

celebrating  
30 years

Home  
Start

Support and friendship  
for families

Banbury &  
Chipping Norton

# Annual Report

Home-Start Banbury & Chipping Norton Annual Report 2015/2016



## Contents

<b>About Home-Start</b>	<b>3</b>
<b>Staff, Trustees &amp; Volunteers</b>	<b>4</b>
<b>Chair's Report</b>	<b>6</b>
<b>Treasurer's Report</b>	<b>7</b>
<b>Summary of Annual Accounts</b>	<b>8</b>
<b>Legal &amp; Administrative Information</b>	<b>9</b>
<b>Senior Organiser's Report</b>	<b>10</b>
<b>Referrer Feedback</b>	<b>11</b>
<b>Volunteer and Family Stories</b>	<b>12</b>
<b>What our Families say about us</b>	<b>14</b>
<b>Thank Yous</b>	<b>Back page</b>



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

## About Home-Start

Home-Start volunteers help families with young children deal with the challenges they face. Last year 18500 volunteers supported 70,000 children in 33,000 families, in 280 communities across 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](mailto:info@home-startbanbury.org.uk)

[www.home-startbanbury.org.uk](http://www.home-startbanbury.org.uk)

[www.facebook.com/homestartbcn](https://www.facebook.com/homestartbcn)

<https://twitter.com/HomestartBCN>

Patron: Lady Hayter

Registered Charity No. 1114860



**78 families, with 203 children, were supported by the Scheme this year.**

## Staff

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

## Trustees

Anne Waters ~ Chair  
Jo Graves ~ Vice - Chair  
Douglas Keir ~ Treasurer  
Pete Welply  
Naomi Evetts  
Rebecca Tay  
Kalli Hampton  
Paula Finch

## Retired this year:

Deborah Hayter  
Janet Owen  
Trisha Tibbetts

## Advisors to the Trustees:

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



*Trustees pictured at the 2015 AGM*

## Volunteers

~ Val Alexander ~ Susan Andrews ~ Pam Archdale ~ Marie Boswell ~  
~ Caroline Beale ~ Pauline Bentley ~ Sarah Bradford ~  
~ Lynne Cheetham ~ Rachel Currie ~ Claire Cockerill ~ Janet Cox ~  
~ Helen Craft ~ Tracy Corbett ~ Carol Davenport ~ Brenda Difford ~  
~ Natasha Jarrold ~ Fiona George ~ Tina Godfrey ~ Sue Greenaway ~  
~ Angela Hale ~ Linda Hammond ~ Louise Harwood ~ Sheila Harris ~  
~ Mary Hayward ~ Donna Hooper ~ Lily Hewson ~ Geoff Ingram ~  
~ Emma Jeavons ~ Kate Johnson ~ Rebecca Nelson ~ Marijke Jones ~  
~ Judi Lancashire ~ Jean McIver ~ Amanda Nimmo ~ Sarah Plumridge ~  
~ Mary Ann Robertson ~ Jane Redhead ~ Anne Russell ~  
~ Christine Stephenson ~ Ann Sansom ~ Liz Simkin ~ Sue Tompkins ~  
~ Kylie Venn ~ Anne Waters ~ Alison Wells ~ Sharon Wells ~

### Retired this year:

~Deborah Alexander ~ Sheila Hurdwell ~ Gay Holden ~ Michelle Cann ~  
~Janet Owen ~ Lisa Goode ~ Jenny Martin ~ Trisha Tibbetts ~  
~ Helen Sinton ~ Pamela Clifford ~ Rebekah Zammett ~  
~Kalli Hampton ~ Georgia Higgins ~



Our amazing volunteers donated over 2000 hours of their time  
to visiting families this year!

## CHAIR'S ANNUAL REPORT FOR HOME-START BANBURY AND CHIPPING NORTON FOR THE YEAR 2015-16

Around the time of last year's AGM we were all knee deep in preparations for the Home-Start UK's Quality Assurance inspection. Did the result confirm we were up to the required standard? With a score of 100%, yes, absolutely!

Jane and I attended the Home-Start convention in March. It is always useful to network with other schemes, to share best practice and learn from each other. Future lottery funding may require schemes to work together, so I am meeting regularly with the Oxford and Southern schemes to see where we can link up. The year has not been without its challenges, our fund raising target is already high and funding from children's centres has now ceased. Changes to Britannia Road will impact us, and we are currently waiting to hear if we can stay in the building and what rent we will be charged.

Our staff, led by the intrepid Jane, continue to do a fantastic job. Dealing with increasing demand from referrers and juggling caseloads to try to accommodate every family, whilst monitoring and supervising all our wonderful volunteers.

At the AGM 2015 we welcomed Rebecca to our board and she has now taken over chairing of the funding committee. During this year we have been very fortunate to be joined by Kalli Hampton and Paula Finch, both bringing a variety of skills and experience. Kalli works in social care and Paula has a teaching background, and thanks to Paula's network we are this year's chosen charity for Chiltern Railways.

Deborah Hayter stood down from the Trustee board in 2015, However I am extremely happy to report that she has agreed to become Patron of our Scheme.

2016 is the 30th Anniversary of our scheme. It is a time for us to reflect upon the number of families that have been supported, the changes made to children's lives, the impact the scheme has had in diverting families from crisis and the lasting friendships made through Home-Start's work. Staff members, trustees and many volunteers have come and gone during the 30 years, but at the heart of our scheme, is the drive to provide tailor made support to families in their homes, which remains as strong as ever.

At each management committee meeting, after we have trawled through policies, discussed our funding issues and the other challenges facing us, we sit back and listen to a case study from one of the staff members. Hearing about the volunteers input and the impact on the family, always brings everything back into focus. Our work is not always easy but listening to the positive outcomes for families, particularly the children, reminds us of why we do it and how important it is that we continue.

*Anne Waters, Chair*

78 referrals were made to the Scheme-  
77% of these came from Health Visitors

## Treasurer's Report for 2015-16.

During the past year we have again experienced substantial change, financially. We opened the year with a healthy level of reserves, tempered, however, by the knowledge that income from a new The Big Lottery grant would only commence mid-year (our choice, to match the return from maternity leave of one of our co-ordinators), and that our expected income from local Children's Centres would be reduced. In the event, these two sources produced £19,600 less income than in the previous year. However, we were extremely fortunate to be picked as TGL's charity of the year, and received in excess of £12,000 in 2015/16, having also already received a substantial amount the year before. Taking all sources into account, our income fell by £9,000 to £77,000.

We have always maintained stringent control over expenses, which, in total, increased by only 1.3% to £90,584 (2015: £89,402), despite having a member of staff returning to work following maternity leave. Staff salary costs were up 3.8% to £70,359 (2015: £67,814), while all other expenses dropped slightly. Direct charitable expenses comprised 91% of total expenses.

The resulting deficit of £13,540 (2015: deficit of £3,219), while not desirable, was both anticipated and adequately covered by our reserves, which, at year-end, were £54,297 (2015: £67,837). It was the reserves which allowed a continuation of support work at previous levels, despite the fall in income. Such an outcome, each year, is not, of course, sustainable. Of this amount, £18,740 is already assigned to particular future funding obligations, the largest of which is £16,100 matched funding related to the Big Lottery grant which commenced in September 2015. Other smaller obligations, outstanding office machine lease payments and a contingency reserve for redundancy pay in the event of the scheme's unexpected closure, mean that there are enough reserves to cover just over only 3 months' expenses. This is barely adequate to allow an orderly run-down of family support, in the unlikely event of our funding stream drying up completely. It is also well below the generally accepted target of 6 months' expenses.

We continue to be extremely grateful for the generosity of staff, volunteers, trustees, helpers and all local companies, organisations and individuals who assist us both financially and with their time, skills and resources. We 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. Our Funding Committee is extremely active in seeking funds from both new partners and those which have assisted us before. The challenge in 2016/17 is even greater than before, as the income from Children's Centres has been completely removed in the face of their own reorganisation. We are confident, however, that we can find the resources to continue supporting the local communities.

*Douglas Keir*

Treasurer

## Summary of Income and expenditure for the year

Income for the year	Total 2016	Total 2015
	£	£
The Big Lottery	22,284	28,257
Children's Centres	13,875	22,500
Cherwell D.C.: Brighter Futures in Banbury	-	5,000
BBC Children in Need	8,606	5,151
Cottsway Housing Assoc'n	2,500	-
Sanctuary Housing Assoc'n	1,875	2,500
Oxfordshire Comm Found'n	2,000	-
Fund-raising events	17,461	6,840
Donations: Charitable Trusts	-	2,360
....do....: individuals	2,171	2,637
....do....: other	3,143	8,153
....do....: unclaimed expenses	2,676	2,270
Interest income	453	515
<b>Total Income</b>	<b>77,044</b>	<b>86,183</b>

Expenditure for the year		
<b>Direct charitable costs:</b>		
Staff payroll costs	70,816	68,332
Staff & volunteer expenses	8,306	8,577
Staff & volunteer training	2,865	1,136
Staff & volunteer recruitment	393	1,063
<b>Sub-total</b>	<b>82,380</b>	<b>79,108</b>
<b>Management &amp; admin:</b>		
General office costs	1,363	2,675
Stationery	1,245	1,084
Telephone & internet	1,060	1,075
Insurances and fees	3,148	3,844
Trustees' expenses	1,327	1,603
Advertising		
Fund-raising costs	61	12
<b>Sub-Total</b>	<b>8,204</b>	<b>10,294</b>
<b>Total expenditure</b>	<b>90,584</b>	<b>89,402</b>
<b>Net income for the year</b>	<b>-13,540</b>	<b>-3,219</b>

Copies of the full financial statements can be obtained from:

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

Net Assets	31 March 2016	31 March 2015
Cash:		
Barclays Bank: current a/c	12,706	2,586
Barclays bank : savings a/c	16,899	24,890
Cafbank: current a/c	4,419	
Virgin Money: Charity a/c	31,451	46,008
Cash in hand	490	156
<b>Sub-total : cash</b>	<b>69,965</b>	<b>73,640</b>
Net current liabilities	11,668	-5,803
<b>Net assets</b>	<b>54,297</b>	<b>67,837</b>

## HOME-START BANBURY & CHIPPING NORTON

### (A company limited by guarantee) Legal and Administrative Information for the year ended 31 March 2016

#### 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:-

Anne Waters	Chair
Jo Graves	Vice-Chair
Deborah Hayter	Resigned July 2015
Douglas Keir	Treasurer and Secretary
Janet Owen	Resigned November 2015
Trisha Tibbetts	Resigned January 2016
Pete Welply	
Naomi Evetts	
Kalli Hampton	Appointed December 2015
Paula Finch	Appointed December 2015
Rebecca Tay	Appointed June 2015

#### 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 has seen our staff team revert to its former size of 4 following Karen's return from maternity leave in September. Angela, having very ably covered the role of Organiser in Karen's absence, has continued in that role as well as maintaining excellent administrative support to the scheme – in effect working full time. Diane, who also took on some extra hours in Karen's absence, is now back to working 3 days per week and I continue to work full time. This means that the office is fully covered & there are at least 2 of us in the office each working day.

The scheme received 78 referrals for support during the year, 10 of which we unfortunately had to turn away due to 'lack of scheme resources'. Our records show, however, that on average we were able to support 40 families each month throughout the year.

We started the year with an amazing team of 47 home-visiting volunteers. We ran 2 Volunteer Preparation Courses during the year, both in Banbury, which meant that we attracted 16 more volunteers to the team. Ironically enough we also said farewell to 17 volunteers who were unable to continue with home-visiting for one reason or another – moving house, gaining full time employment, illness, or a change in personal circumstances which meant they were no longer available to volunteer. This means that at the end of the year we now have 46 volunteers registered with the scheme – almost status quo!

We had the pleasure of attending the inaugural Cherwell Community Awards held at The Great Barn, Aynho in June as we had nominated one of our volunteers for The Volunteer of the Year Award category. Sadly Mary didn't win but she was recognised as a worthy nominee and Diane, Mary and I had a lovely evening being wined & dined in style! Of course we would like to nominate all our volunteers but we are usually restricted to a single nomination. Even so, we feel that each nomination &/or award is in a way recognition of the commitment & enthusiasm of all our wonderful volunteers.

Another volunteer recognised for her tremendous input & support of the scheme over the last 24 years was one of our recently retired Trustees, Deborah Hayter. We nominated Deborah for the 'Outstanding Trustee' category of the first ever Volunteer Awards run by Home-Start UK and she was announced as runner-up – very well deserved & due recognition of her unwavering commitment as home-visitor, trustee and very successful fundraiser. Well done Deborah & thank you! Deborah has now very kindly agreed to be our Patron.

The contribution of volunteers to the scheme was also recognised by Home-Start UK during the full Quality Assurance review that took place in July 2015. The scheme came through this process with flying colours & special note was made of the 'strong team of staff & trustees with effective communication'.

Our summer outing to Rookery Farm, Stoke Bruerne in August was an enjoyable experience that 15 families joined us for – a full coach and several cars!

A good time was also had by all at the Xmas Party too. This was held at the Hub again and the families enjoyed a festive feast & were entertained by Tara before Father Christmas arrived in his sleigh accompanied by Alfie the Elf to distribute presents. A huge thank you to John, Trisha & Alfie for making the occasion so memorable!

None of the above would be possible without the magnificent fundraising efforts of everyone involved with the scheme. This work goes on tirelessly in the background – a total of £31,826 was raised over the year from a combination of donations, grants & fundraising activities – fantastic! Thank you to all involved.

Towards the end of the year we heard that we had been selected by Chiltern Railways employees to be their ‘Charity of the Year’ for 2016 so we enter our new year with great optimism as, with their backing, we have the potential to achieve our challenging fundraising target.

I’d like to take this opportunity to say a big thank you to everyone connected to Home-Start Banbury & Chipping Norton whom I consider it a great privilege to work with. The volunteers, without whom we couldn’t operate, the trustees for their continued guidance & support and to Angela, Diane & Karen for being such great workmates!

I look forward to another great year to come,

*Jane Skelton*  
Senior Organiser

### **Feedback from Referrers...**

Thank you for your support with this family. There were lots of anxieties with the parents, now so much has improved

Mum said the volunteer was such a help, she was really flexible and a tremendous support

The family really valued the support they were given, Mum spoke very highly of her volunteer and found the support of huge benefit

Thank you for helping this family over the past year, it has been a very difficult time and the support has been invaluable.

Feedback from Mum was excellent - the support has been invaluable

The support was exactly what mum needed just at the right time, and has made a huge difference

The volunteer worked hard with this needy family, thank you for all your support  
Thank you so much to the volunteer for continuing to work with this fantastic family, I know it is much appreciated by them. Thanks to her for her flexibility in fitting in with their needs, what a difference it makes to them!

## A Volunteer's Story .....

When I first heard about Home-Start and the work they did to support families I was keen to know more about how I could be involved and help make a difference. I have worked as a childminder for 4 years and I consider it my vocation and passion to work with children under 5 and their families. I was on maternity leave at the time and after a conversation with Organiser, Karen Mullins, I came straight home and looked on the internet at the Home-Start website. I found myself consumed by the heart-warming stories from so many families that had been supported by Home-Start and inspired by the 18,500 volunteers giving their time to support children and their families across the UK. Then, looking further into becoming a family support volunteer, I found forums saying that Home-Start offered the very best of training and support for volunteers.

I started my 8 week training course in October 2015. There were 10 of us on the course and we were met on the first day by the Banbury team. I'll never forget that day. I was full of excitement and nerves, a real cocktail of emotions but as soon as we were introduced to each other and the agenda for the course was announced, my nerves subsided and I knew I had totally made the right decision. I was really looking forward to embarking on this rewarding role and being part of this supportive team.

The course itself was really well planned and executed. It covered all areas of the volunteer's role, tackled delicate issues sensitively, contained some fantastic exercises which really highlighted important points and made everyone well informed about their role as a volunteer and what was expected of them. We had some wonderful guest speakers, some of which I could have listened to all day! The speakers included a Play specialist, a health visitor, a domestic violence champion and a social worker. As integrated working and appropriate signposting is so important in all areas of working with families, this was both interesting and informative.

I was offered the possibility of doing my Level 2 and jumped at the opportunity. I felt it was a way to reaffirm all that I was learning on the course and accomplish an achievement. I set to work on this during the 8 weeks and was really well supported by Jane in the process. Her feedback was valuable and constructive, and this enabled me to cover all the criteria in a timely manner.

After my post course interview, I was matched with a family almost immediately and was really looking forward to meeting them. I was obviously a little nervous but Karen was really reassuring and supportive and our link visit went really well.

Although different in some ways, there are many similarities between myself and the mum I am supporting. This enabled me to connect really strongly with the family quite quickly. I have been supporting my family for 6 months now and I have formed a real friendship with the parents, child and grandmother. We have been through some up's and downs together and I have been able to offer the family a listening ear, information on services available to access, a shoulder to cry on, ideas to try and practical help. Throughout this time I have felt supported by Karen and the team and know I can always call them if I need support or advice. I have formed a real bond with the child and feel he views me as family friend and gets excited about my impending visits. I enjoy my time with mum, chatting and 'putting the world to rights' but also love my time playing, reading and visiting the local park with the little one.

I look forward to my visits each week and not just because it makes my family feel 'happy' but because it makes me 'happy' too! *K*

**Volunteers made 772 visits to families this year**

## A family story.....

I think it is fair to say that I was very lost when Home-Start came into my life. Karen first came to meet me and showed me so much warmth and compassion and soon matched me with M. I was 28 weeks pregnant with my first baby, my partner had left and I had severe SPD meaning that walking was very painful and I had become an insulin dependent diabetic too. I live some 120 miles from my family and felt very alone. M and I hit it off almost straight away, she had such a can do attitude to everything. M even drove me to the hospital as my labour began and we talked for some 8 or 9 hours through contractions!

I welcomed a healthy baby girl into the world in December 2012. M's support was never around one thing, she was there for emotional support, physical help with the baby and around the house, practical advice as we sought a new place to live, support with my mental health as I battled severe anxiety. I think it is fair to say that M went above and beyond her role as a volunteer for us and I now consider her a friend. My daughter has wonderfully fond memories of her as do I of our time together. M is wonderfully worldly wise and at that time in our lives she was just what we needed and I will never forget her kindness to us, I have no doubt in my mind that my life would be very different had she not been there for us.

In September of 2013 I reconciled my relationship with the father of my daughter, however some eighteen months later after planning and conceiving a second child, he left again, the man is nothing if not consistent! I found myself pregnant, alone, with a demanding toddler who was grieving for her father and had seen some terrible behaviour in the breakdown of our relationship, I was also part way through an open university degree, threatened with homelessness with no way of affording to stay in the property we had rented as a family. I felt broken, mentally and physically the weight of the situation felt unbearable.

I contacted Home-Start and Jane came out to see me, I wasn't dressed and my house was a mess of toys and clutter, she didn't judge me or make me feel uncomfortable in anyway, the first thing she did was to offer to make me a cup of tea and give me a hug, I will never be able to articulate what that meant to me on that day. Shortly after this meeting I was matched with A, who had the same worldly wisdom I had admired in M, we talked at length about contact plans with the children's father, housing options, applying for the benefits I was entitled to and seeking counselling for the emotional side of things. A supported me in all of this whilst developing the most wonderful relationship with my daughter, she captured her imagination and would play so wonderfully with her whilst I was able to rest or get things done. Every step of the way A reassured me of my parenting abilities and helped me to feel empowered to overcome the hurdles I was facing.

In September 2015 I welcomed my Son into the world and A began supporting 3 of us instead of 2. He was not an easy baby, I struggled desperately with sleep deprivation and excruciating breast feeding issues, but with amazing support of which A was an integral part, I did get through it.

My Son is now 9 months and my daughter is 3 and a half, they are both happy and healthy, I have continued to study my open university degree, I have completed a course of therapy, I am part of a wonderful church in our village, I am still in our family home, I am still breast feeding, their father has chosen to no longer have contact, I am managing financially, we have a wonderful network of friends and I have welcomed a new partner into my life who is a wonderful addition to all the positives that have come from what once seemed such a desolate place.

Home-Start do amazing work and I will be eternally grateful for the part which they have played in my life. I guess miracles really do happen when you have guardian angels on your side.

*Thank you*

### **What our families say about us.....**

Our volunteer has been a very helpful, positive and enthusiastic part of our lives, helping in aspects of family life I was struggling with, we are very grateful for her help

I want to say a massive thank you to you all. You've all helped me so much and I'm forever grateful. You are wonderful, kind and caring people, thank you for my volunteer, she is now a life long friend

I appreciated knowing someone was going to be there for me each week. My family is now in a better place and able to cope.

My volunteer was fantastic, thank you so much for everything

My volunteer was a fantastic companion, helping me to get out to toddler activities and shopping

My volunteer was amazing - she was supportive, motivated me when I needed it, made me feel important and helped my family when I couldn't do the things they needed

We are so thankful. Home-Start are caring, understanding, encouraging and compassionate. Thank you for everything

I enjoyed my time with my volunteer. The emotional support has been fantastic and helped me through a great deal in my life

My volunteer helped me believe in myself, she was a very kind and generous lady. My son really looked forward to her visits

My volunteer is awesome!



## THANK YOU.....

The Big Lottery  
BBC Children in Need  
Brens Walking Group  
Sanctuary Housing  
The Tibbetts Group Ltd  
Cottsway  
Marlborough School  
William Fletcher School  
Cherington Tennis Tournament  
Parker Chipping Norton Trust  
Wroxton & Drayton Wednesday Club  
OCF - Oxford Community Foundation  
BT National Change Team  
Joyce Skelton  
Banbury Litho  
Holy Trinity Justice and Peace  
Bodicote Church  
WRAP  
North Aston Singers  
Sovereign  
Brethertons  
Chiltern Railways  
Oxford Citizens (Green Square)  
Banbury Charities  
BuzziNet

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

