

**HOME
START**

Kirklees

**A better start in
life can change a
child's future**



ANNUAL REPORT
AND ACCOUNTS 2018/19



The earliest years make the biggest impact - Home-Start makes sure those years count so that no child's future is limited



Why choose Home-Start?

Home-Start support for families is needed now more than ever. As government austerity measures continue to take a tighter grip on statutory resources within Kirklees, our service offer here at Home-Start is becoming ever more invaluable.

Families are being referred to us with a wide range of issues that are impacting on their ability to care for and nurture their children in a way in which they would like. Current support services are extremely stretched and under resourced and at Home-Start Kirklees, with the support of our volunteers, we are doing our utmost to assist in easing families' pressures wherever possible, helping families to live more comfortably, become more resilient and thrive within their communities.

We deliver key childhood development messages to all our parents and tailor make our support to suit individual needs as they arise. Our volunteers are able to role model good parenting and work alongside families to enhance parenting skills and help overcome parenting challenges. They strive to empower parents to get the best start in life for their children.

We support parents for as long as they need us



Chair's Report

I have taken on the role of Chair following the retirement of Alan Hedgecox who having successfully steered us through the challenges of the last 5 years, has finally felt able to leave us to continue the good work without his steadying and supportive influence. He will be missed.

This report covers the 2nd year of the Thriving Kirklees contract together with the delivery and development of other much-needed services including those that help tackle parents' loneliness and support young parents keen to offer the best start in life to their children.

The feedback we receive regularly from our families confirms the benefit our service offers. We provide "early intervention" when families need help but that is a cold way to describe what we do. Anyone who has had a family will recognise the times when things get tough for all sorts of reasons and the benefit of having someone to provide reassurance or be there to lean on. Families and friends often fill those roles, but modern life makes it hard to depend on reliable, strong and supportive people being around when needed. For 20 years, Home-Start Kirklees has provided that reliable person and we hope and expect to continue for many more years.

We have been fortunate to remain financially secure thanks to Thriving Kirklees funding together with the National Lottery Community Fund, British Red Cross & Co-op, One Community and others whose generous donations all help support families. Thanks to all those who have supported us and helped us recruit new staff, plan a new IT system and bring in new ways of working.

Following the Thriving Kirklees principle of improving services by working together with others, we will continue to look for opportunities to involve others. I can reassure all our families and supporters that we will stay true to our Home-Start values of offering confidential individual support agreed with families that welcome us into their homes and lives.

Finally, a huge thank you to our amazing staff and volunteers. Their incredible commitment, energy, determination and sheer stamina is the reason we have achieved such good results and have the confidence to plan for whatever the future may hold.

Lynda Pickering

Director's Report

This last year has seen a whirlwind of positive change, progress and innovation. We successfully bid to The National Lottery Community Fund to allow us to continue to deliver our young parents support service over the next 3 years and we also delivered a British Red Cross & Co-op funded project to help reduce social isolation and loneliness in young mums.

Our passion and drive for supporting families continues as does our commitment to offering good quality service provision. We are fortunate to have a large team of dedicated people in Home-Start made up of staff, trustees, volunteers and peer educators. Our volunteers are caring, compassionate individuals who give an incredible amount of time and support to families most in need of our help. These wonderful people help parents and carers to grow in confidence, become less socially isolated, help access services and local community provision and help build resilience. A heartfelt thank you to each of them.

The staff team have continued to work tirelessly embedding organisational change and a new staffing structure, recruiting new

staff and volunteers and upgrading to a new central record management system which will continue to be implemented in 2019-20.

To the staff and trustees who are testament to the fact that there is no 'I' in team work, they all work incredibly hard and pull together when needed with a positive attitude.

A thank you to the families who welcome us into their homes and personal lives, share their innermost feelings and worries with us. We must not lose sight of the privileged and trusted position they place us in.

Also a thank you to colleagues and partners who have shown much good will to support our work, have offered their skills and expertise and shared their resources. We are proud of the shared work we do together to improve the lives of children and families in Kirklees.

We look forward to another busy 12 months ahead and wish you all well for the forthcoming year.

Kerri Flanagan



Our approach is as individual as the people we're helping

Affordable Warmth

With small pots of funding coming from The Co-operative Retail Service and Dunelm in Huddersfield, alongside our individual fundraisers who have been running, baking and taking part in many other innovative activities, we were extremely grateful to be able to continue to assist our families in most need with affordable warmth guidance, advice and essential items throughout the year.

Guidance and advice was given to every family referred to Home-Start along with information on how to keep their home warm throughout the winter months and how to budget with lower energy costs.

Some of the families we meet however need an immediate practical intervention such as decent footwear for their children, winter coats, bedding or soft furnishings such as curtains, duvets, draft excluders and slippers. Small items can have a big impact on how children and families are functioning in their day to day lives particularly throughout the winter season.

This year we have identified and helped many families overcome these obstacles

in assisting to keep their family homes and children safe and warm. These small and timely interventions are always gratefully welcomed by the families we are working with and it continues to be an absolute pleasure to have the monetary capacity to be able to offer this enhanced support.

A child's future shouldn't be blighted before it's even started





Our Volunteers

It is always really heart-warming to hear of the massive triumphs and successes our volunteers achieve whilst they are out there supporting Home-Start families.

As referrals continue to roll into Home-Start Kirklees this year has been no exception. Our supported families' needs are always very individual and some of the issues they face can be highly complex, but in getting to know our volunteers we make sure they are placed with a family where they will feel comfortable in giving the support that is often vitally needed at the time.

Referrals are assessed and the families are home visited by our co-ordinators prior to our matching of volunteers. Anxiety, depression, isolation, lone parents, children with a disability, parents with a disability and loneliness are just a handful of the issues some of our families face.



and are committed to our ethos, that 'every child deserves the best start in life'.

It is with great excitement that our co-ordinators meet and greet these volunteers on the first day of our preparation course and whilst volunteers attend, we get to know them, understand their volunteering preferences and what challenges they are willing to undertake. After seven preparation sessions of five hours each they are much more aware of what to expect; we have a laugh and sometimes a bit of a cry as we cover lots of examples and often share some very serious scenarios and issues around how the shape of family support might look and what occurrences could take place. Volunteers go on to then be fully supported and supervised whilst they are offering their support to our families. Volunteers are with us for at least a year - some a lot longer if they are able to be and are 'bitten by the Home-Start bug'. We truly appreciate them all and Home-Start would be unable to function without them.

We recently met with a lone father whose children were all under the age of five - he was quite unsure how he was going to cope on his own. The children had also experienced a huge upheaval of being moved from their home, and their mother was no longer on the scene - 9 months on and with Home-Start support still firmly in place, this father is overcoming many parenting challenges with great gusto, his confidence grows daily and the children are thriving in his care.

We also recently worked with a mother who herself had a traumatic childhood and had spent a lot of her time in sheltered accommodation - with a baby of just 9

months old she was out in the community and learning to live independently and parent a child for the first time. Support for her was timely and simple - showing what routines, play and stimulation can do for her child, helping her to understand the needs of her baby and the different and fast paces of his development, giving her the confidence to ask for appropriate help when she needed it, and not being worried that her baby would be removed from her care if she showed signs of not coping.

The volunteers who come to us to offer support all have their own individual life and parenting experiences, but their common goals are that they want to help



Thank you once again to all our wonderful volunteers old and new - the difference you make in your support for our families continues to be invaluable



Supporting Families

In the last year we are proud to have worked alongside 136 families – this equates to 291 adults and 302 children who have benefited from Home-Start support.

Our approach is tailored to the families' needs and can be home visiting support, group support for young parents or sometimes, a combination of both.

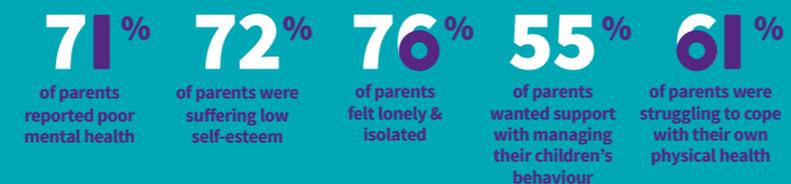


Referrals come to us from a wide range of agencies and from families themselves – we work collaboratively with other agencies that may be involved with a family so that our support avoids duplication and complements other agencies' work.

Source of all referrals (184 families referred)



Families who are referred to us are struggling to cope with a variety of issues. Their needs are identified during an initial visit and over the last year we have found that:



The type of support given by a volunteer is tailored to the issues highlighted on the referral and agreed with families during their initial and review visits. Volunteers will offer practical support such as accompanying a parent to health appointments or community groups, or spending time with children so that parents can do some household chores. Often the volunteer will be a listening ear, giving much needed emotional support.

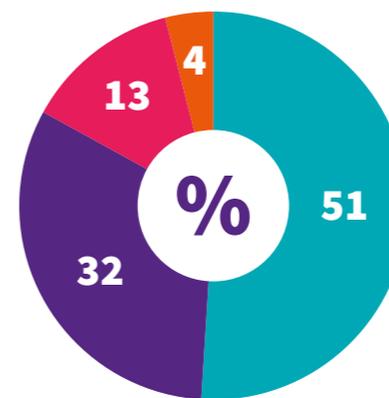
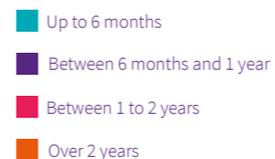
Home-Start support is not mandatory and families actively choose to have our involvement. We feel this leads to improved outcomes for them and their children because they choose to engage with us.

A child's earliest years are irreplaceable

During initial, review and end visits we ask parents to score themselves on how they feel they are coping with different areas of need. This is on a scale of 0-5 whereby 0 indicates that the family feel completely stuck and need support through to 5, whereby the family feel they do not need any help in this area. Over the period of support we see a gradual improvement in these scores, indicating to us that families feel they are coping better and feeling more confident and positive.

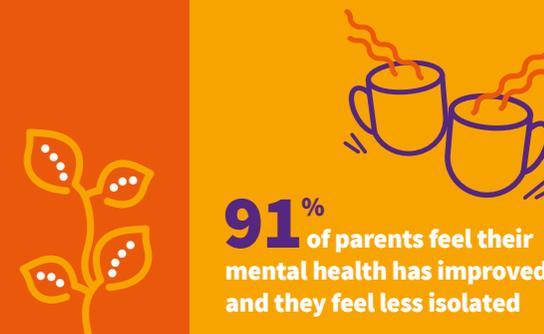
In addition to our support being flexible and specific around each family's individual needs, we do not limit the time that a family can receive support. For the families who ended volunteer support this year, the length of support was:

Length of support for 53 home-visited families for whom support ceased this year



Co-ordinators carry out review visits with families every 3 months to check that support is still relevant, and at the end of support there is a final visit to assess how families feel their needs have been met.

98% of families reported increased use of services



91% of parents feel their mental health has improved and they feel less isolated

94% of parents feel better equipped to manage their child's behaviour



97% of families feel they can manage their household budget better





Supporting Young Parents

In April 2018 funding from Lloyds Bank Foundation to run the young parents' groups came to an end - we had to become very resourceful whilst we tried to find further monies to keep this much needed support going for young parents aged 14 - 24 years. We dug into our reserves and were very relieved that we found temporary funding from the British Red Cross & Co-op. The sourcing of funds is always additional 'behind the scenes work' carried out whilst the Home-Start team continue to maintain stability for our young parents. Happily, we got there in the end and were able to give support to 30 young parents and their children throughout the year.

Engaging young parents in our offer of support:

On receipt of referrals from professionals our group co-ordinators visit young parents in their own homes where a confidential conversation around their needs for support takes place. Young parents are encouraged to be honest about how they feel they are coping. Although there are many challenging issues that young parents face the common thread is that they feel judged, marginalised and isolated in society because they have had a child at a young age and, as a result of this, their confidence and self-esteem is affected.

After carrying out this home based 'one to one' visit we are able to establish a rapport with young parents and at this stage they are gently encouraged and accompanied by either a peer educator, group worker or co-ordinator to attend one of the three groups we currently run weekly.

The groups run over three-hour sessions. We provide a healthy lunch for the young parents and their children, encouraging them to sit around a table together and socialise, providing a role model to their

children. They welcome being able to tuck into a healthy snack, and we will often introduce something different to the menu and encourage parents to give it a try. After a few weeks of attendance most of the young parents tend to find the confidence and enthusiasm to travel to the group settings by themselves.

Our parents have been engaged in lots of activities to the benefit of both themselves and their children: healthy eating, cooking and living on a budget, sensory activities and messy play, outdoor play, nursery rhymes and story time, baby signing and child development, seasonal activities and aspirational goals for 2019.

Topics have covered: ground rules, confidentiality, benefits of breast feeding, potty training, mealtime & other routines, child development, safe relationships, appropriate social media use, sexual health, higher education/starting college, career development.

Guidance has been around housing and debt, legal information (prohibitive steps, anti-molestation orders), immunisation, substance misuse, domestic abuse, free early education, benefits, 'choose and move' house exchange, etc...



Some of the feedback we have received from our group attendees:

"It has benefited me socially, getting out. When I first moved here, I didn't want to go out and meet new people. I came here, and it built my confidence."

"It's nice to meet mums your own age... it's like a new family."

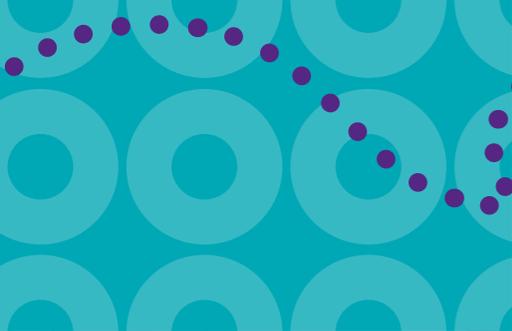
"My child is mixing and playing with other children, it's the first time I've seen her do this and she's loving it."

"My Co-ordinator feels like a mother to me. I can tell her anything."

Observations of the parents and children attending groups and further assessments at home review visits demonstrate increased confidence, resilience, ability to deal better with stressful situations, establishing routines and feeling safe. Young parents benefit from quality time with their children, gaining independence and establishing a healthy network of peer supporting relationships.

We were thrilled at the end of 2018 to be awarded a National Lottery Community Fund grant that will assist us to support young parents throughout Kirklees for another 3 years.

Our young parents continue to be source of inspiration to us as they thrive and develop new skills and resilience - it is a pleasure to support them with learning important life lessons and experiences.



Friends of Home-Start

Supporters of Home-Start Kirklees have raised money 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 our families a wonderful Christmas party with Santa Claus, lunch and a children's entertainer. We were very grateful to Openreach in Leeds who provided beautiful wrapped books that Santa gifted to children at our Christmas party. We were also fortunate to receive children's gifts from Yorkshire Children's Centre and the Foxglove pub in Kirkburton which we distributed to families in December.

For the past 2 years Dunelm have chosen Home-Start UK as their supported charity. We were able to link up with our local Dunelm store in Huddersfield and attend some themed fundraising weekends to raise awareness of our charity. We raised £956 from these events.

Thank you to volunteers who attended alongside staff to help with this.

Fundraisers Nicola Logue and Nicky Sykes surprised us once again with their creative fundraising ideas – they undertook a sponsored walk, raffle and a Midsummer's Night themed pop up restaurant - raising almost £300 for Home-Start.

We were invited to attend Hepworth village coffee morning in February which is well supported by the local community and school, raising more awareness and funds.

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: Anna & Roger Logue, Shelley Womens' Institute, Harry Jevons, Liz Glenville, Mother's Union and ONE17 Architects and Interior Designers. A huge thank you to our lovely volunteers who have donated back their out of pocket expenses.

Stakeholder Feedback

Families

"Without my volunteer I would be still at home with my curtains closed"

"Made me more confident in knowing I can do things myself. Not everybody judges you – ask for help if you need it!"

"I have seen a difference in my child's behaviour and how I react to her, this helps my mental health"

"I can't thank you enough for introducing Sarah to me, she has been amazing. My child loves her and is always upset when she leaves as she sits and plays with him. I would like to thank the lady who referred me to Home-Start for bringing Sarah into my life, I am not sure what we would do without her"

"I have always suffered from anxiety and low moods but once our third child came along I had severe post-natal depression. Home-Start have been very supportive; the volunteer had great interaction with my daughter. I now feel able to leave the house on my own and take my daughter to groups where we meet other children and parents"

Volunteers

"Found the training session really enjoyable, it raised my awareness on issues that affect baby's development"

"I have really loved my time volunteering with Home-Start – seeing parents overcome difficult times in their lives and watching their children benefit from the help and support we give is extremely rewarding. I have felt very well supported

as a volunteer and would recommend this experience to anyone who is toying with the idea of volunteering"

"Working with families gives you an amazing sense of achievement. You're never on your own, the staff are always there to support you"

Because childhood can't wait

Referrers

"Thank you for all the help you have given this family. I saw the family recently and mum could not speak highly enough of her volunteer and felt so well supported. It is great that she now feels able to manage independently, it's very much appreciated"

"The referral was quickly acknowledged and it seemed like that in no time at all you were organising meetings and producing plans of action. The actions that you have already helped the family take have been remarkable. I will be keen to refer other vulnerable families to your service in the future"

"I referred this family as they were very anxious first-time parents and completely overwhelmed by the news of having twins, often attending appointments in tears about how they would manage without any family support. I feel them knowing there would be some input helped them prepare and enjoy transition to parenthood a little easier"



Treasurer's Report

2018-19 has been a very good year for us. In the previous year we built up our staffing levels and generated surpluses. This year we have made good use of those surpluses and at the same time increased our staffing levels and number of families we support.

We are very grateful to all our supporters, who have raised money through fundraising events, and organisations and charities that have supported us. Our particular thanks go to Locala Community Partnership, Kirklees Council and Kirklees Neighbourhood Housing who have contributed so much to our income. We have secured additional grants from:

- ▶ **The National Lottery Community Fund allowing us to increase our young parents' groups.**
- ▶ **One Community across Kirklees enabling us to deliver a pilot school readiness programme.**
- ▶ **British Red Cross & Co-op to address loneliness and isolation in young mums.**

We make sure we only spend the money from our donors for the purposes that they gave it to us. We carry forward any unspent money from the grants at the year-end as restricted funds so we can continue to use it to support families in the new year.

We continue to retain sufficient reserves to ensure we can cope with any financial 'shocks' and to ensure an orderly close down of services in the unlikely event that our main income is curtailed.

During the year, we outsourced some of our accounting procedures to Simply Business releasing our administrative staff from some of their routine duties so they can focus on supporting our charitable activities. It has built resilience so that we are less susceptible to anyone being absent for long periods of time.

The summary accounts are attached and in overview we have at the year-end:

Reserves £59,220
Restricted reserves £4,722
Reserves for orderly closure £21,878

David Mason



Trustees

Alan Hedgecox (Chair – resigned March 2019), Lynda Pickering (Vice-Chair), David Mason (Treasurer), Toni Gibbs, Anna Logue (resigned September 2018), Arthur Martin, Katie Sharp, Vanessa Stirum & Alison Fisher

Staff

Kerri Flanagan	Director
Michelle Steadman	Operations Manager
Shabana Amin	Co-ordinator
Rachael Haslam	Co-ordinator
Christie Lanquetin	Co-ordinator
Vanessa Slade	Co-ordinator
Rachel Gordon	Family Support Worker
Sarah Christian	Family Support Worker
Angie Schofield	Group Co-ordinator (until October 2018)
Rachel Battye	Group Co-ordinator
Leeanne McGrath	Group Worker
Emma Franks	Business Manager
Vicky Wilde	Administrator

Summary Accounts for the Year ended 31 March 2019

	2018/19	2017/18
Incoming Resources		
Statutory Agencies	245,149	200,000
Charitable Trust Funds	55,355	24,494
Other Donations	9,726	19,237
Gift Aid	360	914
Interest	55	20
Other income	-	3,624
	310,644	248,289
Resources Expended		
Salaries, NI and Pensions	225,321	175,178
Coordinators' and Volunteers' Expenses	13,792	8,177
Contribution to National Home-Start	4,469	3,123
Other Charitable Expenses	12,062	8,772
Redundancy payments to staff	-	-
Rent	13,260	13,260
Computer and Office Costs	32,735	15,644
	301,639	224,154
Net (Expenditure)/Income for the Year	9,004	24,137
Resourced from previous years	76,817	52,680
Resources at year end	85,821	76,817
Represented by:		
Fixed Assets	7,525	7,157
Cash at bank and in hand	100,567	81,112
Debtors	-	-
	108,092	88,267
Less		
Income received in advance	16,758	2000
Other creditors due within one year	5,514	9,451
	22,272	11,451
	85,821	76,817

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.



We are there for parents when they need us the most

For more information please contact:

H&ME START

Kirklees



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