Sources of our Family Referrals



A pilot project – Family Support Co-ordinator

Home-Start Runnymede and Woking had identified a need to be able to offer support to families at an early stage when they most need it; sometimes bridging the gap for families who are waiting for longer term support from a volunteer. I began working as a part time Family Support Co-ordinator in October 2018. The purpose of this new pilot role is to deliver immediate, direct and short-term support and practical help to vulnerable families in their own homes and within their local community during weekly visits for up to 8 weeks.

Over the last 6 months, I have supported 15 families with 33 children, with a wide range of needs. The support I have offered has ranged from encouraging parents' strengths and emotional well-being to promoting and modelling positive play activities, whilst always ensuring that support is individualised for each family.

Some of the families that I have supported have been hard to reach families who have previously failed to respond to support from other agencies but they have engaged with my support and have greatly benefitted from the practical and emotional support and reassurance. A number of families have transitioned from my support to home-visiting volunteer support. For other families, my support was sufficient enough in for them to move forward successfully without a volunteer.



Many of the families that I have supported have lacked confidence and needed the opportunity to talk about their anxieties, to develop their emotional well-being and to gently build their confidence to manage tasks and to access services, such as local groups and Children's Centres. I have accompanied parents and their children to these groups, in order that they eventually attend them independently. Other families have wanted support to ensure that their child is school-ready for Reception.

All the feedback we have received has been very positive and has helped the scheme to ensure that the Family Support Co-ordinator role is effective.

"A calming voice of reassurance" "Needs-led, kind, helpful and positive"

"Someone to talk over issues with his health"

"Assisting on walks with my autistic daughter"

"The only day where there was a definite routine for the children"

The role of Family Support Co-ordinator is extremely rewarding as you are able to make a real difference to the lives of the vulnerable families that you support by working in partnership with them; developing their confidence, strengths and independence whilst always having the ultimate benefit of the children at the heart of everything that you do.

Alison

Financial Summary

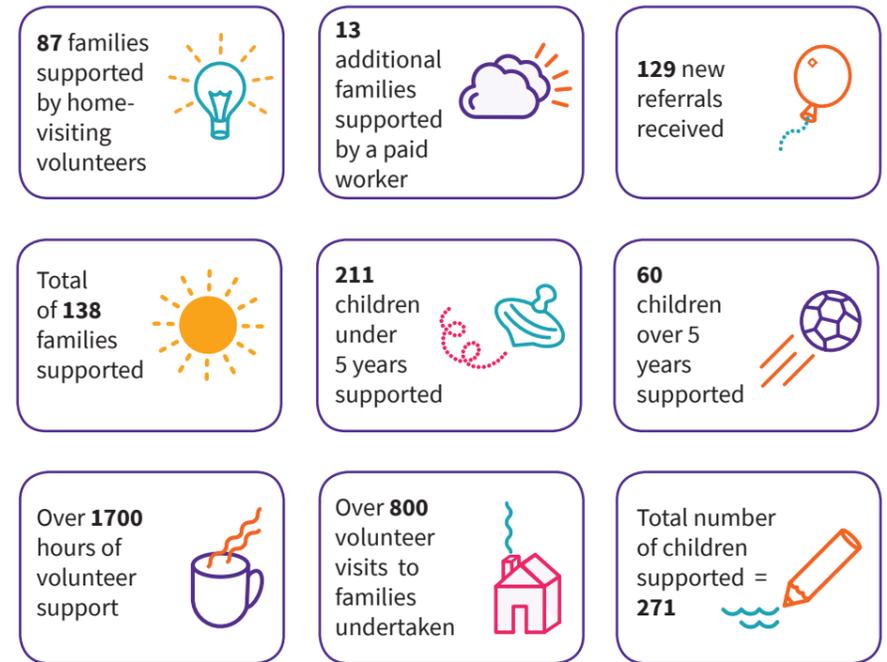
Financially it was a positive year, underpinned by successful fund raising efforts. This enabled us to increase our staff resource, through the appointment of the Family Support Co-ordinator, which in turn has enabled us to reach more families in need of our help. This positive momentum is important given the expected reduction in funding from Surrey County Council going forwards from 2020.

	2018/19*	2017/18
Income	£140,700	£126,700
Expenditure	£115,100	£96,500
Net income	£25,600	£30,200
Reserves at year end	£120,100	£94,500

* Subject to external review and potential amendments.

For a copy of the full report and accounts, please contact the office.

A year at a glance...



A Family's Story...

We were referred to Home-Start when our daughter was 3 years old because of her complex health needs which meant she was only just starting to walk and required 24 hour care. When we were referred we were very isolated as neither my wife nor I drive. We were living in a 2nd floor flat which meant we had to carry our daughter up and down stairs whenever we left home. Because of this, my wife never left the house during the day and I would always have to take time off work to attend hospital appointments with my wife and daughter.

Our Home-Start volunteer has been so wonderful. My wife was initially unsure about having someone come into the home but she really values the support and friendship she gets from our volunteer. She has helped us in so many ways, including:

- Helping our daughter with her speech and learning, through reading, games, imaginative play, singing and dancing
- Helping my wife feel less isolated
- Giving our daughter stimulation even when she is too ill for nursery
- Giving my wife a break from 24 hour care
- Helping with trips to the park and appointments
- Helping us with setting boundaries for our daughter
- Helping get our daughter ready for starting school

Our daughter really looks forward to the visits and always asks when the next visit will be! Some things our daughter has said about our Home-Start volunteer:

"I love Sarah"

"My favourite things to do is the monkey game that she brings for us to play with together"

"I love the hiding game that we play together"

"We dance and sing together – it's fun!"

We are so grateful for the support of Home-Start; I think it is the best service. Our volunteer has been a role model for us in our parenting. A thousand times it has helped us and we would recommend the service to everyone! Thank you!

Sampath