

A Volunteer's Story – Sarah

I became a Home-Start volunteer about 7 years ago after having my own children. I've always enjoyed helping others and the satisfaction you get when a small act of kindness brings a smile to others. I came across Home-Start whilst searching online for some voluntary work and it seemed the perfect role. Having had my own children, and being a teacher, I knew I would be able to offer some help and advice from my own experiences. My children are 14 and 11 and it's great to be able to support parents with younger children and relate to some of the challenges that arise.

I've helped a range of families with different needs, and it really has been a privilege to be invited into their homes and get to know them. You wonder whether you are actually making a difference because in many cases you can't actually change their circumstances or the struggles that they are facing and that is the hard bit; but just providing a listening ear and a reassuring hug and telling them that they are doing brilliantly is sometimes the boost that they need.

Being a Home-Start volunteer is so rewarding and knowing that the small part I have played in supporting each family and the difference it can make, is the best feeling ever!



Thanks to our volunteers...

We continue to be supported by Volunteers who give their time up to complete the initial preparation course and then visit families regularly. We had plans in place to run for the first time the HSUK Hybrid Volunteer Preparation Course in May 2023. Having a member of the team who is dedicated to the recruitment and training of Volunteers as part of their role will increase enquiries, however we are always looking for more Volunteers to join us.

Thanks also to Lata, Mary, Sarah, Lee, Cath, Sally, Wendy, Samantha, Pina, Mandy, Shelia, Rebecca, Ros, Helen, Sarah, Pam, Mags, Joanne, Debbie, Hilary, Susan, Sarah, Hilary, Louisa, Jill, Sue, Louise, Rachel, Tracey, Jane, Janet, Trudie.

Treasurer's Report and Summary Statement

For year ended 31st March 2023

The income for the year of £133,562 was £68,190 less than the prior year, mainly due to a reduction in the grant income received during the year. As expenses increased by £8,372 during the year the reserves reduced by £48,058, compared to an increase in reserves of £28,504 the year before.

Our main sources of income are Henry Smith Foundation, Surrey County Council and Awards for All. These 3 sources of income account for 84% of all the income in the year. There are smaller regular donations such as the 200 Club, which contributed £1,810 during the year. Donations from fundraising activities are significantly below what has been raised in prior years.

Staff expenses increased by £16,063 during the year and there was a further increase of £4,281 in respect of the new Dads Matter service. These costs were partly offset by a reduction in training costs of £10,788.

As mentioned above reserves have reduced this year and as a percentage of annual expenditure, they now represent 36% of annual costs compared to 64% in March 2022. We remain confident that we are well placed to achieve the aims of Home-Start across Epsom, Ewell and Banstead.

Financial Overview for the year ended 31st March 2023

Financials	Current year 2022-23 £	Prior year 2021-22 £
Total Income	133,562	201,752
Total costs	181,620	173,248
Surplus/ Deficit	(48,058)	28,504
Funds Brought Forward	112,983	84,479
Funds Carried Forward	64,925	112,983

Our Vital Statistics

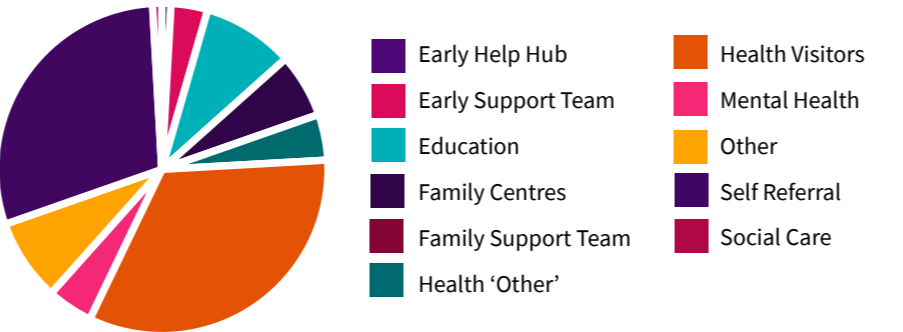


Reasons why families look to HSEEB for support

1. Coping with feeling Isolated & Coping with Mental Health
2. Use of services
3. Parent's own self esteem



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 • Aberdour School • Banstead Rotary Club
Colin Sutherland's Train Day • Community Foundation Surrey • Ewell Rotary Club
Henry Smith Charity • Heartlands CCG • Home-Start UK • Home-Start Volunteers
Home-Start Trustees • 'In memory' donations • Leatherhead Horticultural Society
Margaret Kennedy Legacy • Mole Valley Probus Club • Ookla • Open Reach
Optima Recruitment • St Faith's Trust • Surrey County Council Obesity Fund
The National Lottery Awards for All • Waitrose Epsom
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

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Patron: Lady Lamport



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



ANNUAL REVIEW YEAR ENDING 31st MARCH 2023



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 27 years covering Epsom and Ewell, Banstead wards and reaching out to families in Ashted, Leatherhead, Bookham and Fetcham.

How We Make a Difference

We have a wide range of service offerings and projects to achieve positive outcomes; helping families to become less isolated and more independent, including:

- Core home visiting service by staff and trained volunteers
- Parent support workshops, groups and one-to-one for primary aged children with special needs
- Family Links Parenting courses increasing parents’ skills and knowledge.
- Perinatal mental health support individually and in The NEST Nurture groups
- Annual outings and events
- Home Visiting and Group support for families living in Mole Valley North
- Refugee/Asylum Seekers Family Support
- ‘Dad Matters’ - supporting the wellbeing of Fathers (Launched in April 2023).

All our services with our additional individual and tailored events, add to the experiences we give families and enhance our ability to reduce isolation, increase confidence and give children positive experiences.

Our Vision



Together with Families we will shape a compassionate community where all children have the best possible start in life.



What We Do

‘Together with Families’

Being a parent is, for many, a daunting experience. Families often must face many challenges, such as:

- money worries due to the cost-of-living crisis.
- their own disability or that of their child
- English as an additional language
- suffering from bereavement
- domestic abuse
- long term unemployment
- lack of networks of support

At a time of life which should be happy and fulfilling, it can be scary and lonely for families. Facing these issues alone can lead to long term mental health issues for the parent and children, leading to decreased parental capacity.

Our targeted early help services with our additional individual and tailored events, add to the experiences we give families and enhance our ability to reduce isolation, increase confidence and give children positive experiences.

Why it matters

There is considerable evidence to support early years intervention. We know that by providing early help to struggling parents, we can provide the support they need to avoid longer term difficulties. Staff and volunteers working with families build trust and confidence; feedback is positive. Home-Start is best placed to help and encourage the family to access services and help themselves. Many families find it difficult to engage with other services due to fear or stigma. Feedback from group work supports the fact/ suggests that our role in helping anxious and isolated families build relationships and achieves healthy and positive outcomes for their children.

The start of a child’s life from pregnancy lays the foundation for physical and mental health. Babies’ brains develop rapidly and are at their most adaptable in the earliest years of life. To give children the best start in life requires nurturing relationships, an enriching home environment and parents who are supported to fulfil their essential role. Home-Start’s relational, compassionate, reliable, and trusted support offers practical and emotional help to parents and carers living in Epsom, Ewell, Banstead, and Mole Valley North.

Chair’s report



The Trustees would like to thank staff and volunteers for another wonderful year. Your commitment, dedication, and fantastic teamwork has made a significant difference to the lives of our families; giving local children the best start in life. Mary and Pam as our volunteer representatives for 2022 – 2023 worked hard to make sure the Trustees hear the voice of our volunteers.

‘**Together with Families;**’ the Home-Start UK’s Strategy, has been the focus for our HSEEB Strategy for 2023-2026 as we shaped our local services to support families so they can give children 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. The Manager’s Report reflects our current service provision. Over the next few years, if we achieve sustainable funding, we plan to grow our reach and impact. By creating a sustainable and inclusive charity we will ensure 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 cost-of-living crisis and the declining mental health of families. Families are facing financial hardship when they are already struggling. Feeding and keeping their children warm this winter is already causing additional stress and concern, our support is needed more than ever.

Home-Start Surrey

Home-Start Surrey brings together the eight Home-Starts in Surrey. This year we have made strategic progress which will help us to move forward during 2023/24. A joint approach to the Surrey County Council retender for children’s services and other Surrey wide funding puts us in a strong position with funders. Learning from ‘Together with Families’ we know there are gains to be made by working collaboratively to develop joint services that meet the needs of Surrey families and address service inequality. With Elmbridge and Runnymede and Woking Home-Starts we launched Dad Matters in April. This service is developing and recruiting to meet the needs of Dads locally.

Funding

We know that during 2023 we need to make several grant bids, re-tender for Surrey County Council funding, run a local appeal and various fundraising events. If successful, these will provide stability for HSEEB for the next three years. If we are unable to obtain the necessary funds, then we would need to take some difficult decisions including service cuts. This year we are again grateful to Colin Sutherland for opening his garden as a fundraiser. This event was in memory of Colin’s wife Jean, a long-time supporter of Home-Start.

Trustees:

Our skilled and hard-working board of trustees, Michael Blackburn (Treasurer), Nic Morgan, Liz Yiangou, Richard Moody, Hakan Yonel, Judy Walsh and Jayne Morgan continue to contribute their time and experience to Home-Start. They have worked hard to develop our three-year strategy and are looking at innovative ways to raise much needed funds.



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.

Financial Report

Particular thanks to Michael Blackburn (Treasurer); he has worked hard to help us understand our financial position and prepared the accounts. A special thank you to John Graves, who as our new volunteer Independent Examiner, has examined our accounts.

Activities

In 2022-2023 it was wonderful to be able to run family outings as we use to; these have been really appreciated by our families. We were delighted to provide families with vouchers for local farms, Soft Play sessions and to run our annual trip to the seaside at Littlehampton. Families received free tickets from Circus Starr and it was wonderful to be able to meet families outside at our Summer Picnics. The Christmas Party with Santa in a pop-up grotto has become an annual favourite. All these activities were funded through a generous legacy and donations

Briony Thomas
Chair

Manager’s Report

During 2022-2023 it was great to be able to ‘get back to normal’. All our services have been up and running again and we have continued to develop new ones. The staff team and Volunteers have continued to be so committed to supporting families and to finding new ways to engage with them.

With new projects and relocation of staff the team changed over the year, the new team members have come with knowledge and experience which has enhanced our skill base.

Both our Over 5’s Project and the Perinatal Mental Health Project have been well received by parents and professionals alike and we receive a steady stream of referrals which enables us to really meet family’s specific needs in the area of SEND and perinatal support. During the year it was very exciting to be able to recruit to the Dad Matters Coordinator post and to work with two other Surrey Home-Starts to start to develop this project ready for launch at the start of the next financial year.

Our Volunteer base has grown and almost returned to pre-Covid levels, however time and financial pressures on many mean that Volunteering is not always an option for them and so we are finding it harder to recruit volunteers. Please do let you friends and family know about Home-Start and how just 2 hours a week of Volunteering can transform a family’s life.

Funding continues to be a focus especially as we look forward to how Surrey County Council will reframe their Early Help offer and we consider what that means for us as a local provider. Increasingly the majority of the funding we receive is from other sources. For the team and the volunteers to continue to support families the trustees need to be returning to previous funders and to explore new ones, which is a challenge in the current economic environment.

As I write this, I am approaching my last week as Manager due to relocating. I have thoroughly enjoyed my time with HSEEB, the organisation is in a very good place and I know it will continue to go from strength to strength. 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, 2022 – 2023

