Home-Start Kirklees helps families by:

- recruiting, training and supporting volunteers who will visit families in their own homes to offer tailored and flexible emotional support and practical help
- helping families identify their problems and how they want to resolve them, placing them at the heart of everything we do
- encouraging families to reduce their social isolation and become more involved in their communities, enabling them to do more for themselves and each other
- direct support with children, including playing, listening, having fun, establishing routines and encouraging healthy development
- supporting parents to look after their own health needs as well as their children’s by accompanying them to GP, hospital and dental appointments when needed
- signposting and helping parents to use other vital services in the community, such as mental health services or housing advice
- working with young parents in group settings where they can get peer support and assistance to increase their confidence in their parenting abilities
- helping parents work in a positive and effective way with other agencies, such as social care, supporting them to stay safe and well.

Core Beliefs
Home-Start believes that children need a happy and secure childhood, and that parents/carers play the key role in giving their children a good start in life in order to help them achieve their full potential.

Our Vision
Home-Start wants to see a society in which every parent/carer has the support they need to give their children the best possible start in life.
Chair’s Report

This annual report covers the first 12 months of our participation in the Kirklees 0-19 Healthy Child Programme delivered by the ‘Thriving Kirklees’ partnership.

The contract, which is spearheaded by Locala Community Partnerships CIC, is initially for a five year period with an extension for a further five years should all criteria be met.

From a position of financial uncertainty in early 2017, Home-Start Kirklees has entered into a period of relative stability. The new contract has required a major overhaul of some of our working practice, both strategically and operationally. It has been a fast paced and challenging period of transition, and our success in the first year of working within the new contract is down to the hard work and dedication of all our staff team, volunteers and trustees.

As our financial position is now stable we can invest further both in staff and technology, to rise to the new challenges that lay ahead.

During the year we also underwent a rigorous quality assurance audit by Home-Start UK and are delighted to have been awarded a 100% score. This QA achievement is a tribute to all the hard work and commitment contributed by everyone associated with Home-Start Kirklees. Together with our other awards this acts as proof of the quality organisation that we are and is something of which we are all truly proud.

Our future looks promising and there are further developments in the pipeline for services which, when fully operational, will enhance the Home-Start ethos of ‘helping families to give their children the best possible start in life’.

My thanks go to all staff, volunteers, trustees and also those other people who support us who by their efforts, enthusiasm and energies have brought us to the positive position we now find ourselves in.

We look forward to the journey ahead in continuing to make Home-Start Kirklees the best it can be, increasing our capacity to support more families throughout Kirklees.

Alan Hedgecox
It has been a very eventful and positively challenging year for us in 2017/18. We have undertaken a robust quality assurance inspection with Home-Start UK in March 2018, which pleasingly awarded us with an incredible 100% score and high quality status. This allows potential for us to mentor other Home-Start schemes to share our high quality practice across the Home-Start network and use the quality assurance logo.

The staff team have worked tirelessly this last year embedding much organisational change to strengthen our partnership work under the Thriving Kirklees umbrella as well as preparing for the implementation of GDPR (General Data Protection Regulations), recruiting new staff and volunteers, workforce development and upgrading our IT systems. This year also sees the implementation of our new three-year strategic plan, which brings opportunities into our organisation to evolve, grow, and secure ourselves as a leading family support charity.

I would like to personally thank all our dedicated and wonderful volunteers who are at the core of our charity work and provide invaluable time and generous goodwill to support our families. They are, and remain, our inspiration.

Thank you to the trustees who bring a wealth of knowledge and experience to the board and help shape the organisation to encourage sustainability, innovation and provide strong governance. Their contribution was recognized when they were awarded second place in the NCVO governance awards in November (Winifred Tumin prize).

We are also fortunate to have our quality of practice recognised locally by being awarded the Kirklees Volunteering Quality Award. This award is based on a robust assessment of our volunteer recruitment and support processes and allows us to also display the KVQA logo.

We have seen much success and positive change this last year, which will springboard us into yet another busy and challenging year ahead. Home-Start Kirklees remains dedicated to supporting families that need a helping hand and this will continue to drive us to achieve the standards and targets we have set ourselves for the coming year.

Kerri Flanagan
Partnership supports families to thrive in Kirklees

Thriving Kirklees, an innovative partnership of health and wellbeing services is helping children, young people and families to thrive. The partnership brings together five organisations (including Home-Start Kirklees) and other 0-19 services to help ensure that all children, young people and families living in Kirklees remain healthy and resilient.

Thriving Kirklees is delivering the 0-19 Healthy Child Programme in Kirklees and is commissioned by Kirklees Council, Greater Huddersfield Clinical Commissioning Group (CCG) and North Kirklees Clinical Commissioning Group (CCG).

The Thriving Kirklees partnership began work last year and is led by Locala Community Partnerships CIC. The organisations involved have been working on bringing services together, co-ordinating resources and establishing a seamless route for children, young people and families to receive support to help meet their health and wellbeing needs.

Thriving Kirklees means we will ensure every aspect of a child or young person’s health and wellbeing needs are addressed appropriately through a family-centred approach with all the partner organisations working much more closely together.

The partnership has a shared vision of Kirklees being a great place to grow up where every child and young person:

- is safe and loved, healthy and happy and free from harm, and
- has the chance to make the most of their talents, skills and qualities to fulfil their potential.

“We are really pleased to have seen such early progress and transformation within the Thriving Kirklees Partnership this year, and the essential role that Home-Start have played within the partnership. We look forward to seeing the Home-Start approach further influence the delivery models across the range of partners involved within the partnership.”

Tom Brailsford, Commissioner
Preparing to volunteer

After entering into the initial training programme, which consists of 7 five hour sessions, 1 day per week, volunteers are fully prepared to go on to support their first family with Home-Start. Volunteers continue to be given support from their designated co-ordinator whilst they are visiting their families. A Home-Start co-ordinator provides regular one to one supervision to their volunteer and is always available for guidance and support. This can be given as often as a volunteer needs it and is usually driven by the complexity of issues within the family. A Home-Start volunteer is never left unsupported. Advice from the Home-Start staff team is always just a phone call away.

After completion of the volunteer preparation course we offer volunteers further optional training to enhance their skills and knowledge. In 2017/2018 additional training included:

- Paediatric First Aid
- Preparation for Parenthood
- Autism awareness

In 2017/2018 Home-Start Kirklees successfully recruited 33 volunteers to add to our existing team. Volunteers who left the scheme often went on to progress in their careers and further education. Home-Start considers progression to be an important factor in our commitment to our volunteers, supporting the Thriving Kirklees initiative to assist in strengthening skills within the Kirklees community.

Home-Start volunteers are asked to commit for at least one year after their training has been completed although many stay a lot longer. This chart demonstrates the length of time volunteers have offered support. Over the last three years, an average of 37% of volunteers who left us progressed into further education or employment as a result of their experience of volunteering.
A Volunteers journey…

Last year Home-Start said good bye to one of our many fabulous, long serving volunteers Joyce Stafford. Joyce joined us in July 2005 and went on to support 8 families throughout her time with Home-Start. Joyce came to us because she wanted to help families who were finding life a little difficult. Her support to families included offering parenting advice, practical help and emotional support. Some of Joyce’s supported families have had twins and triplets; families where there have been lots of children under the age of five, but also families where there were older children who needed an equal amount of attention and parenting support. Joyce regularly gave three hours a week of her time to help families get out of the house, attend health appointments, go to a local park, shopping, reading with children, playing and stimulating them to learn.

Joyce said of her experience:

“Volunteering for Home-Start Kirklees has been the most rewarding thing I have ever done. I have loved it!”

Senior Co-ordinator, Michelle Steadman says “Joyce was a valued member of our volunteer team and there are many more like her. Regrettably we do not have the space here to mention them all, but they know who they are and how much we appreciate their commitment, dedication and tenacity in helping us to enhance and improve the lives of young families throughout Kirklees”.
Supporting Families

At the heart of everything we do are the families and children that we help and we are proud to have supported 117 families in 2017-18; this equates to 171 adults and 239 children.

2 families had a combination of group & home-visiting support

90 home visiting support

25 group & peer educator support

Supporting Families come to us from a wide range of agencies and from families themselves - this allows us to build on relationships with other agencies and means families receive more integrated support from all organisations that may be involved with them.

Source of all referrals (203 families referred)

- Health Visitor 51%
- Social Care 11%
- Self 6%
- Other Health 14%
- Early Intervention 6%
- Other 12%

The families we work with face a range of challenges and their needs are identified during an initial visit. These needs include:

- 60% of parents reported poor mental health
- 51% of parents were suffering low self-esteem
- 58% of parents felt lonely & isolated
- 42% of parents wanted support with managing their children’s behaviour
- 37% of parents needed help to access services

Volunteer activities are tailored to the issues highlighted on the referral and agreed with families during their initial and review visits.

Families have to actively choose to have our involvement and we tailor our support to be responsive to the issues that they feel are important. This leads to improved outcomes for them and their children because they choose to engage with us.
Co-ordinators visit families every 3 months to review how support is going and at the end of support, there is a final visit where we assess how families feel their needs have been met. Overwhelmingly, these visits show a positive outcome for families in all areas:

- 96% of parents felt less isolated after support
- 97% of parents felt they could manage their child’s behaviour better
- 98% of parents reported an improvement in their own mental health
- 94% of parents felt more able to access services themselves
- 100% of parents reported improved self-esteem

In addition to our support being flexible and specific around each family’s individual needs, we do not limit the time that a family can receive support. For the families who ended volunteer support this year, the length of support was:

- Up to 6 months 58%
- Between 6 months and 1 year 22%
- Between 1 to 2 years 18%
- Over 2 years 2%
It has been another busy year for the young parent’s groups. The second year of a two-year grant from Lloyds Bank Foundation enabled us to continue our young parents’ service.

Our group worker and co-ordinator continued to oversee the project delivery to ensure the sessions were relevant to the needs of the parents attending, in a fun, informative & non-judgemental environment.

Home-Start volunteer & peer educator support has also been invaluable in the weekly sessions.

The groups have continued to offer weekly support to access sessions, a healthy lunch, emotional & practical support, opportunity to access chlamydia screening & condom distribution, children’s play, song time & story time, support to access other services and weekly themed sessions based on the young parent’s needs.

We have continued to work closely with other agencies such as Family Nurse Partnership, C & K Careers, Horton Housing, Health Practitioners, Integrated Youth Support Service, The Base & Social Care.

The young parents have benefited from tailored sessions delivered by C & K Careers: providing assistance to enrol on college courses, look at job opportunities & career prospects, advice around creating a CV and interview techniques. The Base delivered 3 separate group sessions to parents to raise awareness of the effects of drug & alcohol misuse. Horton Housing have also continued to offer drop in sessions, providing the latest information about housing benefit changes, benefit changes and in particular the introduction of the universal credit system.

With the aim of increasing resilience, we have encouraged parents to think of their own solutions to their challenges and have supported them to contact or attend other services; dentist, GP, social care, child maintenance options, tax credit, universal credit, housing & benefits.
Parents have engaged in information sessions including; dental health, safety in the sun, Bookstart, fire safety, hygiene & safety in the home, affordable warmth, stress & mental health, goal setting, budgeting, debt advice, child development, healthy eating & cooking project, positive self-image, positive & healthy relationships, signs of domestic violence awareness, smoking cessation, human trafficking & child sexual exploitation.

Parents have enjoyed creative play and various craft activities with their children inside & outside. They have engaged in discussions relating to play, communication & brain development relating to Nurturing Parents.

In addition to the information sessions, the parents & children have had lots of fun together.

“They’re so grateful – to be honest it feels like I was on my own til I met you lot” – young parent

They have enjoyed trips to Tolson Museum, a picnic in Ravensknowle Park, play gyms, Cannon Hall & Sundown Adventureland. The groups have also enjoyed Halloween, Christmas & Easter parties.

Two parents participated in journalist interviews & provided case studies in support of Home-Start UK’s new joint project with the British Red Cross & Co-op to help reduce social isolation and loneliness.

**Peer Educators**

The peer educators have continued to support the weekly group sessions, facilitated group sessions, offered 1:1 support to access other services & helped parents and children access community provision.

All of our peer educators have received group support themselves and are now able to offer valuable support to other young parents joining the groups.
Supporters of Home-Start Kirklees have raised an outstanding £5500 this last year to help fund small project work and extra activities for families which we would not have been able to fund from our core budget.

Each donation received was spent wisely and we were able to offer some of our families a summer trip and a wonderful Christmas party with Santa Claus, lunch and entertainer. We were also fortunate to receive Christmas shoebox gifts from Openreach as well as children’s gifts from Yorkshire Children’s Centre.

Through a generous donation from Co-op Local Community Fund we have been able to deliver an affordable warmth initiative for our families over the winter period. This has helped parents who have struggled to keep warm, purchase essential winter items such as duvets, bedding, slippers, children’s coats, scarves, gloves etc…

All our families have been assessed for affordable warmth items needed and are given information, advice and guidance to help them stay warm and save money e.g switching energy supplier.

We are particularly grateful to Katie Sharp, Trustee, who ran a half marathon (Causeway Coast) which raised £425, and the generous people of Marsden who supported our charity by voting for us in their local Co-op store which raised £1648 to help fund the recruitment and training of new volunteers. Not forgetting the good ladies of Marsden Women’s Institute who organised a pudding club which raised £437.

Many other people and organisations have also supported us over the last year with monetary donations and goodwill. We would like to give a special mention to:-

Jacqui Smith, Harry Jevons, The Cuckoo’s Nest, Syngenta, Rotary Club Fair, Joanna @ Marsden Co-op, Roger Logue, ONE17 Architects and Interior Designers, Shepley Methodist Church and Chris from The Dandelion Clock. A huge thank you to all our lovely volunteers who have donated back their out of pocket expenses.
Quality Assurance

This last year we have been busy preparing for a full robust inspection by Home-Start UK. A quality assurance review occurs on a four-year cycle and our most recent was March 2018.

Home-Start’s Quality Assurance System for schemes is based on a programme of self-assessment set against quality standards and focuses on the ongoing development and continuous improvement of all practice areas relating to the governance, management and service delivery of local Home-Start Schemes.

Home-Start UK staff undertaking QA Reviews are accredited ISO internal auditors. In addition, Home-Start UK holds ISO 9001 accreditation and the Investors in People Award.

The standards framework has four key quality areas:

- Governance
- People management
- Managing information
- Safeguarding

Within each standard are a set of key indicators which must be met and are legal, regulatory or Home-Start policy requirements.

An inspection can result in three possible outcomes.
Home-Start schemes are either:

- Requires development - less than 85% score
- Good - achieves 85% or above but not met all legal & safeguarding indicators
- High quality - where schemes meet all legal and safeguarding indicators, 94% or above

We are pleased to announce that the outcome of our QA placed us in the high quality bracket and we achieved an incredible 100%.

From the 50 Home-Start schemes that were quality assured during 2017-18 by Home-Start UK, only 7 were given high quality status of which Home-Start Kirklees was one.

Thank you to all trustees, staff and wonderful volunteers who made this possible. We are immensely proud of our achievement.
Treasurer’s Report

From a position in 2016/17 where we were unsure of our future, we were successful with Locala in gaining the Thriving Kirklees 0-19 contract until 2022. This together with our continued funding from the Lloyds Foundation for our young parents’ groups means we can report an increased income last year of 32%.

During 2017-18, gearing up to provide the new services has taken significant effort in recruiting staff and volunteers, improving our internal financial and reporting processes and implementing improved ways of delivering our services. Due to the uncertainty in the previous year, we had scaled down our recruitment activities. We commenced the new financial year effectively from a standing start and recruitment of staff and volunteers has consequently presented a challenge and taken longer than planned. This has resulted in an underspend on our planned budget which can be seen from the summary accounts attached - we made an overall surplus of £24,054 leaving us with a sound financial position to increase our activities in 2018/19. We will continue to retain sufficient reserves to ensure we can cope with any financial ‘shocks’ and an orderly close down of services in the unlikely event that our contract is curtailed.

We are very grateful to all our supporters who have raised money through fundraising events. Our particular thanks go to Kirklees Council, Greater Huddersfield CCG and North Kirklees CCG who have commissioned Thriving Kirklees to deliver the National Integrated Healthy Child Programme in Kirklees, as well as Kirklees Neighbourhood Housing and Lloyds Foundation who have contributed so much to our scheme this last year.

David Mason

Trustees

Alan Hedgecox (Chair), Lynda Pickering (Vice-Chair), David Mason (Treasurer), Toni Gibbs, Anna Logue, Arthur Martin, Katie Sharp, Vanessa Stirum, Jane Mellers (resigned March 2018)

Staff

Kerri Flanagan
Scheme Manager

Michelle Steadman
Senior Co-ordinator

Jillian Winnard
Co-ordinator (until Dec 2017)

Shabana Amin
Co-ordinator

Vanessa Slade
Co-ordinator

Rachael Haslam
Co-ordinator

Angie Schofield
Group Co-ordinator

Ruth Bottom
Family Support Worker (until Sept 2017)

Rachel Gordon
Family Support Worker

Vicky Wilde
Finance

Emma Franks
Business Administrator
### Summary Accounts for the Year ended 31 March, 2018

<table>
<thead>
<tr>
<th></th>
<th>2017/18 (£)</th>
<th>2016/17 (£)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Incoming Resources</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Statutory Agencies</td>
<td>200,000</td>
<td>148,045</td>
</tr>
<tr>
<td>Charitable Trust Funds</td>
<td>24,494</td>
<td>22,000</td>
</tr>
<tr>
<td>Other Donations</td>
<td>19,237</td>
<td>3,062</td>
</tr>
<tr>
<td>Gift Aid</td>
<td>914</td>
<td>323</td>
</tr>
<tr>
<td>Interest</td>
<td>20</td>
<td>83</td>
</tr>
<tr>
<td>Other income</td>
<td>3,623</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td><strong>248,288</strong></td>
<td><strong>173,514</strong></td>
</tr>
</tbody>
</table>

| **Resources Expended**    |             |             |
| Salaries, NI and Pensions | 174,330     | 121,880     |
| Coordinators’ and Volunteers’ Expenses | 8,177 | 8,110 |
| Contribution to National Home-Start | 3,123 | 3,037 |
| Other Charitable Expenses | 8,772       | 6,731       |
| Redundancy payments to staff | -     | -           |
| Rent                      | 13,260      | 13,223      |
| Computer and Office Costs | 16,572      | 15,706      |
|                           | **224,234** | **168,687** |

<table>
<thead>
<tr>
<th><strong>Net (Expenditure)/Income for the Year</strong></th>
<th>2017/18 (£)</th>
<th>2016/17 (£)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resourced from previous years</td>
<td>53,610</td>
<td>48,783</td>
</tr>
<tr>
<td><strong>Resources at year end</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Represented by:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fixed Assets</td>
<td>7,156</td>
<td>4,171</td>
</tr>
<tr>
<td>Cash at bank and in hand</td>
<td>81,112</td>
<td>48,674</td>
</tr>
<tr>
<td><strong>Debtors</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Income received in advance</td>
<td>2,000</td>
<td>2,000</td>
</tr>
<tr>
<td>Other creditors due within one year</td>
<td>9,451</td>
<td>5,472</td>
</tr>
<tr>
<td><strong>Less</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>11,451</td>
<td>7,472</td>
</tr>
<tr>
<td></td>
<td><strong>76,816</strong></td>
<td><strong>53,610</strong></td>
</tr>
</tbody>
</table>

This is a summary of the statutory accounts which have been approved by the trustees. The full annual accounts and the Trustees Annual Report, together with the Independent Examiner’s report, can be obtained from the registered office at 87 Coule Royd, Dalton, Huddersfield HD5 9RN. They will be submitted to the Charity Commission following the AGM.
“There has been a big difference in my confidence and my children's behaviour during the time Home-Start has helped us.”

- supported parent