



Support and friendship  
for families

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**Home-Start  
Farnham & Haslemere**

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**Annual Report  
2010-2011**



**Home-Start believes that CHILDREN need a HAPPY and SECURE CHILDHOOD and that PARENTS play a KEY role in giving their CHILDREN a GOOD start in life and in HELPING**

Home-Start Farnham & Haslemere is a voluntary organisation committed to promoting the welfare of families with at least one child under five years of age. It's objectives are:

- To safeguard, protect and preserve the good health, both mental and physical, of children and parents of children.
- To prevent cruelty or maltreatment of children.
- To relieve sickness, poverty and need amongst children and parents of children.
- To promote the education of the public in better standards of childcare within the areas of Farnham and Haslemere.



**Home-Start Farnham & Haslemere maintains this approach by providing a home-visiting volunteer service to families, with at least one child under five, experiencing stress in their own home, helping to prevent family crisis and breakdown.**

By caring for each other and working together in support of family life we aim to increase the confidence and independence of the family by:

- Offering support, friendship and practical assistance.
- Visiting families in their own homes, where the dignity and identity of each individual can be respected and protected.
- Reassuring parents that difficulties in bringing up children are not unusual and encouraging enjoyment of family life.
- Developing a relationship with a family, in which time can be shared, and understanding developed.
- Encouraging the parent's strengths and emotional wellbeing for the ultimate benefit of the children.
- Encouraging families to widen the network of relationships and effectively use support and services available with the community.

## Chair's Review 2010 – 2011

Home-Start Farnham and Haslemere has been struggling for the past few years, and we have worked hard to innovate, as we have faced up to massive change in the way our organisation is funded. In the last year we have delivered our service to 63 families who have 156 children, many of whom have been supported on a long term basis. These families and children have been cared for by around 60 volunteers.

It used to be so easy – Surrey County Council and our local PCT would provide the funds to provide the wherewithal, and the focus of each and every day was our families, directly or vicariously, through ensuring we had sufficient well prepared and well supported volunteers to deliver our service.

Then the recession came, and a heap of trouble from the financial markets, along with a change in the way the Big Lottery disbursed their grants.

Against a backdrop of financial doom and gloom, that we've all lived through, our application for funding for the whole of Haslemere was turned down by the Big Lottery. The PCT continued its trend of reducing their contributions, and Surrey County Council announced a new way of calculating our funding, that reduced our income by half. Life became distinctly uncomfortable.

For those who have listened to me for the past few years, you will think the record needs changing – I have been guilty of driving this uncomfortable message home to anyone who'd listen, as frankly we were looking at having to close our activities in Haslemere with immediate effect, and face-up to having a very small Scheme of perhaps one or two people only looking after a much reduced number of families in Farnham.

Our Management Committee focussed hard on fundraising and with no experience at all around the management table, we started our initial foray into this unknown territory, with a huge effort face painting at a local charity fair, which netted us a startling £30 for all our efforts. We took this as a sign that we weren't quite there yet with our strategy and so changed tack to eventually develop a successful line in bidding for funding from Charitable Trusts.

We were fortunate to get an early success that spurred us on but for many a month, we just looked down the black hole of financial despair in our management meetings. We almost abandoned our dream of rolling out our service to the whole of Waverley, as we were so caught up with reducing costs, and staying in one piece.

But what a difference a year makes.

Lyn and Dolores led the team to take the fight back to the Big Lottery and were rewarded with the comment that their bid was one of the best the Big Lottery had ever seen. That bid described our success in the 12 or so years we've delivered our service, and outlined our hopes and dreams, of a Waverly wide service.

The Big Lottery bought into it big time and announced a support package to roll out our services initially to Haslemere and Godalming and then throughout Waverley during the next five years. Alas, there was no support for Farnham services, but the £300,000 grant they've promised, will not only secure our services in Haslemere, that we'd been funding from reserves, but also allow us to start the journey to cover the whole of Waverley.

I can't tell you how proud I am of this organisation. They rose to the challenge and did it. It was a magnificent accomplishment.

Since then, we've refined our other fundraising activities, as we still need to ensure that we have enough money to continue in Farnham. Surrey County Council has confirmed that we will be awarded much less in the coming years, and they will include the PCT funding in this reduced stipend. Accordingly, we must raise £30,000 each and every year to stay afloat.



## Chair's Review 2010 – 2011

Keeping Farnham going is critical to the success of the rest of the plan. Without the funding for Farnham, we have no Management team and central structure to look after activities in the other towns. Without a viable Farnham Scheme our cunning plan will collapse.

The effect on staff morale of our fundraising successes of course has been dramatic and the Management team have felt that elation too. Dolores has cleverly switched things around in the office so that our Volunteer Coordinators Julia and Louise, can jointly set up the Godalming operation.

Also, we've been able to invest in replacing our creaky IT system, in time to accommodate some IT initiatives from Home-Start head office that would have caused immense issues, and diverted our attention away from our families.

All in all, even though we're still struggling in Farnham, the world seems rosier and our challenges appear more manageable.

The staff in the office have been magnificent through it all and I would pay them tribute. I'm sorry though to announce that we will lose Julia this year. Julia has decided to go back to university and we can't stand in the way of a good education. We have many reasons to thank Julia for all she has accomplished for us; thank her most sincerely for all her hard work and lovely nature. It's been a great pleasure to work alongside her and we wish her every success in her studies.

We've been fortunate in finding Linda to take up the challenges where Julia will leave them and welcome her most warmly.

Our Management Committee has changed too. We lost Claire Binns, who moved from Nokia to take a new position with another IT based organisation in Guildford, and Sandra Meakins has found the challenges of running her legal practise at Kidd Rapinet too much to be able to continue in her role as Treasurer. Both ladies have given a lot of their time and advice; kindly and generously and both will be missed. Thanks to Claire and Sandra for their energies, contribution and companionship.

It's sad to lose good Trustees but lovely when others volunteer to join. This year we have welcomed onto our board one of our experienced volunteers Ayshea Jaeger, and more recently Jean McErlain has kindly agreed to act as Treasurer. Both new members are now part of our fundraising group, which aims to launch our Friends of Home-Start initiative.

Friends of Home-Start aims to attract the support of past volunteers and other kind people who are keen to offer their services from time-to-time, to help out with fundraising, without the commitment of being a Trustee. Avril Lawson, who has been a home visiting Volunteer previously, has kindly offered to spearhead this initiative, and it was lovely to meet her at last when the fundraising committee met earlier this month

Overall, we can be satisfied with this year. We went into it very worried about our survival, yet came out a lot more confident about our future, with some good successes tucked under our belt. We're by no means out of the woods just yet, but with Home-Start Waverley moving up a gear led by the team we have in place, the world seems a better place in which to live and thrive.



## Treasurer's Report and Accounts

We have continued to receive core funding from Surrey County Council but no funds were received from Waverley Voluntary Grants Panel. However, we have been very fortunate in receiving funds from BBC Children in Need which for the year amounted to £8,053. We have also been extremely fortunate, due to the huge efforts and dedication of our fund raising team, headed by Lyn Barrat, in securing funding from the Big Lottery which will not only enable services to continue to be provided by Home-Start Farnham and Haslemere, but will enable the service to be extended to other local areas. At the year end therefore core funding was slightly higher than last year's.

We are most grateful to, and would like to thank, those organisations and individuals who have donated so generously to the Scheme in the year just ended, without which we would not have been able to continue to provide the service to many families. In particular, special thanks are extended to the Haslemere Chalice Fund, The Farnham Hedgehogs and The Lions Club of Farnham who have all continued to support Home-Start most generously.

The generosity of Volunteers and others who have not claimed their expenses should also be acknowledged as well as the huge efforts of Lady Beryl Tindle for the sums raised by her and St. Joan's Church, and for those who organised the hugely successful Burns Night. Expenditure has been closely monitored and savings made where possible, but service charges are now being paid for the offices, which had previously been overlooked by the local authority.

Overall, our year end fund balance has reduced by £10,083 but we have still been able to continue to provide a full and proper service, and have been able to retain sufficient funds to satisfy our reserve commitments. We are committed to continuing our efforts to obtain funding to provide the valuable service we do. A close eye is being kept on expenditure and making economies where possible, without compromising the service provided.

Regrettably, I have had to retire as Treasurer due to other commitments and hand over the role to Jean McErlain. I would like to take this opportunity to thank my fellow Trustees and the office staff for their support during my time as Treasurer. It has been a pleasure to be part of Home-Start Farnham and Haslemere.



A full set of Accounts is available on request

### HOME-START FARNHAM AND HASLEMERE

#### SUMMARY STATEMENT OF FINANCIAL ACTIVITIES for the year ended 31 March 2011 (as audited)

	<u>2010/11</u>	<u>2009/10</u>
	(£)	(£)
<b>INCOMING RESOURCES</b>		
<b>Core funding:-</b>		
Surrey County Council	38,910	45,797
Waverley Voluntary Grants Panel	0	9,112
Big Lottery Fund	9,405	0
BBC Children in Need	8,053	0
	<b>56,368</b>	<b>54,909</b>
Other Grants and Donations	21,391	19,022
Burns Night / sundries	1,432	600
Bank Interest	28	53
<b>TOTAL INCOME</b>	<b>79,219</b>	<b>74,584</b>
<b>RESOURCES EXPENDED</b>		
<b>Staff &amp; volunteer costs</b>	66,318	64,201
<b>Office costs &amp; overheads</b>	14,170	13,119
<b>Other costs</b>	8,814	7,977
<b>TOTAL EXPENDITURE</b>	<b>89,302</b>	<b>85,297</b>
<b>NET DECREASE IN FUNDS FOR YEAR</b>	<b>(10,083)</b>	<b>(10,713)</b>
Fund balances b/fwd 1 April 2010	69,156	79,869
<b>FUND BALANCES c/fwd 31 MARCH 2011</b>	<b>59,073</b>	<b>69,156</b>

## What some families & Referrers say about Home-Start

xxxxxxx my Home Start volunteer was (and of course is) truly wonderful. She was of great help and I wish that I had put my name on the Home Start list earlier, Thank you.

Homestart were able to offer support to xxxxxx at a time of stress exacerbated by extra demands of a baby who required extra care and hospital appointments.

The family would have really struggled without this support.

An invaluable service that has made a very positive contribution to the well being of this family.

The Homestart service has been a lifesaver for us. When the triplets were small, the respite of just a few hours meant that I could take a shower and get 2 extra hours of sleep—a lot considering that the only sleep I got was 1 hour every 4 hours. Having someone to discuss the minutiae of issues related to parenting small children (so many decisions—which is the right one—quite daunting for new parents) really helped ease the worry as well. An extra pair of hands so we could walk safely to the park, or to help read and play while jobs are done, to be happy and cheerful when with the children and remind us that while it might sometimes feel burdensome this is something to enjoy and it passes soon enough that you will miss it. It really improved our mental health and made our parenting supported and well guided through the 'bumpy stages' (without us noticing at the time, only noticing in hindsight). For the other traumatic period, now that the nappies and bottles are all behind us, when my husband was without work, a lifesaver.

Matched volunteer and family well. Definitely need to do it more quickly as early days without Homestart were really difficult. Consequently this is evidence that Homestart did make a practical difference to my family. Review meetings were too frequent.

Dear Julia,

I think I can cope without help now that the boys are a little older and so I would prefer that someone who has smaller babies got some help. The relief of potty training, amongst other developments at age 3+, means that I am sleeping at nights and have fewer 'needs' to attend to. I am truly grateful for the wonderful support HomeStart has given me in reducing the stress of surviving young children and hope someone else can have that relief when they most need it. Especially in the 'age of austerity'.

Thanks xxxxxxxxxxxx

Home Start continues to offer an invaluable service to families on a range of levels, often preventing potential crises in families.

# 2010/2011 Statistics and Meeting the Needs of Our Families

9 children were on a child protection plan and 5 children were subject to a CAF

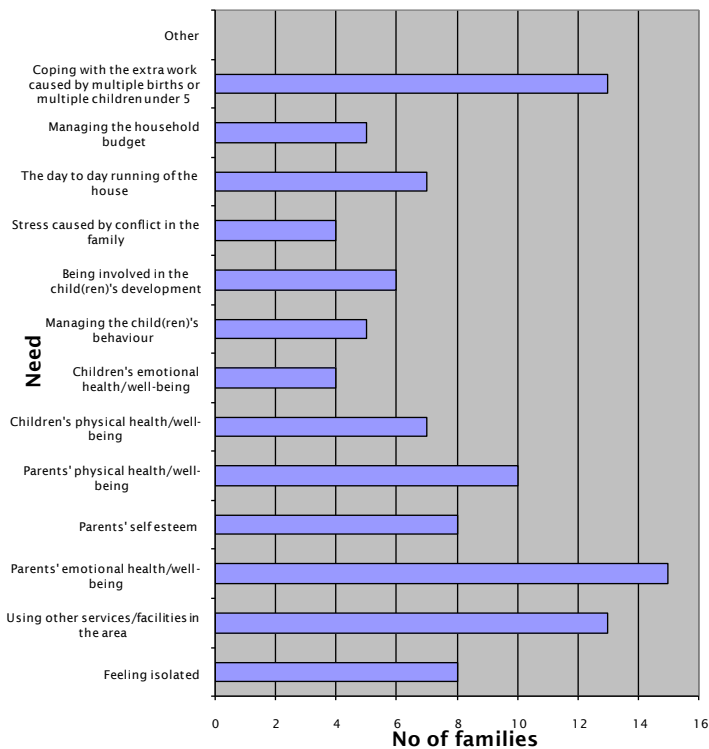
9 children had a disability

6 additional volunteers are Trustees

39 families were referred by Health Visitors



**No of families for whom things were better after Home-Start support (based on those for whom support has ceased and a final visit taken place)**



The table opposite illustrates how Home-Start Farnham and Haslemere is meeting the outcomes set out in the 'Every Child Matters' report.

This information is based on the Monitoring and Evaluation Systems used by all Home-Start Schemes. It seeks to identify the reasons why families look to Home-Start for support and how they consider their needs have been met. It refers to the number of families for whom home-visiting ceased and for whom a final visit took place during the year April 2010-March 2011.

## We are looking for FUNDERS & DONATIONS:

We rely on donations and grants to fund the services we deliver within Farnham, Haslemere & Godalming

This year **more than ever** we need more money to pay for

- core-funding (the administration of the scheme and overheads),
- supporting families (outings and birthday gifts)
- and volunteer expenses (training and travel costs).

If you would like further information about Volunteering with Home-Start or making a Donation, then please,

Contact Dolores, Louise, Linda or Miranda at:

Home-Start Farnham & Haslemere  
Vernon House  
28 West Street  
Farnham  
Surrey GU9 7DR

Tel: 01252 737453  
Email: [info@homestart-fh.com](mailto:info@homestart-fh.com)  
Website: [homestart-fh.com](http://homestart-fh.com)

## Calling all Volunteers

We are particularly looking for volunteers who would like to become Friends of Home-Start Waverley and help out with local fundraising events.

Home Visiting Volunteers, who have parenting experience, are always very welcome. We are particularly looking for people based in and around Haslemere and Godalming.

We need more Trustees to be involved in over-seeing the running of the scheme to deliver Home-Start support.

## OUR THANKS TO

12.09.11

**Our Honorary Patron:** Lady Beryl Tindle

**Our Management Committee:**

Chair, Douglas Mellor

Vice-Chair, Lyn Barrat

Honorary Treasurer, Sandra Meakins

Trustees, Di Adams, Claire Binns,

Ayshea Jaeger, Jean McErlain, Ann Tann,

John Page

**Our Volunteers 2010-11**

Jenny, Hollie, Ann S, Delia, Kerry, Lesley, Anne C, Louise S, Carolyn, Sarah, Gwenda, Sara W, Rosie, Edwina, Heather, Claire, Deborah, Gillian, Teresa, Rita, Louise B, Caroline, Lara, Ayshea, Bonny, Jane, Lynne B, Stephanie, Victoria, Joanne, Claudia, Alan, Sarah P, Anneliese, Jane, Nick H, Barbara, Liz, Jill, Rebecca F, Roz J, Judi, Penny T, Claire, Claire H, Sylvia.



working together  
to SUPPORT FAMILIES

**Home  
Start**  
Support and friendship  
for families



Support and friendship for families

Home-Start Farnham & Haslemere

Surrey County Council

Lions Club of Farnham

Haslemere Challice Fund  
BIG Lottery Fund

Lady Beryl Tindle

Alchemy Foundation

BBC Children in Need

Community Foundation for Surrey

St Mary's Frensham

Garfield Weston

St Joan's Church Tilford

Farnham Hedgehogs

Lotus Foundation

Waitrose Haslemere

Weydon School PFTA

Haslemere Ladies Circle

F J Wallis Charitable Trust

Howzat Cricket Club

Coutts Charitable Trust

GlaxoSmithKline

Waitrose Farnham

Wheatsheaf Haslemere

Bistro 27



The Hedgehogs  
FOUNDED 1959



Friday 18 November 2011

Children in Need



LOTTERY FUNDED



Surrey NHS  
Primary Care Trust

Company No: 6069732  
Charity No: 1119141