

## Volunteer's Reflections

Covid was a scary time, and having no particular family, made me feel a little useless. Helping deliver food gave me a purpose and was a welcome relief from inaction and I made some lovely contacts with people on their doorsteps. When I did have a family allocated, messages helped keep in contact, phone calls were not always answered, but I understand voicemails were appreciated. Still, we muddled through and when rules were relaxed a little managed a few outings to the local park. It was lovely to see happy faces again. The Christmas lockdown was a very sad time, food deliveries again kept me busy. A big thank you must go to Home-Start who helped me keep my head above the water.

During the pandemic initially my support had to be by WhatsApp, although it showed I cared, it wasn't the same as being an active, physical helper. Thank goodness once it was possible to meet up, we did what we could with outside visits. The children had lots of energy and often decided to go off in different directions all at the same time! Face to Face conversation outside, and therefore support for the mother was better than WhatsApp, but still limited. However, she was very grateful for all the groceries she received during this time. Finally, after completing further risk assessments, we were able to meet at home again. Full support, both practical and emotional, could be reinstated. Home-Start kept in touch with me throughout and, as always, provided just the right level of support for me.

Thank goodness for Home-Start.

Thank you for the families, supervisors and other volunteers who have sustained the service as able during this year.

Thank you for giving each one of us a focus.

Thank you Home-Start for being there for all of us..... we have all needed it.

Thank you



### Thanks to our volunteers...

Our Volunteers continued to provided support for our families despite many of them having their own challenging situations do cope with. We are extremely thankful for the way Volunteers were flexible and adapted their support during a very difficult year.

Alicia, Ann, Bryony, Carol, Carole, Caroline, Catherine, Cathryn, Debbie, Denise, Esther, Gill, Gwen, Hilary, Jane, Janet, Jean, Jill, Joanne, Julia, Lata, Linda, Louise, Mary, Nishma, Pam, Pina, Rachel, Ros, Ruth, Sarah, Sarah, Susan, Sally, Trudie, Wendela, Wendy

## Treasurer's Report and Summary Statement

### For year ended 31st March 2021

With our grant from Children in Need ending in January 2020, much time was taken in submitting funding bids to several grant making charities. We were delighted to be successful with a bid to the Henry Smith Foundation for three years funding. In addition, during 2020, we secured several smaller Covid related funds, grants from the Community Fund Surrey and St Faiths.

All of these grants helped with the funding gap left by Children-In -Need. To further support our service delivery the trustees agreed the use of some of our reserves. We continue to receive money from Surrey County Council Early Help contract for Epsom, Ewell, and Mole Valley (north).

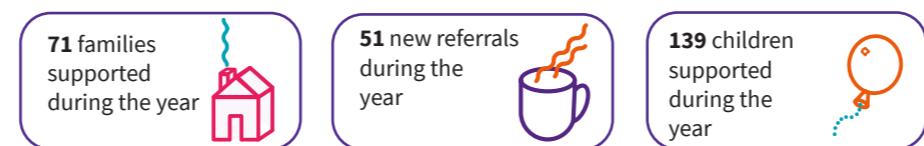
For these reasons income for the year is less than the prior year, however we have received £77,775 of funding which will appear as income in future years.

Our main costs for this year were staffing and rent. As a result of the disruption caused by the Covid pandemic, ensuring the future sustainability of our organisation, and ensuring the delivery and development of our services is our main focus going forward. We are confident that we are well placed to achieve these aims.

Thanks particularly to Michael Blackburn who as our volunteer Independent Examiner has steered us through the examination process in the absence of a Treasurer.

| Financials            | Current year<br>2020-21 £ | Prior year<br>2019-20 £ |
|-----------------------|---------------------------|-------------------------|
| Total Income          | 107,630                   | 135,413                 |
| Total costs           | 121,511                   | 114,916                 |
| Surplus/ Deficit      | -13,881                   | 20,497                  |
| Funds Brought Forward | 98,360                    | 77,863                  |
| Funds Carried Forward | 84,479                    | 98,360                  |

## Our Year at a Glance

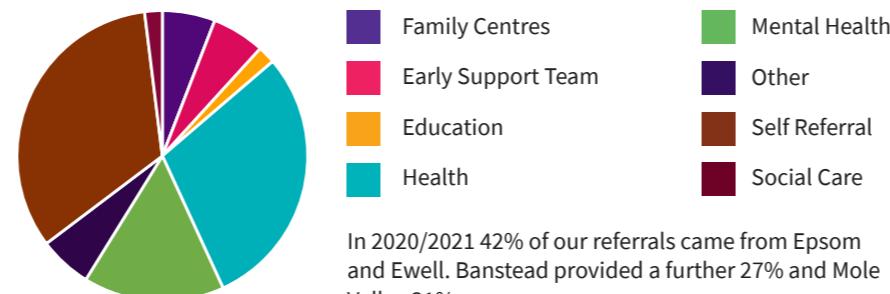


### 4 main reasons why families look to HSEEB for support

- 1. Coping with own mental health
- 2. Coping with feeling isolated
- 3. Managing the household budget
- 4. Parent's self-esteem



### Sources of referrals



## Fundraising

We are grateful for the high level of financial support received over the year despite not being able to organise any events. 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 • Aberdour School • BBC Children in Need  
 Banstead Rotary Club • Coop Community Fund • Surrey Community Foundation  
 Ewell Rotary Club • Henry Smith Charity • Heartlands CCG • Home-Start UK  
 Home-Start Volunteers • Home-Start Trustees • 'In memory' donations  
 Jean & Colin Sutherland's NO Train Day • Mary Kennedy Legacy  
 Sainsbury's/Argos • St Faith's Trust • Toyota • St John's School, Leatherhead  
 Surrey County Council • Tesco's Bags for Help • Waitrose Epsom  
 Waitrose Leatherhead • Whitestuff 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](http://www.hseeb.org)

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Patron: Lady Lampert



**HOME  
START**  
Epsom, Ewell  
& Banstead

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



## ANNUAL REVIEW YEAR ENDING 31st MARCH 2021

### Our Vision



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

**HOME  
START**  
Epsom, Ewell  
& Banstead

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

Home-Start Epsom, Ewell and Banstead (including Mole Valley North) is 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 Ashtead, Leatherhead, Bookham and Fetcham.

We are independently governed and funded. We train, supervise and support volunteers who are matched with families with young children, our volunteers are the critical factor in our success in supporting families.



## What we do

### Working Alongside Families

Being a parent has never been easy, it can be lonely, heart breaking and overwhelming. Home-Start Epsom, Ewell and Banstead 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.

Our volunteers are trained and given expert supervision by the team. They work alongside families to give compassionate and confidential support that is tailored to each family. Just two hours a week can make a big difference to parents and their children. We help parents to build on their strengths and give them the help they tell us they need.

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 or video contact;
- Parenting support;
- Arranging and managing events and group get togethers e.g. buggy walks and picnics;
- Working with other agencies e.g. food banks;
- Providing annual outings for families during school holidays.

We work collaboratively with other local Home-Starts to support children and families in Surrey. In 2020-21 we worked with our partners to cover gaps in funding, developing services for children aged 0-11 and their families, as well as extending to those in greatest need within Mole Valley. The challenges posed by the Covid-19 pandemic, has led us to a new focus with remote working and we continue to develop new and innovative ways to reach out safely to families.

We are looking creatively at providing training to help parents develop their skills and parenting strategies, both through group work and online support to families.

Volunteers benefit from the training, supervision and support we give. In addition, they have the satisfaction that supporting a family provides.



## Why it matters

There is considerable evidence supporting Early Years Intervention. The years between birth and school are vital for a child's development and many first-time parents find this a daunting experience. Families may face a range of issues, e.g. financial, disability or mental health, domestic abuse or language barriers. Covid-19 has brought additional fears and challenges which can lead to long term problems, determining the life chances children have.

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

## Chair's report

During 2020/21 we faced the daunting challenges of the Covid-19 pandemic. Our staff and volunteers stepped up during lockdown, working tirelessly to support families by providing vital weekly WhatsApp or telephone calls, emergency provisions, craft packs, and outdoor play equipment. Home-Start services always make a difference to the lives of our families, but during the pandemic they have truly been a lifeline for families with no other support.

The Board would like to thank staff and volunteers for their fantastic work which was above and beyond their normal roles.

Sadly, our administrator Sarah, left in December 2019. Gabriella Pearson joined us in April 2020, it is always a challenge starting a new job, but during lockdown was doubly difficult, thank you Gabriella for rising to the challenge and Hazel for supporting her. In March Lesley Lane joined us, thanks to funding from the Community Foundation Surrey, to develop our work with children from 5-11, and running parenting courses and workshops.

Due to the pandemic the trustees met virtually with Mary Coleman and Pam Whitley joining us as the volunteer representatives. Staff contact has been regular, by telephone and Zoom.

Briony Thomas  
Chair

"Such a lovely supportive team with volunteers who really listen and try to help and offer advice. It's a really helpful service that I would recommend to anyone who needs that extra bit of a hand in difficult circumstances"  
Family Quote

### Trustees

Our skilled and supportive board of trustees who continue to contribute their time and experience to Home-Start. With remote technology we were able to meet regularly, making sure our Business Continuity Plan was updated and relevant. A special thank you, to Celia for her work on this and on Risk Assessments. Sadly, our Treasurer was unwell during lockdown and Hazel, Gabriella and Nic all took on additional responsibilities to make sure our finances were managed and in good order.

Briony Thomas *Chair of Committee*  
Gayathiri Nadarajah *Treasurer*  
Celia Turnbull *Trustee (Safeguarding Lead)*  
Elizabeth Yianguo *Trustee*  
Geoff Kitchen *Trustee*

"Home-Start have been amazing throughout my journey, I can't praise them enough. The activities such as buggy walks, gifts such as vouchers for children's farm, Christmas party and grotto have all been extras that have helped with the physical and emotional support they have provided."  
Family Quote

Nicholas Morgan *Trustee*  
Richard Moody *Trustee*  
Anthony Evans *Trustee*  
Mary Coleman *Volunteer Representative*  
Pam Whitley *Volunteer Representative*

### 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 Epsom, Ewell, Banstead and north Mole Valley.

## Activities

We had to think differently and creatively to provide activities for families, with two lockdowns and numerous changes to restrictions these were adapted often at very short notice. We were delighted to be able to provide families with vouchers for local farms and Chessington World of Adventures, these were funded through generous donations. At Christmas although we all missed having a party it was wonderful to provide a covid secure Santa experience for our families, who were extremely grateful for the opportunity especially as these experiences are often quite expensive at local venues. Some staff and Volunteers trained to be able to deliver buggy walks and we ran these to help families to get out and about and meet others during a time when social contact was very limited to us all. When restrictions lifted Volunteers were able to meet families outside and within the community which supported them to re-connect.



## Manager's Report

I am so proud that as we look back over a year of unprecedented challenges, we were able to adapt our service quickly and flexibly to continue to support local families. The commitment of our volunteers and staff has been inspirational. They have gone above and beyond to ensure that those in the greatest need in our community had someone to talk to and support to access other help. We not only supported all our existing families but also contacted over 30 other families who either previously had support or have been signposted to us, and when referrals re-opened we provided remote support to many first time lockdown parents. Although the support looked very different and we were uncertain of the impact it would make we were determined to do everything we could to support families during the pandemic. The positive feedback from families and knowing that for many we were the only support mechanism continued to motivate us to keep going.

As well as overcoming the hurdles of the pandemic we have also had opportunities to develop and work with new partners. We particularly valued the support from Home-Start UK who sealed a corporate sponsorship with John Lewis/Waitrose Partnership. This put the work of Home-Start on the national stage through their Christmas Advert and brought in much needed emergency funds for families during COVID. Our partnership with Surrey Care Trust continues and we have made positive inroads into Mole Valley and working closely with Home-Start East Surrey. This has been greatly enabled by a grant from St. Faith's Trust.

We were successful in sourcing funding from Surrey Community Foundation and Surrey Heartlands CCG to develop work with children over 5 years.

We continue to explore ways of supporting families, and over the next year will be developing new projects including Dad's Matters and Parent Infant Mental Health support. The year has been a challenging one in more ways than one, but I believe we have come through this stronger and more determined to continue to support families. I would like to give a special thanks to the team who worked tirelessly over the last year and to the Volunteers who adapted so quickly to the new ways of supporting families.

Hazel Davies  
Manager

## How we helped during the COVID-19 pandemic

| We provided |   |     |                              |
|-------------|---|-----|------------------------------|
| 65          | Foodbank Vouchers   | 100 | Supermarket Vouchers         |
| 60          | Art/Craft Packs distributed                                   | 300 | Food/Hygiene Packs delivered |
| 40          | Christmas gifts and food for all families (adults & children) | 40  | Wellbeing packs              |