

## A Volunteer's Story – Tracey

I became a Home-Start volunteer over 18 months ago. A good friend of mine was already a volunteer and I always admired the help and time she gave to other people, and I knew that I wanted to do the same. Due to many things that I have experienced throughout my life, I felt I could help and offer advice to other people, the same way I sought out help when things were tricky for me.

I have four children of my own ranging from 27 down to 13, who of course have always been a handful! I had previously been in an abusive relationship many years ago and looking back I wish I had known about Home-Start during this time, as now I know there would have been a friendly face and someone on the outside to talk too, this would have impacted my life hugely.

When my friend told me that Home-Start were asking for new volunteers I jumped at the opportunity, I have a caring nature and a friendly personality and I thought I would be a great person to support other families, perhaps with similar experiences to my own.

After my application, I spent the next few months in training, this I found very informative, interesting and supportive, ensuring I was aware of every potential difficulty I may come across. As well as the training, I also met some great friends along the way.

During my time so far as a Home-Start volunteer, I have gained experience working with 2 families, each with different needs. I began to think to myself, 'Am I actually helping?' but I soon began to realise that just from a chat, helping with practical tasks, or even just a walk to the park and a coffee, this can provide the best support that a family may need. I love the hours I spend working with my families, it helps me in myself feel I have achieved something and made a difference in that family's life. It is a wonderful experience seeing families achieve more confidence in themselves and watching my small level of support make such a difference.



### Thanks to our volunteers...

Our Volunteers continued to provide adapted support, understandably our numbers dropped following the pandemic. We are very grateful to all those who have supported either our families or in other ways over this financial year. We were able to

start a face to face Volunteer Preparation course towards the end of March 2022 (the first one since the pandemic) and look forward to working with Hilary, Louisa, Mags, Mandy and Sheila.

Thanks also to Ann, Carol, Cathryn, Debbie, Gill, Helen, Helen, Hilary, Jane, Janet, Jill, Joanne, Kitty, Lata, Lee, Louise, Mary, Pamela, Pina, Rachel, Rebecca, Rosalind, Ruth, Sally, Samantha, Sarah, Sarah, Sarah, Sue, Susan, Tracey, Trudie, Wendy. We are always looking for more Volunteers to join us

## Treasurer's Report and Summary Statement

### For year ended 31st March 2022

As noted last year we had received £77,775 of funding which was in respect of future years and £37,775 of this has been reported within income this year, with a further £40,000 to be used over the next 8 years.

Our main sources of income are Henry Smith Foundation, St. Faiths Trust, Community Foundation for Surrey, Surrey County Council (incl. Early Help, Heartlands Parenting Project and Whole Systems Approach to Obesity), together with some smaller funds. Donations from fundraising activities are higher than the prior year but still below the funds raised in 2020.

Our main costs for this year were staffing, training and rent, together with spend on Family Programmes.

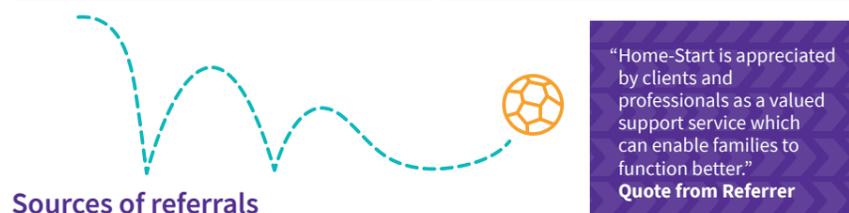
Reserves have continued to grow over the last few years, however as a percentage of annual expenditure they now represent 64% of annual costs compared to 86% two years ago. We still remain confident that we are well placed to achieve the aims of Home-Start across Epsom, Ewell and Banstead (including Mole Valley North).

Financials	Current year 2021-22 £	Prior year 2020-21 £
Total Income	201,752	107,630
Total costs	173,248	121,511
Surplus/ Deficit	28,504	-13,881
Funds Brought Forward	84,479	98,360
Funds Carried Forward	112,983	84,479

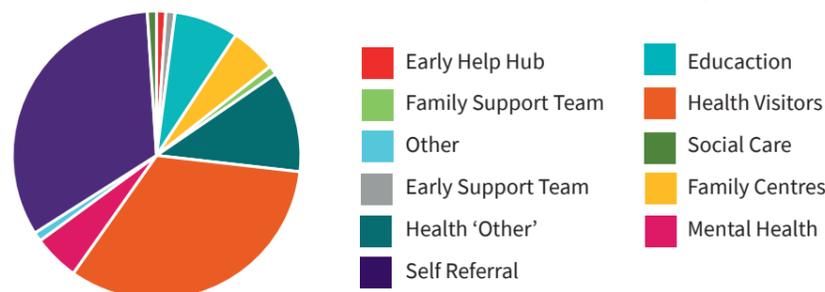
## Our Vital Statistics



### 4 main reasons why families look to HSEEB for support



### Sources of referrals



## Fundraising

We are grateful for the high level of financial support received over the year. Thank you for the generosity of all who have contributed. Fundraising enables our team to continue to provide much needed support to local families.

### Fundraising & support

200 Club entrants & winners ● AON Hewitt ● Aberdour School  
BBC Children in Need ● Banstead Rotary Club ● Surrey Community Foundation  
Ewell Rotary Club ● Henry Smith Charity ● Heartlands CCG ● Home-Start UK  
Home-Start Volunteers ● Home-Start Trustees ● Inner Wheel Club of Banstead

'In memory' donations ● Colin Sutherland's Train Day  
Mayor of Reigate & Banstead, Councillor Jill Bray ● Mary Kennedy Legacy  
Open Reach ● Sainsbury's/Argos ● Soundbytes Choir ● St Faith's Trust  
St John's School, Leatherhead ● Surrey County Council ● Waitrose Epsom

Waitrose Leatherhead  
and many other individual, business and local supporters.

If you are interested in becoming a volunteer, helping with fundraising or would like to make a donation, please visit our website to find out more [www.hseeb.org](http://www.hseeb.org)

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Patron: Lady Lampport

**HOME START**  
Epsom, Ewell  
& Banstead  
including  
Mole Valley North

Registered Charity No. 1156539  
Registered in England & Wales No. 8765689



## ANNUAL REVIEW YEAR ENDING 31st MARCH 2022

### Our Vision



'Every parent has the support they need to give their children the best start in life.'

**HOME START**  
Epsom, Ewell  
& Banstead  
including  
Mole Valley North

# Home-Start Epsom, Ewell and Banstead (including Mole Valley North)

We are an independent charity, part of a network of over 300 local Home-Starts across the UK and one of eight locations under the umbrella of Home-Start Surrey. We have been supporting local families for over 25 years covering Epsom and Ewell, Banstead wards and reaching out to families in Ashted, Leatherhead, Bookham and Fetcham.

HSEEB provides a number of family support services:

- HSEEB Volunteer Home-Visiting, or HSEEB Staff Support
- Over 5's SEND and Parent Support Project – Support for Parents whose children are primary aged
- The NEST Nurture Group – Perinatal Mental Health Project
- Refugee/Asylum Seekers Family Support
- Dad Matters – Supporting the wellbeing of Fathers (starting 2022/23).

## What we do

### Together with Families

Being a parent has never been easy, it can be lonely, heart breaking and overwhelming. Home-Start Epsom, Ewell and Banstead (incl. Mole Valley North) is ready to support families through their toughest times. Our staff and volunteers work with families experiencing different challenges, including:-

- Mental or physical health needs;
- Children with additional needs;
- Bereavement;
- Financial worries;

Home-Start's core work is Volunteer Home-Visiting, at the heart of this is the coordinator assessment and a trained Volunteer delivering responsive, person-centred support. We provide compassionate, confidential help and support. Our local knowledge is essential for positive and appropriate signposting, such as, accessing community foodbanks. You cannot under-estimate the impact of consistent, accessible, relational services.

We support families with individual one to one home visits plus a wide range of targeted support including:

- Giving extra one to one help via telephone, messaging, visiting or getting out into the community
- Parenting support - workshops, courses and one to one
- Perinatal Support – one to one and groups
- Arranging and managing events and group get togethers
- Signposting and working with other agencies e.g. food banks
- Providing annual outings for families during school holidays

In 2021-22 we worked with all our partners to cover gaps in funding, continuing to deliver services for children aged 0-11 and their families, as well as extending to those in greatest need within Mole Valley. We also developed a new project to provide support for parents in the ante-natal and post-natal period as well as exploring funding for piloting a Dad Matters project to start later in 2022/23.



## Why it matters

There is considerable evidence to support early years intervention. The years between birth and school are vital for a child's development. Being a parent for the first time is a daunting experience and families may be facing financial problems, domestic abuse, mental health issues, a family disability or language barriers. Covid-19 and the cost-of-living crisis has brought additional fears and challenges to job security and family finances. Facing these issues alone can lead to long term problems and affect the life chances children have.



Early Help aims to support families to avoid longer term difficulties. Home-Start staff and volunteers work alongside parents to build their trust and confidence. They encourage families to access services that help them to cope with the stresses and strains of life. Parents, staff and volunteers often develop a deep and trusting relationship which can lead to powerful family changes.

## Chair's report



On behalf of the Trustees, I would like to thank staff and volunteers for another wonderful year with fantastic teamwork. By supporting each other and working together they are making a significant difference to the lives of our families, to give children the best start in life. Mary and Pam as our volunteer representatives continue to work hard to make sure the Trustees hear the voice of our volunteers.

'Together with Families' the Home-Start UK's Strategy, is helping shape a world where all children have the best possible start in life. Our staff and volunteers know what a huge difference Home-Start makes, we play a central role in supporting positive family life and building compassionate communities. Communities where people are there for families and children at the earliest moments when they need support. To meet those earliest needs, we have developed and continue to develop new services described in our Manager's Report. In the next few years, we plan to grow our reach and impact by creating a sustainable and inclusive charity where we can make sure the voices of our families, volunteers and staff are heard.

During the year we have noticed a significant rise in the number of referrals linked to the declining mental health of families, with the current concerns around family finances and heating bills our support will be needed more than ever.

### Home-Start Surrey

Home-Start Surrey is an umbrella organisation bringing together the eight Home-Starts in Surrey. The key purpose is the administration of the contract with Surrey County Council. Learning from Together with Families we recognise that there are gains to be made by working across Surrey developing joint services to meet the needs of Surrey families and address service inequality. We are looking at ways to work more collaboratively and sustainably that will improve services and lead to economies of scale.

### Funding

In April we were fortunate to secure an additional three-year funding grant from the Henry Smith Foundation this is specifically for services developed to meet the needs identified during the pandemic. In addition, we have grants from Surrey Community Foundation, St Faith's, and Awards for All, these coupled with local donations and fundraising initiatives make our financial position stable. We are especially grateful to Colin Sutherland for opening his garden again as a fundraiser. This event was held in memory of Colin's wife Jean. She was a volunteer and long-time supporter of Home-Start.

### Trustees

Our skilled and supportive board of trustees, Tony Evans, Nic Morgan, Liz Yiangou, Richard Moody, Hakan Yonel, Jane Morgan and Judy Walsh continue to contribute their time and experience to Home-Start. We have enjoyed meeting in person and our new trustees have been learning more about Home-Start. We are delighted to announce that after completing the examination process for 2021/2022 Michael Blackburn will join us as our Trustee Treasurer for 2022/23. The trustees are delighted and look forward to working with Michael from November.



### Patron

We continue to benefit from the support of Lady Lamport as our Patron. She is committed to helping us raise the profile of Home-Start as we meet the needs of families in Surrey.

Briony Thomas  
Chair

## Activities

As restrictions continued in 2021, we were able to adapt and provide activities that families could enjoy and have fun. We were delighted to provide families with vouchers for local farms and Chessington World of Adventures, Soft Play sessions at Giggles, all these activities were funded through a generous legacy and donations. It was wonderful to be able to meet families outside at our Summer Picnics. Christmas was a particularly special time, as once again we provided a Christmas Party with Santa in a pop-up grotto, everyone had lots of fun helped by our mask wearing elves!



## Manager's Report

This year continued to be filled with both challenges and joys, although we were able to re-start visiting families, it often felt like a balancing act, we had to deal with the lessening of restrictions, ensuring we kept everyone safe, whilst focussing on providing as much support as possible to families. The staff have been so adaptable and positive at every stage, they have been a wonderful team to work with and have shown true commitment to continuing to provide the very best support for local families.

The team adapted to hybrid working. We all welcomed the return to the office to be able to meet as a team, but also have the flexibility of being able to work from home for some of the week. The team has grown and changed over the year, as we secured additional funding, started new projects or due to staff re-locating. Each time we have been able to recruit new members, enhancing our skill base.

Our greatest achievement is that despite the challenges of the past couple of years we have continued to grow and establish two new projects. Our Over 5's project, focusing on supporting parents of children with additional needs, often with challenging behaviour has flourished. Schools and parents alike have welcomed the parenting support provided through 1:1 sessions and workshops. We have also been able to strengthen and work in closer partnership with Epsom Family Centre to jointly deliver parenting courses.

Our second development was our Perinatal Mental Health Project, we were able to recruit a current volunteer to lead the project. Her previous experience gave her the skills and training needed to support parents pre and post birth. Time was spent researching existing support/resources and linking in with other professionals already working with families to ensure that delivery would meet local need. By the end of the year The NEST Nurture Group and Drop-Ins had been launched. We are looking forward to how this project continues to develop and being able to provide specific support for parents with mild to moderate mental health issues. To further support this vital work, we have sourced funding for the Dad Matters Project and will be joining forces with two other local Home-Starts in Surrey to pilot a project which will support New Dads, again focussing on emotional wellbeing.

Having secure funding is a concern for any charity and we are in a very stable financial position due to the hard work of Briony our Chair. The future for many families is going to be

challenging, there are financial uncertainties ahead, Home-Start support will be needed more than ever. We are very grateful for individual and corporate donations which mean we can support more families each year.

I would like to give a special thanks to all our wonderful Volunteers, without them so much of our work would not be possible.

Hazel Davies  
Manager

