



Annual Report

2021-22

Charity No. 1113432
Company No. 5659978

Celebrating

40

years





Alex James
President

I think Margaret Harrison who founded Home-Start over 40 years ago, and who was taken from us too soon, would be very proud to see how her vision and kindness created THE most special of charities. When I joined 30 years ago our work was quiet, not at all in the public's eye. Having come from a theatrical background I felt we had to reveal more, in order to make more. My mates in the profession have always helped me to give our Home-Start a louder profile. Now there is no need as Home-Start Herefordshire is on the map!

Mandie, our Chief, has an amazing ability to bring the right team together. She has huge experience in children's development from another life and brings solace and wisdom into the room whenever she enters it.

This year Mandie and Sally have had to formulate a new team as we said goodbye to Alison, our Marketing Coordinator, along with our beloved Coordinators, Barbara and Diane, to retirement. Three great ladies who gave a huge part of their working life to our precious Home-Start. Our new team all get on, respect each other and all have a great sense of humour. Clever Mandie! Long may this last as it is this recipe that makes for success. We volunteers need to have the back up from our professional team.

I always remember my Mum (who has recently passed) telling me "Children never ask to be born", they deserve the best this world can provide and generally it is the simple things that prevail. From giving a child peace, laughter, a full belly, clean clothes and safety.

We volunteers are provided with good courses throughout the year to keep us on the straight and narrow and this also gives us the chance to meet each other, discuss ideas and be challenged too. The greatest thing for me is the honour to go into a home with a badge of trust and watch a family unknot itself and learn to skip again. Long may we last!

My thanks and respect to you all.

This year Home-Start Herefordshire celebrates 40 years of helping children and families. That is 40 years of giving them that non-judgmental helping hand with all the challenges life can throw. Looking back 40 years, I have to wonder how true it is that history repeats itself. Dominating the headlines in 1982 were war (The Falklands), inflation hitting 9%, soaring food prices and disruption of daily life from strikes. Sound familiar?

If anything it shows that the need for Home-Start Herefordshire is still urgent and set to remain for a long time to come. To survive 40 years, Home-Start has continually evolved in response to the changing needs of children and families. Whilst the names and faces have changed the mission has remained the same, to ensure no child's future is limited by the problems families face in the present.

This year we have said goodbye to two of the longest standing employees, Barbara and Diane. Their experience and commitment will be sorely missed. However, we have also welcomed Imogen, Tina and Karen who are helping Home-Start Herefordshire to continue delivering the fantastic service that it does. We have also said goodbye to long standing Trustee Vicki. She made the difficult decision that the time was right to step down from her Trustee duties (however, she still pops into the office every now and again for a chat and to see how we are doing). I personally miss Vicki's presence since it was she who recruited me as a Trustee.

As always, I thank everyone who gives time, funding and energy to making the Home-Start Herefordshire service possible. From our home visiting volunteers, employees and trustees to the people who externally support our service. We would not be able to function without you. The board continues to work at strengthening the organisation for the challenges ahead. Over six months into implementing our Strategic Plan, we are gradually growing the capacity of Home-Start Herefordshire to respond to both the foreseen and unforeseen trials that we know or can anticipate. One of these challenges is the difficulty in recruiting new Trustees - we are keen to add two or three new faces. If you or someone you know might be interested in using their skills and experience in ensuring no child's future is limited, please do get in touch and help Home-Start Herefordshire continue supporting families for the next 40 years. Thank you.



Andy Walkden
Chair of
Trustees



Jan Frances
Deputy Chair



Jeremy Stobart
Treasurer



Phillippa Granthier
Trustee



Virginia Taylor
Trustee



Helen Tank
Trustee





Mandie Preece
Scheme
Manager

As we move into our celebratory 40th year I look back and reflect on what I feel to be a very positive 12 months. With the lifting of the majority of Covid restrictions we saw the return to our very successful model of providing volunteer family support in the home. This has been gratefully received by the families and volunteers who have been eager to be able to see each other face-to-face. However, we have also wanted to reflect on our experiences of the pandemic, and so we have continued to build on what we learnt by continuing to offer virtual lines of support for families. This has been particularly beneficial for those who struggle with social interaction and communication, and something we will continue to provide where needed.

Although we have been able to see some sense of normality returning to our everyday lives it has also been bittersweet for Home-start Herefordshire due to the retirement of our much loved and respected colleagues, Barbara and Diane. Both provided constant support, guidance, and encouragement to everyone who has worked with the organisation. I greatly respect their tireless commitment and dedication to the organisation, guidance and support to volunteers and the valuable difference they have made to 100's of families lives spanning over 30 years. They will be deeply missed. Everyone at Home-Start Herefordshire wishes them all the love and happiness for the future. For myself, I know they will always be very dear lifelong friends.

I also want to pay a special thank you to Vicki who has decided to step down as Trustee after 11 years. Vicki, like Diane and Barbara, has been a very great supporter of the organisation and I really appreciate everything she has done for us a team. She will be very much missed, but we wish her all the best for the future.

Looking to the future, we have started to build an amazing new team with the arrival of Tina (Volunteer Recruitment and Marketing Coordinator), Imogen (Family and Volunteer Coordinator) and Karen (Administrator). They have already demonstrated their enthusiasm for their roles and the organisation overall and it has been a real pleasure to see their growth and development over the last year. I know that Home-Start Herefordshire is in very good hands, and I look forward to what we can achieve together as an organisation in providing our essential support services for Herefordshire families.

I would like to give my sincere and grateful thanks to our amazing volunteer team (home-visiting, fund raising and Trustees). Without you we wouldn't be able to deliver our vital support to families when they need us most, to our funders who make our work possible and to all our friends and stakeholders who continue to support us.

THANK YOU

What a difference a year makes!

Last September we were so excited to get the go ahead for our Family Support Group in the Parish Room, Kington, up and running again following the relaxation of the Covid restrictions. Rules were still in place but with windows open, social distancing, a boot full of masks, hand gels, surface cleaners and wondering how it was all going to work we opened the doors. Everyone was so pleased to be back they made it easy with one mum telling me it was "like coming home" which made it all worth while. Gradually everything fell into place with restrictions being relaxed and with the help of our fabulous volunteers, Amber and Caroline, we were able to relax and enjoy ourselves offering support, crafts for parents and children, fun, and of course coffee, cake and friendship. We were also lucky to receive goody bags to help keep us busy, including vegetable seeds to plant to grow at home, cress to grow on window ledges, sun flowers, book bags, oral health packs, nappy training packs, healthy eating packs, free swimming pool vouchers and, treasure trails around Kington (which were great fun for all ages) to name but a few.

Some of our families will be moving onto school in September, but we start this next term looking forward to new families joining our group and enjoying the fun, laughter and friendship.

PS. Forgot to mention we also had a visit from a bearded dragon!



Tam Thomas
Family Group
Coordinator



Home-Start Herefordshire is

40

1982-2022



Fun Facts:

The first fundraising event was a tandem marathon

Our first answerphone and photocopier arrived in 1985

We have moved offices five times

In 2012 we started supporting children aged 0-18 years

In 1987 we purchased our first computer

Hundreds and hundreds of families have been supported

Over 700 volunteers have been trained

Here's to another 40 years!

Over the past 12 months we have...



**recruited
and trained
six new
volunteers**



**supported
89 families**



**matched 86
volunteers to
support families**



**worked with 200
children.
125 aged 5+
and
75 under 5's**



**supported
33 lone
parents**

**supported 27
victims of
domestic
abuse**



**Thank you to
everyone who
supported us
this year**



With staff leaving we make way for new ones...

Tina Rowlands

Volunteer Recruitment & Marketing Coordinator



Being able to work within the charity sector for me is a real privilege. I have been involved in Girl Guiding for over 30 years and understand how hard it is to find, train and maintain volunteers along with the administrative side that comes with it.

I first heard about Home-Start Herefordshire about seven years ago when I applied to be a volunteer. After completing the training I fell pregnant with my third child so volunteering took a back seat and then unfortunately life just took over. Now I have made my way back and have been trying my best to entice new volunteers into the Home-Start family.

Getting volunteers through the door has not been easy, as many people are still being cautious about interacting with others. I know this will get easier and the support I get from the rest of the team, along with all the volunteers and supporters, is amazing!

Imogen Potter

Family & Volunteer Coordinator

When I was interviewed for the Coordinator role I was excited about the possibility of working in the voluntary sector and for a local charity with an amazing reputation. I had previously worked with children with additional needs and their families in a residential school setting. Wanting a change, I went on to support adults in the community after a crisis or stay in hospital. It was a great experience, but I missed working with children and families. When I got the call from Mandie offering me the post I was over the moon.

Reflecting back on the last year (where has that year gone?) I really had no idea how much knowledge I had gained from my colleagues, volunteers and our families. The best bit really is meeting the families. It takes so much courage to ask or accept help, and to see them grow is not only rewarding but a privilege too. The biggest lesson is how to say goodbye and learning when to not give up. And so the learning continues! Thank you to everyone who has made me feel so welcome, supported and valued. HSH is amazing!



Karen Marriott

Administrator



I started my Home-Start Herefordshire life as a volunteer four years ago. The charity had always been on my radar as one I admired and was keen to be part of. I continue to be impressed by the work the volunteers carry out and the professional way the charity is managed by Mandie and the Trustees, not to mention the experienced support and training from the Coordinators over the years. My role as Administrator is part-time which allows me to continue my other jobs as a Crisis Counsellor for Shout (the crisis text line) and an Appropriate Adult, working with West Mercia Police. All my jobs are exceptionally rewarding and complement each other. I still work as a Home-Start volunteer too as working with the families is one of the most rewarding jobs I have ever done.

Thank you!



Judy Hooley has given many many years to Home-Start Herefordshire as a volunteer and as our Volunteer Representative. She has now decided to step down and let someone else take the reins. Thank you Judy so much for the hours you have dedicated to us.

We welcome Jan Doran as our new Volunteer Representative.

Jan brings with her a wealth of experience having been a Home-Start Herefordshire volunteer for the past nine years.

Welcome



Treasurer's Report

In financial terms the 2021/2022 has been a reasonably satisfactory year. That said, the previous financial year (2020/2021) was our most successful in financial terms, mainly due to the high levels of emergency funding we received and reduced staffing costs/expenses. Although things were more 'fluid' this year in other areas, such as personnel movements and operation, we have only seen a minor drop in overall reserves, which is unsurprising as last year was a 'freak' year in many ways.

We seem to have come out of the Covid pandemic reasonably unscathed albeit income is below pre-pandemic levels. That said, expenditure has also been reduced to below pre-pandemic levels as well.

Total expenditure has increased this year at £149,492 (2021:£143,607). This is mainly due to a number of staff movements/staff crossover this year and reduced staff expenses last year, as mentioned above. Total income (Core and Restricted combined) was down on last year at £146,734 (2021: £163,285). As mentioned above, a lot of this was due to the loss of Emergency Funding which we acquired during Covid in 2020/2021 (To put this into context, in 2020/2021 we received nearly £22,000 additional funding from Emergency Funding and the HSUK Loneliness Fund, alone). There was a small surplus for the year on Core/Unrestricted activities of £1,103 (2021: £27,024 surplus). However, our Restricted Reserves fell further into deficit by £3,861, which means that our overall reserves have reduced to £68,506 (2021: £71,264).

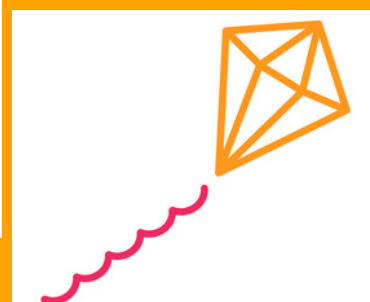
Post-Covid was always going to be tricky and I alluded to this in last year's report. To show only a small dip in reserves has frankly been no mean feat. Taking the disappearance of emergency Covid funding along with us having replaced more than half our staff complement has made operations difficult, and so my praise goes out to Mandie and her hard-working and fairly newly installed team for their achievements, not just financially but operationally as well.

Our current Unrestricted Reserves only provide minimum cover for emergencies, such as shortfalls in funding or unexpected expenditure. The Trustees continue to believe that reserves equivalent to six months expenditure, i.e. circa £80,000, is the optimum required to ensure continuity of operations and will continue to work towards this goal. Although the current reserves currently provide for just over five months of expenditure cover (2021: 5.5 months), the Trustees believe this is sufficient to meet the minimum requirements to continue operations. These are still difficult times. Many companies and charities continue to struggle to fill staffing posts and we are not immune to this. The rise in the cost of living, energy costs, and inflation allied with depressed financial markets will have an effect on us all, and everyone, including Home-Start, will feel the squeeze in the coming year/s.

Regular financial donations were received from Eveson Charitable Trust, Herefordshire Council, BBC Children in Need, EF Bulmer Trust, Herefordshire Community Foundation, HFT Forklifts, Rathbone Moral Aid Charity, The Southall Trust, Kington United Charities, Tesco Community Grants, Asda Foundation, Waitrose & Partners, John Lewis & Partners, Masonic Charitable Foundation (BHBF), Pontrilas Developments, William A Cadbury, Pears Foundation, Phillip Witcomb and Friends. In addition, money was also received in the form of donations from individuals and the proceeds from fund raising events. TRP Sealing also kindly loan out their boardroom for Trustee meetings. We are grateful to all our supporters for their continued generosity and to all those involved in fund raising events for their hard work and commitment.



Jeremy Stobart
Treasurer



Financial Summary

	Year Ending 31 March 2022 (£)	Year Ending 31 March 2021 (£)
Incoming Resources		
Donations	6,360	7,609
Fund raising income	1,256	6,130
Social work students	0	0
Grants	133,650	145,420
Other income	5,468	4,126
	146,734	163,285
Resources Expended		
Staff and volunteer costs	130,266	122,886
Fund raising costs	0	0
Office costs	11,327	9,691
Scheme expenses	2,533	3,242
Governance costs	(740)	1,580
Other costs	6,106	6,208
	149,492	143,607
Net movement in funds		
Unrestricted funds	1,103	27,024
Restricted funds	(3,861)	(7,346)
Funds at 31 March		
Unrestricted	76,086	74,983
Restricted	(7,580)	(3,719)

Thank you to all our supporters

William A Cadbury
Charitable Trust

**The Witcomb
Fund**

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Stuff

E F BULMER
TRUST

JOHN
LEWIS
& PARTNERS

WAITROSE
& PARTNERS

**The Rathbone Moral
Aid Charity**

Herefordshire
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