



Support and friendship
for families

Banbury & Chipping
Norton

Annual Report

Home-Start Banbury & Chipping Norton Annual Report 2013/14



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

About Home-Start

Home-Start is a national family support charity that helps parents to build better lives for their children. Volunteers provide support and friendship to more than 32,000 families each year.

There are more than 310 local Home-Starts working in communities across the UK and with families on British Forces bases in Germany and Cyprus.

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

www.facebook.com/homestartbcn

Patron: HRH Princess Alexandra, the Hon. Lady Ogilvy, KG, GCVO
Registered Charity No. 1114860



Staff

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

Trustees

Jo Graves ~ Chair
Douglas Keir ~ Treasurer & Secretary
Deborah Hayter ~ Vice Chair
Janet Owen ~ Volunteer Rep
Anne Waters ~ Volunteer Rep
Pete Welply
Trisha Tibbetts
Helga Disney

Advisors to the Trustees:

Liz Hutchings ~ Ace Centre
Jill Berry ~ Child Protection named Nurse, Oxon PCT

Volunteers

Deborah Alexander ~ Ruth Alexander ~ Susan Andrews ~ Pam Archdale
Shona Bradley ~ Michelle Cann ~ Lynne Cheetham ~ Avalon Carrier
Claire Cockerill ~ Janet Cox ~ Helen Craft ~ Angela Esland
Natasha Evitts ~ Libby Fuller ~ Madeleine Goldman ~ Lisa Goode
Sue Greenaway ~ Patti Harewood ~ Angela Hale ~ Louise Harwood
Gay Holden ~ Sheila Harris ~ Mary Hayward ~ Donna Hooper
Rebecca Nelson ~ Georgia Higgins ~ Gayle Hogan ~ Sheila Hurdwell
Marijke Jones ~ Jenny Martin ~ Jean McIver ~ Amanda Nimmo
Jill Ochiltree ~ Janet Owen ~ Fiona Pancheri ~ Anna Pereira
Gemma Page ~ Nikki Potter ~ Linda Pratt ~ Jane Redhead
Christine Stephenson ~ Helen Sinton ~ Trisha Tibbetts ~ Sue Tompkins
Anne Turner ~ Kylie Venn ~ Anne Waters ~ Alison Wells ~ Liz Young

Retired this year:

Julie Briggs ~ Julia Humphreys ~ Nicky Ponsonby ~ Lisa Graves ~ Catriona
Brogden ~ Claire Whitham ~ Gail Seward ~ Fred Volans ~ Shabnam Malik
Camilla Hanbury-Williams ~ Zoe White ~ Helen Hunt ~ Gemma Page ~
Polly Hume ~ Liz Broughan ~ Katie Rowe ~ Sheila Hartwell

CHAIRMAN'S ANNUAL REPORT FOR HOME-START BANBURY AND CHIPPING NORTON FOR THE YEAR 2013 -2014

I wonder sometimes if the success of our scheme, lies in the saying "small is beautiful".

Certainly as a relatively small Home-Start scheme we are definitely "punching above our weight". I like to think that as a small scheme it is more easy to see ourselves as a "family" - supporting each other and everyone giving of their best.

As Chairman of this scheme, of which I am very proud, it surely seems that way - from the amazing commitment of our Home visiting volunteers, to the conscientiousness of the staff, who seem always prepared to give that bit extra; and to the Trustees who, through their real dedication, give so much time to the governance of the scheme.

You will learn from reports elsewhere, Senior Organiser and Treasurer, about the numbers and statistics, which prove our success in achieving what we are here for - to support those families in their time of crisis and great need and we know that there is a growing need in our fractured society.

Our Preparation course continues to train volunteers of a high calibre and the comments we receive as feedback from both referrers and families are testament to their success.

We certainly are, as an organisation, restoring families to a state of confidence and empowerment. I am really pleased to learn that we do have at least 3 of our volunteers who are going forward for Accreditation, one who has already submitted a portfolio. This flags up another aspect of our training, showing the quality that is delivered.

It really is so pleasing when we see our volunteers rewarded by nominations for an award - as with Deborah Alexander's recognition at the OCVA awards last October. Congratulations to Deborah. I seriously feel that all our Volunteers are worthy of an award!

An area which has been, and continues to be, a source of concern for the Trustees is that of ensuring funding for the continuation of our work. We have been very fortunate this year to enjoy the generosity of organisations and individuals, enabling us to feel a little more relaxed about this. Once again, our funding committee has been chaired by Deborah Hayter, a long-standing Trustee. My personal grateful thanks to Deborah for her dedication to this. We await with eager anticipation the outcome of our Lottery and Children in Need funding applications.

Knowing that there are people in the community, who are prepared to give freely of their time to serve as a Trustee is extremely encouraging. This year we are very pleased to welcome Helga Disney and Naomi Evetts to our Trustee Board. Helga brings valuable experience in counselling and therapy with families and Naomi has experience in the Charity sector, together with her skills in PR, social media and Fundraising. We look forward to working with them for a long time to come, on the board of Trustees.

This year we have welcomed a new CEO for Home-Start UK. Rob Parkinson has been in post for nearly a year and in that time has managed to visit many schemes. It is very pleasing that he has found the time to be with us at our AGM. We have missed the role of the Regional co-ordinator and the Bucks, Berks and Oxfordshire Home-Start schemes have tried to fill this gap by organising “BOBs” meetings ourselves in order to keep communication between our schemes alive. These groups are a very useful forum for exchanging information and sharing problems; this year particularly, when we have seen the introduction of a new Quality Assurance scheme. It is always reassuring to learn that other schemes might find similar difficulties and enables some good networking.

The QA within our scheme is very skilfully managed by Deborah Hayter, who ensures that we are covering all our bases. Many thanks to Deborah for this.

So what of the future? We know that the delivery of Social and Healthcare will continue to change - with the County Clinical Commissioning group now dealing with primary care and mental health - the latter being of great significance to some of our supported families. We need to keep a watchful eye and lobby where we see the need, to make sure that the families we seek to support are not overlooked. An indication of this came earlier in the year when we found that the Children's Centres were under threat. We have a good relationship with those Children's centres with whom we have a service level agreement and we look forward to a long partnership with them.

At present, I feel that Home-Start Banbury and Chipping Norton is in a healthy and robust state but we must not become complacent. We must continue to monitor our finances, to ensure that we are able to recruit Volunteers to the amazing standard that we have in the past and that both Trustees and Staff work in the close harmony that we have hitherto.

It is the quality of the people within this scheme that makes it very special. So I would like to say a personal thank you to all the Volunteers, the wonderful Staff - Jane, Karen, Diane and Angela and to my fellow Trustees for your support - with a special mention to Douglas Keir, our Treasurer, who continues to keep us abreast of and manage our finances.

Jo Graves
June 2014

90 families were supported this year. These families included a total of **216** children.

Home-Start Banbury & Chipping Norton: Treasurer's Report for Annual Report: 2013/14

Financially, the past year opened with a major challenge: our Big Lottery and Children in Need contracts were both due to end during the 2014/15 year without any certainty of renewal. We wanted to build up our financial reserves to allow continued family support even in the event of delays in finding further funding. I am pleased to report that the objective of substantially increasing our reserves was successful: we are still in the process of applying for ongoing funding and will only know the outcome later this year.

2013/14 ended with a surplus of £24,849 (2013: surplus of £12,180), with total income having increased to £115,268 (2013: £105,485). Restricted grants, related to specific services, comprised the majority of the funding and were unchanged at £81,473 (2013: £81,270), while unrestricted donations and fund-raising increased to £33,278 from £24,203 in the previous year. I, as your treasurer, as well as the other Trustees, are extremely appreciative of the generosity of the many organisations and individuals who donate, and of the dedication and hard work put into making our fund-raising so worthwhile (£6,207 and £5,619 in 2014 and 2013 respectively). Unfortunately, the interest income on our funds remains extremely low, but the Trustees continue to believe that, despite this, no investment risks should be taken with the funds entrusted to us for the support of local families, and the cash should continue to be placed on a short-term basis with sound financial institutions, despite the historically-low interest rates which prevail.

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. Our total expenses were £90,419 compared with £93,305, largely due to reductions in staff and volunteer travelling expenses and administration and office costs.

The resulting surplus of £24,849 was used to increase the year-end reserves to £71,056, somewhat over the minimum reserves felt necessary, but, as mentioned above, specifically grown to meet the challenge of the impending termination of important, multi-year grants. Given that Home-Start Banbury & Chipping Norton operates in an environment of rapid financial change, we feel that this is the most sensible way of managing the uncertainty. Even after a 'successful' fund-raising year, it still remains very difficult, if not impossible, to plan ahead with any confidence.

We therefore 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.

Douglas Keir
Treasurer

Summary of Income and expenditure for the year

Income for the year	Total 2014	Total 2013
	£	£
The Big Lottery	41,450	37,619
Children's Centres	23,500	24,500
Cherwell Local Str. Partnership	6,875	13,125
BBC Children in Need	6,148	6,026
Sanctuary Housing Assoc'n	2,500	-
Banbury Town Council	1,000	-
Fund-raising events	6,207	5,619
Donations: Charitable Trusts	9,600	9,635
....do...: individuals	2,280	3,831
....do...: other	10,085	3,191
....do...: unclaimed expenses	3,106	1,927
Legacy	2,000	
Interest income	517	12
Total Income	115,268	105,485

Expenditure for the year		
Direct charitable costs:		
Staff payroll costs	69,162	68,470
Staff & volunteer expenses	10,661	12,819
Staff & volunteer training	924	1,146
Staff & volunteer recruitment	591	452
Direct family assistance	200	7
Sub-total	81,538	82,894
Management & admin:		
General office costs	1,063	2,075
Stationery	1,303	1,888
Telephone & internet	997	1,149
Insurances and fees	3,872	3,756
Trustees' expenses	1,505	1,497
Advertising	15	46
Fund-raising costs	127	0
Sub-Total	8,882	10,411
Total expenditure	90,420	93,305

Net income for the year	24,848	12,180
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Copies of the full financial statements can be obtained from:

Home-Start Banbury & Chipping Norton,
Britannia Road
Children's Centre,
Grove Street,
Banbury, OX16 5DN

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Net Assets	31 March 2014	31 March 2013
Cash:		
Barclays Bank: current a/c	37,449	14,945
Barclays bank : savings a/c	24,877	24,865
Virgin Money: Charity a/c	20,504	20,000
Cash in hand	54	129
Sub-total : cash	82,884	59,939
Net current liabilities	-11,829	-13,732
Net assets	71,055	46,207

HOME-START BANBURY & CHIPPING NORTON

(A company limited by guarantee)
Legal and Administrative Information
for the year ended 31 March 2014

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
Helga Disney	Appointed October 2013
Helen Hughes	Resigned April 2013
Janet Owen	
Trisha Tibbetts	Appointed April 2013
Anne Waters	
Pete Welply	Appointed May 2013

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

'What has the scheme achieved during the last year?'

We started the year last April with slightly reduced Organiser hours compared to the previous year (79.5 instead of 83). This resulted from a reorganisation within the team following a request from Karen to reduce her hours. Diane increased her hours and took on some of the family support work in the Chipping Norton area alongside Karen in addition to her existing Banbury caseload & my hours were increased to full time.

During the year the scheme received a total of 80 referrals and regularly supported between 44 & 49 families each month. The scheme managed to maintain a good balance between the number of volunteers recruited, prepared and available to support and the number of families referred to us which meant that neither families nor volunteers were left waiting too long - a significant achievement I feel!

Just one Volunteer Preparation Course was delivered during the year. This took place in Banbury from September to November 2013 and 12 volunteers successfully completed it. This was the scheme's first experience of offering Accreditation to the volunteers attending the course. Several volunteers embarked on this route but only one portfolio was actually submitted for verification. Hopefully a few more will take up this option in the future.

'Big oaks from little acorns grow!'

Volunteer numbers have fluctuated during the year. We started with 53, said farewell to 17 who retired from home-visiting and welcomed 12 new volunteers so ended the year with 48 volunteers registered with the scheme.

We think all of our volunteers are wonderful and deserve recognition for what they do but could only nominate one for the OCVA (Oxfordshire Community & Voluntary Action) awards in October. That nomination was successful & Deborah Alexander was duly recognised for her long standing commitment to the scheme - well done Deborah.

Our two family events - the Summer Outing & the Xmas Party - were both fun-filled occasions. 15 families joined us for a trip to Cotswold Farm Park in August & 10 families joined us for the Xmas celebrations at The Hub in Banbury in December. Many thanks to John Tibbetts for agreeing to impersonate Santa for a second time!

Fundraising efforts have been at 'full throttle' throughout the year and the magnificent sum of £39,748 has been raised through applications to charitable trusts, donations and various fundraising activities - a fantastic achievement! A big thank you to all concerned but

particularly to Deborah Hayter, chair of the funding committee and to Janet Owen & Katie Rowe our fundraising coordinators.

In summary then, another full & productive year for the scheme during which we provided support to 90 families and 216 children!

I would personally like to record my thanks to the staff team who continue to do a magnificent job and who I thoroughly enjoy working alongside.

Thanks also to the extremely supportive trustees who provide us with guidance throughout the year, and last **but by no means least** a special 'thank you' to our incredibly dedicated home-visiting volunteers. What a great team!

Jane Skelton

Senior Organiser



986 visits were made by volunteers, for a total of **2,500** hours

Volunteer Stories.....

I started to volunteer for Home-Start in December 2013 after completing the eight week prep course which I found to be informative and enlightening.

Jane asked me if I would be interested in a family she had in mind for me? On hearing the reason for the referral, I knew I would like to embrace the opportunity to meet and hopefully become friends with my "first" family. I have now been with them for six months and loving it it has been a perfect match!

Since March, I have been working with a second family through Karen and again it has proved to be an excellent match. Although early days, I feel we are creating a genuine bond.

My lovely families have voiced to me they enjoy our weekly visits, just knowing someone is coming to see them without an agenda, to know they are being supported and encouraged that they are doing a fantastic job in spite of the difficulties they may be encountering.

I had chosen Home-Start for my volunteer experience I think fundamentally because as a parent of three grown up children, as rewarding as bringing up a family can be, it can also be hard going! Life itself is so unpredictable and sadly, justice is not always a friend and when you add children into the mix, sometimes it can be overwhelming!

I can remember the feeling of being powerless and isolated. If I could have had emotional support and signposting during those difficult periods, I know I would have appreciated it. So, to have the opportunity to be allowed into someone's life is a real privilege and I definitely chose the right scheme to volunteer with.

In addition, I also like the fact that although you complete the initial prep course, Home-Start offer regular support meetings and guest speakers so you receive up to date information.

I am delighted with the level of support I receive as a volunteer from everyone at Home-Start to help me with the families I support and also for me as an individual.

Home-Start Banbury & Chipping Norton is a fantastic scheme and I thank you for letting me be a part of it!

Sue

Being a Home-Start volunteer has really become a way of life for me, now that I am in my eleventh year. Having seen a small advert, month after month, in a local newsletter, and because I really needed something worthwhile to do at that time in my life, I suddenly decided to investigate what this rather obscure little ad was all about. The rest is history of course – literally – and I am still, after visiting quite a few families, enjoying the experience, and hopefully making a difference to somebody's life for a little while.

The families have varied enormously, some more needy than others, perhaps, and working with families with twins has always been one of my favourites. The twins I first had the pleasure of visiting are now 9 years old and I still keep in touch with their family from time to time.

The nature of a volunteer's role is of course very varied and although I remember being told you are not a home help or a babysitter, for instance, in the end the nature of the job is that you do what is required and I find being a listener is one of the most important things that are asked of you and of course being non-judgemental. This, I feel, is something, which our families really appreciate.

Of course, we volunteers couldn't achieve what we do without the great support of our organisers, who are always there to talk to or to unburden ourselves. This is sometimes very necessary. Overall, my time as a Home-Start volunteer has been a great experience which I would hate to have missed and when the time comes for me to give up, is a time which I will look back on with great pleasure.

Jenny

12 new Volunteers Completed our 8 week preparation course



What our families say.....

'Home-Start has been absolutely a lifeline for me through an incredibly hard time. The experience was better than I could have imagined. H is a really special person, any family is lucky to have her'

'When I was first introduced to my volunteer, I wasn't sure what help they would be able to give me, but as time went on she became an invaluable addition to my week, and I now value her as a friend.'

'My volunteers experience as a mother benefited me greatly as she could look back on the way she dealt with her now grown up children. She has now become a surrogate grandmother to my 3 children - just amazing!'

'C helped in so many ways, making me feel I could cope and giving me confidence to believe in myself. It's been an amazing journey and one for which I am very, very grateful.'

'I don't know how well I would have coped without Home-Start - we'll never know - but I do know I feel much more empowered as a parent than I've ever felt - thank you!

'J was wonderful! She helped me to have time to do housework, have a shower, and have a rest. We had lovely chats and she helped me feel very relaxed.'

'Home-Start has helped me to improve my life.'

'I found the weekly visits very useful and felt more positive after each one. My volunteer is very caring and supportive in what she does and has helped me immensely'

'My Volunteer pushed me in the right direction and has made me want to be the person I used to be. She was there just at the right moment, thank you.'

'Knowing that someone was coming every week was amazing.'

'G has been invaluable over the last 15 months. She has helped me at a time when I really needed it. She has never been judgemental and was always a pleasure to have in my home'

'Home-Start helped us to become a family again and helped us to move on with our lives after a very difficult time'

Over 10% of referrals came from the families themselves, asking for support

'This Scheme has been amazing. I do not think I would have coped without it. Our volunteer is such a kind and wonderful person. We all love her and will miss all that she does for us.'

'Our volunteer was a god send! She was perfect- just who we were looking for. She helped me keep my head above water when I was struggling to manage with a new baby and a toddler.'

'I don't know how I would have coped without my volunteer over the last year. I really enjoyed the Home-Start Christmas party - it was good to see we were not alone.'

'Our volunteer was a star - flexible and so helpful, nothing was too much trouble.'

80 new referrals were made to the Scheme. Of these **48** were made by Health Visitors.

Feedback from referrers...

'Thank you for your excellent support of this family.'

'The family found Home-Start support invaluable, at what has been a challenging time for them.'

'There was a quick response following the referral and the volunteer was well matched to the family. The support provided was really helpful for the family.'

'Mum really appreciated the support. Well done and thank you.'

'Excellent support provided by the volunteer.'

'Thank you so much for providing this support, Mum was finding things difficult and Home-Start has helped her through.'

'The volunteer was fantastic and understood the complexity of the family.'

'The support which S has received from her volunteer has been excellent and I would like to thank her for making her families' outcomes so much better.'

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 Co-operative Community Fund
Oxfordshire Community Foundation
The Dragon Sale Trust
The PF Charitable Trust
Sanctuary Housing
The Green Square Community Fund
The Parker Chipping Norton Trust
The Ormonde Charitable Foundation
The Sandford Trust

Companies and Businesses

Banbury Cherwell Rotary
The Tibbetts Group Ltd.
The 729 Club, Chipping Norton
Inner Wheel, Chipping Norton
CETA Insurance Ltd., Chipping Norton
Shipton under Wychwood Parish Council
John Nicholls Banbury (Annual appeal)
Banbury Tangent Club
Swalcliffe Village Fund
Banbury Litho
Andrew McHugh

Our own fundraisers

Janet Owen, Katie Rowe, Anne Waters, Jane Skelton
And all their helpers at various events through the year
The volunteers who donate their expenses to the scheme

Other donations

Cllr Cherry's OCC 'Big Society' Fund
The Feldon Valley Golf Club
Kings Sutton WI
North Aston Carol Singers
Chacombe Sports and Social Club
The Horsefair Surgery
Sibford School
SS Peter & Paul Church, Deddington
Sandford St. Martin PCC
Holy Trinity Catholic Church, Chipping Norton
Liz Gatliff
Tina Tibbetts
John Tibbetts
Sue Greenaway
Jim & Victoria Peers
Nigel and Juliet Bankes



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