

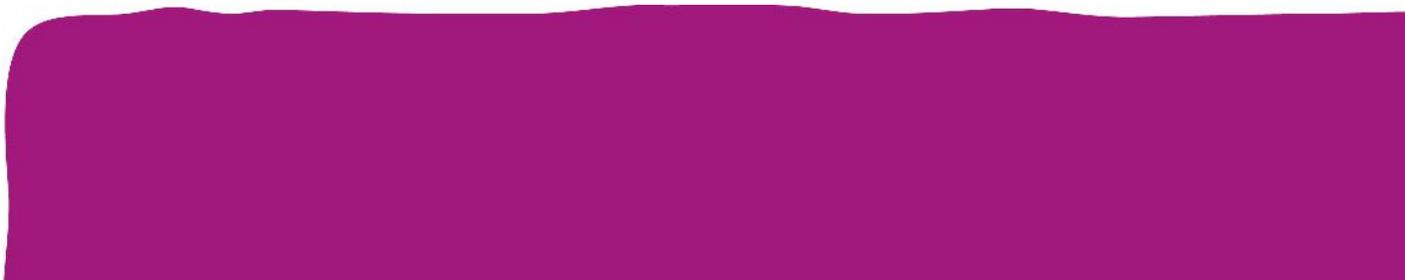


Support and friendship
for families

Banbury & Chipping
Norton

Annual Report

Home-Start Banbury & Chipping Norton Annual Report 2012/13



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We kindly acknowledge the sponsorship
of Banbury Litho in the printing of this report

About Home-Start

Across the UK more than 16,000 Home-Start volunteers visit families at home each week, supporting parents in situations as diverse as isolation, bereavement, multiple births, illness, disability or who are just finding parenting a struggle. They provide non-judgemental practical and emotional support and help build the family's confidence and ability to cope. Home-Start runs more services and has more volunteers supporting more families than any other family support charity in the UK.

Home-Start Banbury & Chipping Norton is a voluntary home-visiting scheme in which volunteers offer confidential support, friendship and practical help to families with at least one child under five, and where there are difficulties or stress.

Home-Start Banbury & Chipping Norton aims to try and ensure that every family gets the help they need to give their children the best possible start in life. Home-Start supports parents as they grow in confidence, strengthen their relationships with their children and widen their links with the local community

Home-Start Banbury & Chipping Norton

Britannia Road Children's Centre,
Grove St, Banbury, Oxon, OX16 5DN.

Tel: 01295 266358

Email: info@home-startbanbury.org.uk

www.home-startbanbury.org.uk

Patron: HRH Princess Alexandra, the Hon. Lady Ogilvy, KG, GCVO

Local Patron: Lady Marie Stubbs

Registered Charity No. 1114860



SureStart

Making life better for children and families in our county

Staff

Jane Skelton ~ Senior Organiser
Karen Mullins ~ Organiser
Diane Adams ~ Organiser
Angela Esland ~ Administrator

Trustees

Jo Graves ~ Chair
Douglas Keir ~ Treasurer
Deborah Hayter
Janet Owen ~ Volunteer Rep
Anne Waters ~ Volunteer Rep
Helen Hughes

Retired this Year: Jo Bucknell, Viv Bennett

Advisors to the Trustees:
Pete Welply - Childrens Centre Head
Liz Hutchings ~ Ace Centre
Jill Phipps ~ Child Protection named Nurse, Oxon PCT

Volunteers

Deborah Alexander ~ Pam Archdale ~ Catriona Brogden
Liz Broughan ~ Lynne Cheetham ~ Avalon Carrier ~ Claire Cockerill
Helen Craft ~ Angela Esland ~ Libby Fuller ~ Lisa Graves ~ Sue Greenaway
Patti Harewood ~ Angela Hale ~ Camilla Hanbury-Williams
Sheila Hartwell ~ Louise Harwood ~ Gay Holden ~ Sheila Harris
Mary Hayward ~ Donna Hooper ~ Rebecca Nelson Georgia Higgins
Polly Hume ~ Helen Hunt ~ Julia Humphrey
Sheila Hurdwell ~ Marijke Jones ~ Shabnam Malik ~ Jenny Martin
Jean McIver ~ Amanda Nimmo ~ Janet Owen ~ Fiona Pancheri
Gemma Page ~ Nicola Ponsonby ~ Nikki Potter ~ Linda Pratt
Jane Redhead ~ Katie Rowe ~ Gail Seward ~ Christine Stephenson
Helen Sinton ~ Trisha Tibbetts ~ Anne Turner ~ Kylie Venn
Fred Volans ~ Anne Waters ~ Alison Wells ~ Zoe White
Claire Whitham ~ Liz Young

Retired this year:

Jo Bucknell ~ Eve Mackenzie Green ~ Kelly Babbington
Jill Morgan Lynch ~ Mary Ellen Branch ~ Kim Hawkins
Sarah Gee-Murphy ~ Carla Barrow ~ Jo White ~ Kate Gray
Rachel Knight ~ Kate Mallock

**CHAIRMAN'S REPORT FOR HOME-START BANBURY AND CHIPPING
NORTON
FOR THE YEAR 2012-2013**

Once again I am pleased to report a busy and active year for our small scheme. We are very fortunate to have such dedicated staff in the office and despite our worries about having to lose a member of staff, we now have our two organisers Karen Mullins and Diane Adams working under the leadership of Jane Skelton, our Senior Organiser, who having served a full year in post, shows great skills in managing the scheme. Our Administrator, Angela Esland supports all of them and it is good to know the scheme is in her safe hands with the many organisational changes that are taking place at Head Office of Home-Start UK. My special thanks to you all.

I never cease to be amazed at the quality and calibre of the volunteers who sign up to our Preparation Courses. We seem to have little problem in recruiting people and it is hoped that in the future we shall be able to gain accreditation for our Volunteer Preparation Course, thus offering the volunteers an opportunity to build up a portfolio for further education. Our Volunteers really do seem to be the sort of people "who go the extra mile".

Not only are they giving up their time and commitment to visit families, but knowing that the scheme is always in need of funding, many of them will do extra activities to raise funds for the scheme as well. I was so thrilled to see two of our Volunteers, Janet Owen and Alison Wells recognised for their voluntary work this year. We do extend grateful thanks to all our volunteers - you are the 'heart' of Home-Start Banbury and Chipping Norton.

We have seen changes too on the Trustee board. We will be sad to lose Helen Hughes, who in her short term with us, proved her skills in social media and fundraising. Helen had also been a Volunteer with the scheme. However, on a lighter, more optimistic note, we will be pleased to welcome onto our Trustee board Trisha Tibbetts, a Volunteer, who has already shown her fundraising and networking abilities and Pete Welply, who was the Manager of the Britannia Road Children's Centre until his retirement earlier in the year. Pete brings with him extensive experience of working within the early years sector and his knowledge will be invaluable to us as we, potentially, move forward in to working in "partnership" with other agencies in the future.

We still await news of a new CEO for Home-Start UK. As with all Charities our Head Office has been disappointed in not receiving the expected funding. This has meant some considerable changes in the structure of staffing and support for Home-Start Schemes at head office and regionally. We are really very sad that we no longer have Heather Alexandra, as our once regional consultant, who then became a Families Specialist and who has now taken voluntary redundancy. Heather has been a really good friend to Home -Start Banbury and Chipping Norton, always at the end of the phone or an e-mail and

always ready to give support and guidance in the appointment of staff. We shall miss her.

Funding continues to be a constant issue for our scheme and we are so grateful for all the fundraising activities and donations that we receive from a wide variety of sources. Our fundraising committee work extremely hard in applying for grants and I am personally very grateful to the tenacity of Deborah Hayter, who chairs this committee, in working tirelessly to procure our funds.

We know that as an organisation we are very “cost- effective” in providing our service to those families in crisis that we care so much about. Home-Start is a unique organisation in the way that it works. In a recent study in Holland (yes, they have Home-Start over there!) it was found that in comparison with statutory bodies, the long term beneficial effects on a family having had early Home-Start intervention, far out -weighed the others.

As our Health and Social Care structure changes in the future we need to be aware of working with other agencies to let them know how effective Home-Start is. There are various early years and young peoples' initiatives which are being introduced by the government. We need to make sure that the voice of Home-Start Banbury and Chipping Norton is heard in any such initiative in our county, possibly by working with other Home-Start schemes in the County. There are challenging and interesting times ahead!

Challenging and interesting times there may be, but I feel that we have a good board of Trustees – very committed people and I would like to thank them for all their hard work and support and since, at the end of the day “*it is always about the money*” - I would like to extend my very special thanks to Douglas Keir, our Treasurer, who keeps us on track.

Jo Graves

Chair
June 2013



Treasurer's Report for 2012/13

After an extremely challenging year, financially, it is very satisfying to report a final surplus of £12,180 (2012: surplus of £673). Total income increased from £94,442 to £105,485, mainly as a result of increased service-related grants. These included ongoing contracts with The Big Lottery, BBC Children in Need, and local Children's Centres, but also included a 'one-off' grant of £15,000 from The Cherwell Local Strategic Partnership. Donations from Charitable Trusts were significantly lower at £9,635 (2012: £18,168), while income from private and corporate donations and fund-raising activities increased from £8,277 in 2012 to £14,568 in 2013. Despite the interest income on our funds remaining insignificant, the Trustees continue to believe that no investment risks should be taken with the funds entrusted to us to support local families. The extremely uncertain future of our funding also means that cash must continue to be placed on a short-term basis with the related historically-low interest rates.

Stringent control over expenses was continued in order to ensure that our income was directed as much as possible towards our primary activity of providing support for local families. Despite our engagement with more families than in the previous year, total expenses reduced by 0.5% to £93,305.

As in all recent years, and like many other charities, Home-Start Banbury & Chipping Norton finds itself operating in an environment of significant financial uncertainty. Statutory funding from Children's Centres depends on their own uncertain budgets and the ability of charitable trusts, companies and individuals to give money to charitable organisations continues to be stressed in the ongoing, difficult economic circumstances. It remains very difficult, if not impossible, to plan ahead with any confidence.

In this very challenging financial environment, therefore, we continue to be extremely grateful for the generosity of staff, volunteers, trustees, helpers and all local organisations and individuals who assist us both financially and with their time, skills and resources. We continue to believe that we are providing a valuable service to the local community, and we also recognise that there is a demand to do more, if funds were available.

The surplus earned for the year has enabled the previously depleted accumulated funds to be brought back up to an amount slightly above the minimum reserves deemed necessary to meet all financial, family support and other obligations. They are, however, still below the generally accepted figure of 50% of one year's expenditure. As we ourselves experienced at first hand a few years ago, reserve funds are critical to allowing the organisation to take on new family support work, with the associated volunteer training requirement, in a financial environment where little long-term funding is obtainable, and even our statutory sponsors (Children's Centres) are unable to commit beyond the current year.

Douglas Keir
Treasurer

Summary of Income and expenditure for the year

Income for the year	Total 2013	Total 2012
	£	£
The Big Lottery	37,619	38,180
Children's Centres	24,500	24,500
Cherwell Local Strategic Partnership	13,125	0
BBC Children in Need	6,026	5,302
Fund-raising events	5,619	3,522
Donations: Charitable Trusts	9,635	18,168
individuals	3,831	611
other	3,191	3,566
unclaimed expenses	1,927	578
Interest income	12	15
Total Income	105,485	94,442

Expenditure for the year		
Direct charitable costs:		
Staff payroll costs	68,470	68,711
Staff & volunteer expenses	12,819	9,619
Staff & volunteer training	1,146	1,455
Staff & volunteer recruitment	452	1,135
Direct family assistance	7	2,195
Sub-total	82,894	83,115
Management & admin:		
General office costs	2,075	2,595
Stationery	1,888	1,502
Telephone & internet	1,149	1,070
Insurances and fees	3,756	3,621
Trustees' expenses	1,497	1,627
Advertising	46	58
Fund-raising costs	0	182
Sub-Total	10,411	10,655
Total expenditure	93,305	93,770

Net income for the year	12,180	673
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Net Assets	31 March 2013	31 March 2012
Cash:		
Barclays Bank: current a/c	14,945	17,402
Barclays bank : savings a/c	24,865	24,853
Virgin Money: Charity a/c	20,000	0
Cash in hand	129	32
Sub-total : cash	59,939	42,287
Net current liabilities	-13,732	-8,260
Net assets	46,207	34,027

Copies of the full financial statements can be obtained from:

Home-Start Banbury & Chipping Norton,
Britannia Road Children's Centre,
Grove Street,
Banbury,
OX15 5UA

HOME-START BANBURY & CHIPPING NORTON

(A company limited by guarantee)
Legal and Administrative Information
for the year ended 31 March 2013

Constitution

Home-Start Banbury and Chipping Norton Limited is a company limited by guarantee and a registered charity governed by its memorandum and articles of association. Previously Home-Start Banbury & Chipping Norton operated as charity number 296837. The company was formed on 20 December 2005

Directors and trustees

The directors of the charitable company are its trustees for the purposes of charity law and throughout this report are collectively referred to as the trustees. The trustees' liability is limited to £1, provided that they do not act negligently, or fraudulently, and do not allow the charity to continue when it is insolvent.

The trustees serving during the year and since the year-end were as follows:-

Jo Graves	Chair
Deborah Hayter	Vice-Chair
Douglas Keir	Treasurer and Secretary
Vivienne Bennett	Resigned July 2012
Jo Bucknell	Resigned June 2012
Helen Hughes	Resigned since the year-end
Janet Owen	
Trisha Tibbetts	Appointed since the year-end
Anne Waters	Appointed May 2012
Pete Welply	Appointed since the year-end

Registered Office:

Britannia Road Children's Centre
Grove Street
Banbury
OX16 5DN

Accountants:

Faulkner Associates
10 Beanacre
Hook Norton
OX15 5UA



Senior Organiser's Report

The past year, my first as Senior Organiser, has simply whizzed past and I am very pleased to be able to report on what the scheme has achieved during that time.

Following Christine's retirement we started the year with 2 organisers (Jane & Karen) working a combined total of 67 hours. This was increased to 3 Organisers and a total of 83 Organiser hours when Diane rejoined the team in mid May, as the scheme was fortunate enough to secure grant funding from the Local Strategic Partnership (LSP). This funding enabled us to support families in the Grimsbury & Castle Ward in Banbury, which is an area of need that previously we were not funded to work in.

The scheme received a total of 86 referrals during the year and has been working to full capacity for the majority of the time, consistently supporting 50-55 families at any one time. At one point we were really stretched and did not have enough volunteers available to meet demand. Some of our magnificent team of volunteers, however, were willing to support more than one family & they stepped forward which meant that the families referred to us at that time did not have to wait too long for their support to start.

13 families came on the Summer Outing that the scheme organised to The Cotswold Farm Park in Guiting Power in August & 25(!) families came to the Xmas Party held at The Hub in Banbury. Many thanks to Father Christmas (John Tibbetts) for dropping by too!

The scheme delivered two volunteer preparation courses during the year, one in Chipping Norton & one in Banbury. These helped to swell the number of volunteers registered with the scheme considerably (by 20 in fact), but we have also had 11 volunteers retire over the course of the year. Altogether this means that we finish the year with 53 home-visiting volunteers and a wonderful group of individuals they are too! They have regular opportunities to meet up & share experiences at the monthly volunteer support group meetings and it has been really nice to see them unwind and enjoy each other's company at the Summer & New Year socials.

All of our volunteers deserve recognition for what they do, but two of them did receive specific awards for their volunteering role last year.

Janet Owen was recognised as a WRVS (Women's Royal Voluntary Service) Diamond Champion, an award to celebrate the role of older volunteers in the year of Her Majesty The Queen's Diamond Jubilee & Alison Wells received an award from Oxfordshire Community & Voluntary Action (OCVA).

Another of our volunteers, Anne Waters, deserves a special mention too for successfully cycling 270 miles across Asia and raising more than £1,400 for the scheme. Well done Anne!

Whilst we are talking about fundraising, we must thank everybody for all their time, energy & generosity in supporting the various fundraising events held during the year. Special mention must, however, go to Janet Owen & Katie Rowe who work tirelessly to coordinate these and to Deborah Hayter who leads the Funding Committee, continues to make funding applications to charitable trusts & other potential donors on behalf of the scheme & personally took part in Strictly Banbury to raise funds too!

In summary then, a full and productive year which saw the scheme expand on the previous year's work ..

The statistics reveal that the scheme supported 102 families and 246 children during the year compared to 80 families and 186 children in the previous year

... but which has hopefully managed to retain its personal, friendly approach.

On behalf of all the staff I would like to take this opportunity to thank the trustees, particularly Jo Graves, our Chair, for providing guidance & support throughout the year and to all our home-visiting volunteers for responding magnificently to the challenges they have faced - together we all make a good team!

Jane Skelton
Senior Organiser



Volunteer's Stories.....

I made a decision to do some voluntary work in 2012. After searching the internet to see where I could put my spare time to good use, I decided on Home-start. I knew of a lady in my village that had been a volunteer for many years and had enjoyed the experience.

I really enjoyed the training course and gained lots of useful information, some of which I wish I had known when raising my own children. I am now six months into visiting my first family and am getting a great deal of pleasure from spending time with them. I feel blessed I have been given the opportunity and that I can make a difference to peoples lives, and am very much looking forward to a new challenge when I am linked to my next family.

M.H

While I was taking part on the Home-Start training course in Banbury I remember how much trouble our tutors took to prepare us for the various situations we might find ourselves in. And at the same time how we knew we could never cover every situation, how every family would be of course be unique.

Now, five families on, each of whom has indeed been unique, I can see that there has been a common thread running through them after all - and that is how funny and fun and fantastic the children have been, and not just the under fives but the older siblings too.

To be honest I joined Home-Start with the Mums in mind. I liked other peoples children - sometimes - but it was the mothers I was aiming for. I never imagined how rewarding and affecting it would be to get to know their children, often going through such difficult times themselves and yet nearly always still so full of hope and enthusiasm. Now I feel that if by being a volunteer I can lighten the load of the Mum, even a little, and in doing so free up just a little space for her children, then what could be more worthwhile?

L.H

A Family Story

“When I was first introduced to my Home-Start volunteer I wasn’t sure what help they would be able to give me. As time went on, she became an invaluable addition to my week. Taking my child to socialise when I was unable to, due to caring for my partner. This gave my child critical development in socialisation and mixing with other children of a similar age. She has helped to develop my child’s confidence towards other adults and children which can clearly be seen in my daughter. My volunteer supported me through a very difficult time in my life, the death of my partner. It was nice to have someone to talk to, and I now value her as a friend.”

Some Statistics.....

102 families were supported this year, of which **29** were single parents. These families included a total of **246** children.

1097 visits were made, for a total of **2,840** hours, by **55** volunteers

86 new referrals were made to the Scheme. Of these **55** were made by Health Visitors.

20 new volunteers completed the prep course

What our families say.....

'My Home-Start Volunteer has helped inside and outside of the house, including giving me some respite and to get out and about. It was great to know someone was coming during the difficult days.'

'My volunteer helped by just being there. I knew every week I would have a visitor, so that I could have an adult conversation. Living in a remote area as a single parent is very difficult. Without Home-Start I wouldn't have coped, their service is second to none and is a life-line to people like me – they are amazing!'

'Our volunteer is simply a brilliant person, and her visits were like a little ray of sunshine'

'It really helped me to have someone to talk through my traumatic experiences with. My son adored our volunteer and really benefited from the one-to-one attention.'

'Home-Start is an incredible service. Having the extra support really helped me to get through a very difficult time and has left me feeling more confident and given me a better relationship with my children'

'I have no support where I live and my volunteer made me feel like I'm not alone'

'My volunteer has given me invaluable support through a difficult period of my life. My husband left me with 3 children under 5 and had I not had the support I would have struggled to continue to hold down my job. Having the companionship and extra pair of hands has been an absolute blessing. I now feel able to cope on my own.'

'Our volunteer was very generous with her time and was really committed. Being properly trained and a parent herself gave us great confidence in her ability'

'I feel so much better about mixing with others and doing things on my own now. My volunteer helped me to leave the house when I wouldn't have before'

'Home-Start really helped me in more ways than I can say, they have provided so much support and friendship. They were flexible and understanding of my needs and the needs of my children.'

'An invaluable service that has come at a time when I had nowhere else to turn to – simply brilliant!'

'The help from Home-Start was invaluable. My volunteer was friendly, non judgemental and excellent with the children. We will miss her lots – thank you Home-Start!'

'My volunteer has become a friend and helped me so much. She has been fantastic, and made me feel like me again'

'Home-Start changed my life and got me out of depression. My volunteer was not only a help and support, she became a friend and that, for me, was the most rewarding thing'

'Invaluable support and advice from someone with experience of bringing up their own children was incredibly helpful.'

'I am very pleased with my volunteer. She helped me in many ways and most of all she made myself and my children very happy'

'My Home-start volunteer has given me the confidence to be a mum. I had the time and space to make sure I was organised and less stressed around the home'

'My volunteer has been a fantastic rock. I loved sharing things with her and shall miss her a lot. She helped with my confidence, I have felt less alone and more in control of my life.'

Referrer feedback....

'The support by Home-Start has helped the family greatly. Many many thanks.'

'Mum was very pleased and grateful for the support she received through Home-Start - it has helped her through a very difficult time.'

'Thank you very much for the excellent support given to his family.'

'Thank you, your service has been invaluable to this family.'

'Mum has said that the support she has received from her volunteer has been a wonderful experience - thank you!'

'Thank you so much for your timely support of this family, it has helped build their confidence.'

'Thank you so much for all that Home-Start have achieved with this family. The result was the best positive outcome that we hoped for. Absolutely fantastic!'

'Home-Start provided invaluable support to this family and were able to ensure mum and child were given every opportunity to improve their situation - thank you.'

THANK YOU.....

We are grateful to all the following who have contributed to our funding during the last year:

Charitable trusts

Children in Need
The Garfield Weston Foundation
The Doris Field Charitable Trust
The Dragon Sale Trust
The Bartlett Taylor Charitable Trust
The Ormonde Charitable Trust
The Elizabeth Jane Foundation

Companies and Businesses

Chipping Norton Rotary
Banbury Cherwell Rotary
Hook Norton Brewery
Waitrose Brackley
Chipping Norton Probus
The Tangent Club
Banbury Inner Wheel

Our own fundraisers

Janet Owen, Katie Rowe, Anne Waters
And all their helpers at various events through the year

Other donations

The Royal College of Midwives
Pat New
John Blyth
The North Aston carol singers
Chenderit School
Sandford St. Martin PCC
Holy Trinity Justice & Peace
Sulgrave PCC
Jane Mallen
Chipping Norton U3A
Joyce Skelton
Gay Holden
Cropredy Parish Council
Anonymous



We would also like to thank all our volunteers and trustees who give so generously of their time to Home-Start.