



Support and friendship
for families

Banbury &
Chipping Norton

Annual Report

Home-Start Banbury & Chipping Norton Annual Report 2016/2017



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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 16,000 volunteers supported 60,000 children in 30,000 families, in 269 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

www.home-startbanbury.org.uk

www.facebook.com/homestartbcn

<https://twitter.com/HomestartBCN>

Patron: Lady Hayter

Registered Charity No. 1114860



This year our Scheme supported 83 local families

Staff

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

Trustees

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

Retired this year:

Kalli Hampton

Advisors to the Trustees:

Liz Hutchings ~ Ace Centre

Jill Berry ~ Child Protection named Nurse, Oxon PCT



Our Trustees pictured at the 2016 AGM

Volunteers

~ Pam Archdale ~ Patricia Arnold ~ Marie Boswell ~ Mary-Jane Barnes ~
~ Caroline Beale ~ Pauline Bentley ~ Bethany Boddy ~ Sarah Bradford ~
~ Lynne Cheetham ~ Rachel Currie ~ Claire Cockerill ~
~ Mena Caine ~ Janet Cox ~ Helen Craft ~ Tracy Corbett ~
~ Anna Chmeilewska ~ Carol Davenport ~ Brenda Difford ~
~ Ewa Fras ~ Fiona George ~ Tina Godfrey ~ Isobel Goulding ~
~ Angela Hale ~ Linda Hammond ~ Louise Harwood ~ Sheila Harris ~
~ Mary Hayward ~ Geoff Ingram ~ Natasha Jarrold ~ Emma Jeavons ~
~ Kate Johnson ~ Marijke Jones ~ Judi Lancashire ~ Jean McIver ~
~ Caroline Neville ~ Amanda Nimmo ~ Sarah Plumridge ~ Anne Russell ~
~ Jill Spence ~ Linda Tustian ~ Christine Stephenson ~
~ Sue O'Sullivan ~ Ann Sansom ~ Liz Simkin ~ Sue Tompkins ~
~ Kim Taylor ~ Kylie Venn ~ Anne Waters ~ Alison Wells ~

Retired this year:

~ Val Alexander ~ Susan Andrews ~ Sue Greenaway ~ Donna Hooper ~
~ Lily Hewson ~ Rebecca Nelson ~ Mary Ann Robertson ~
~ Jane Redhead ~ Sharon Wells ~



Scheme staff and volunteers enjoying a social event

CHAIR'S ANNUAL REPORT FOR HOME-START BANBURY AND CHIPPING NORTON FOR THE YEAR 2016-17

We have achieved another successful year of supporting families across Banbury and Chipping Norton. Regardless of the challenges we face, the service of volunteers supporting families in their homes continues seamlessly. Across the county we saw the closure of Children's Centres; for us it was very sad to see the families leave, the doors locked, walls stripped of the paintings and the equipment taken away. The final farewell to the Britannia Road team was emotional for many.

Home-Start continues to rent the office within Britannia Road Children's Centre. The lease is currently being negotiated until December 2017. The future of the building beyond that is unclear, so we must be prepared to find alternative premises at short notice. We have a plan and funding in place to deliver much needed "drop in" sessions, however Oxfordshire County Council are very slow in their decision making and we are still awaiting permission to use the necessary space.

Over the last year, Home-Start's wonderful team of employees, led by Jane the senior organiser, has continued to work tirelessly, providing all the necessary organisation, supervision and support for our fantastic group of volunteers. There are times when the demand for our support outstrips the available capacity but somehow, between the staff and volunteers, people go the extra mile to stretch resources and meet those demands.

The trustees continue to provide the backup necessary to ensure the service is professional, to the required standard and that the funding targets are achieved. Raising money is a constant challenge. There is increasing competition for the pots of money available, and bid writing is becoming more complex and time consuming. In order to meet this challenge we have employed a fund-raiser, Hannah Warner, for one day a week. We welcome Hannah to the team and look forward to working with her in the months ahead.

The next application to the Big Lottery Fund is due to be submitted soon. This time it will be a joint bid between all three Home-Start schemes in Oxfordshire. Watch this space!

In closing I would like to express my personal thanks to the staff, the volunteers and the trustees for their time, commitment and dedication to Home-Start Banbury & Chipping Norton.

Anne Waters, Chair

We trained 12 new volunteers this year.

TREASURERS REPORT FOR THE YEAR 2016-17

A summarised extract from the full Annual Financial Statements for 2016-17 is given overleaf. Briefly, income was £93,040 (2015-16: £77,044), expenditure £96,195 (£90,584), with a resulting deficit of £3,155 (£13,540), and year-end reserves of £51,141 (£54,297).

Amongst other things, you will notice that total income rose by £15,996 to £93,040, despite receiving no funds from children's centres or other local statutory bodies. The fact that this was anticipated last year does not make it reasonable: the large majority of family referrals to Home-Start come from local health visitors, social workers and children's centres, none of whom now contribute to our supportive work. Indeed, many of the latter have been closed, removing another layer of valuable assistance to local vulnerable families. That our income was increased was mainly thanks to a full year's grant from our 3-year contract with the Big Lottery (£38,685: 2015/16 - £22,284 for seven months), a new contract from January 2017 with The Henry Smith Charity (£6,250 for 3 months), and £10,000 from Four Acre Trust which matched new-source income earned during a short period at the end of 2016. Total fund-raising events raised £12,847, which, while lower than the previous year (£17,461) was still extremely good, and we sincerely thank the individuals and organisations who contributed. I must also pay tribute to the Funding Committee who met, and surpassed, the considerable challenge of replacing the declining statutory income.

We have always maintained a cautious watch over expenses, which are carefully controlled to fit our expected income and reserves position. During 2016/17 they increased in line with our budget by £5,611 to £96,195 (2015-16: £90,584). The main reason for the increase was a happy one: the return to work for a full year by Karen Mullins, who had been absent for 5 months the year before on maternity leave. Another change has been the requirement, by Oxfordshire County Council, that we start paying rent for our premises from July 2016. We previously paid a peppercorn rent. The part year's rent cost £1,951 (2015/16: nil).

During the year it was recognised that our Senior Organiser, Jane Skelton, was spending about half her time on strategic and other scheme management matters, and this has now been reflected in the accounts by allocating an appropriate amount of her costs to the management, administration and governance section of our expenses. The previous year's figures have been reallocated accordingly.

The resulting deficit of £3,155 (2015/16: deficit of £13,540), was in line with our budget and is adequately covered by our unrestricted reserves, which, at year-end, were £50,703 (2015/16: £54,297). Our objective is to maintain unrestricted reserves of about 50% of a year's expenses, which allows at least temporary maintenance of services even if our income drops materially, while not impairing our ability to apply for grants from charitable trusts who view excessive reserves negatively.

Finally, it might be noted that our cash-in-hand (all bank balances) was £92,739 at year-end, considerably above the net assets position (£51,141). The principal contributory factor was the large amount of deferred income (pre-paid grants), £35,221, this year compared to last (£8,832). As we only take into account income earned, as opposed to income received, during the year, a large flow of funds in the last quarter for annual contracts produced this effect. The opposite effect will be felt next year when the deferred income will be earned and brought into the accounts.

We continue to be extremely grateful to all who contribute to our funds, which are even more needed than before in the light of increased demand. Our funding committee will continue to face severe challenges in meeting our budgeted expenditure.

Douglas Keir

Treasurer

Summary of Income and expenditure for the year

Income for the year	Total 2017	Total 2016
	£	£
The Big Lottery	38,685	22,284
BBC Children in Need	9,623	8,606
The Henry Smith Charity	6,250	-
Paradigm Housing Assoc'n	1,667	-
Sanctuary Housing Assoc'n	1,625	1,875
Oxfordshire Community Fund	1,000	-
Oxfordshire Community Found'n	875	2,125
Banbury Charities	500	-
Fund-raising events	12,847	17,461
Donations: Charitable Trusts	12,250	-
....do.... individuals	3,461	2,703
....do.... other	2,602	3,018
....do.... unclaimed expenses	1,373	2,144
Children's Centres	-	13,875
Cottsway Housing Assoc'n	-	2,500
Interest income	282	453
Total Income	93,040	77,044

Expenditure for the year		
Direct charitable costs:		
Staff payroll costs	58,701	54,257
Staff & volunteer expenses	8,112	8,306
Staff & vol'r recruitment & training	1,928	3,258
Direct family assistance	250	-
Sub-total	68,991	65,821
Management, admin & Governance:		
Staff payroll costs	16,540	16,559
General office costs	1,939	1,363
Rent & Utilities	1,951	-
Stationery	757	1,245
Telephone & internet	951	1,060
Insurances and fees	3,129	3,148
Trustees' expenses	1,561	1,327
Fund-raising costs	376	61
Sub-Total	27,204	24,763
Total expenditure	96,195	90,584

Net income for the year	-3,155	-13,540
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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

Net Assets	31 March 2017	31 March 2016
Cash:		
Barclays Bank: current a/c	34,131	12,706
Barclays bank : savings a/c	11,905	16,899
Cafbank: current a/c	24,709	4,419
Virgin Money: Charity a/c	21,727	31,451
Cash in hand	267	490
Sub-total : cash	92,739	69,965
Net current liabilities	41,598	11,668
Net assets	51,141	54,297

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
Douglas Keir	Treasurer and Secretary
Pete Welply	
Paula Finch	
Rebecca Tay	
Naomi Evetts	Resigned May 17
Kalli Hampton	Resigned Sept 16

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 been quite a stable one for the team here at Britannia Road amidst quite significant changes around us. I am of course referring to the closure of the Childrens Centre & the consequent loss of work colleagues whom we had shared working space with for a considerable number of years – all very sad.

We are trying to resurrect & run drop-in/stay & play sessions ourselves for families with young children but Oxfordshire County Council are not being very helpful with regard to the necessary lease arrangements.

Our staff team of 4 has, in the last month, increased to 5 with the recruitment of a part-time fundraiser. We welcome Hannah and hope she will enjoy working with us.

The scheme received a total of 72 referrals during the course of the year. Thankfully we were able to support practically all of these families & only had to turn away 2 due to lack of scheme resources. In actual fact our records show that we were regularly supporting 40-42 families each month throughout the year.

We started the year with 46 volunteers registered with the scheme. Sadly we said farewell to 10 individuals during the year that could no longer continue home-visiting for one reason or another. We did, however, run 2 Prep Courses, one in Chipping Norton & one in Banbury which led to the recruitment of 12 new volunteers. Overall then, we ended the year with a total of 48 volunteers registered for home-visiting – almost status quo!

The pattern of the year was similar to previous years with our ongoing family support interspersed with the Summer Outing & the Xmas Party. 13 families enjoyed a lovely day out at Rookery Farm, Stoke Bruerne in mid August. The weather was kind to us and with so much to see it was all too soon time to come home.

19 families were able to join us for our Xmas party held at The Hub in Banbury. This was a suitably festive affair – Mums, Dads & children all enjoyed good food, entertainment & a surprise visit from Santa and his helper who arrived in style in his sleigh pulled by human reindeer! We extend a big thank you to John Tibbetts for donning the red suit for us again and to his support team.

An extra highlight this year was the party we threw to celebrate the scheme's 30th birthday. Staff, volunteers & families past & present gathered together one Sunday in September for an afternoon of fun - even Pudsey Bear joined us!

We were very pleased to receive good local press coverage for this and our other exploits during the year. It is always good to keep up our profile in the local community & thankfully the photos haven't been too incriminating!!

All in all then a very good year & we look forward to another equally good one to come.

This is my opportunity to say a big thank you to everyone involved with the scheme. Our wonderful home-visiting volunteers who are all excellent ambassadors for Home-start; our very supportive trustees who continue to guide the scheme from strength to strength and my superb staff colleagues (Angela, Diane, Karen & Hannah) who make coming to work so enjoyable – it really is a great team which I consider myself privileged to be part of!

Jane Skelton
Senior Organiser



Staff meeting Pudsey at our 30th Birthday Party

Feedback from Referrers...

Excellent, continued support for Mum and her family.

Mum is feeling much better and getting out more

Without the support of Home-Start this family would have struggled to support and care for their children

The support was very beneficial, particularly in supporting low mood and self esteem

The support for the family has been invaluable at a very vulnerable time. Not only did the volunteer offer practical support, but also became an emotional support.

Mum really appreciated the support of a volunteer, this was a lifeline to her when things were really bad.

Thank you for your support, it has been of great help to this family.

As always the support received from Home-Start has been excellent and beneficial to all.

Excellent work with a complicated family

The volunteers support of the family has been invaluable – I only wish we had referred earlier. Thank you so much for a great service!

Home-Start have been very useful in engaging with this family and the health needs of both the mother and baby have been supported through your service.

883 visits were made to families by our Volunteers - totalling 2274 hours!!

A VOLUNTEER STORY....

Last summer, we relocated to Oxfordshire and I read a local newspaper article about Home-Start Banbury and Chipping Norton's birthday celebrations. I was already aware of the wider organisation and the fantastic work it does through previous work as a teacher in the North of England and now, as my youngest child was about to start school, I found myself in a position to get involved.

A phone conversation with Jane explained all I needed to know about the volunteer preparation course and I was fortunate in that I was able to start this course immediately. The preparation course was a valuable experience on so many levels. The wide range of topics covered, use of guest speakers and excellent support provided by Jane, Diane, Karen and Angela ensured that, whatever our starting point, we were all well prepared to begin our volunteering journey. On a personal level, the weekly meetings also provided an opportunity to meet new people and find out about the local area.

Immediately after my post course meeting, I was 'matched' with a family. Diane ensured that I was well prepared and the link meeting went very smoothly. I was welcomed into the family's home and never looked back! I felt very fortunate to have met such a lovely family and no words can fully describe how it feels when you build up a relationship with a family and a young child excitedly welcomes you into their home. After a couple of months, I was asked by Karen if I would be able to support a second family. Again, the link visit was arranged in such a way that the introduction to the family was seamless. My weekly visits to this family are always a joy, the children are energetic and embrace all activities.

Earlier this year, it became time to say goodbye to the first family. Initially, this was something that I had been dreading. In reality, however, it was a very natural process and a good opportunity to reflect upon the purpose of Home-Start. It was very moving to see how confident mum now felt about moving forward without Home-Start's support and to hear how much she had valued the support over a 5 month period. Once again, the support from the Home-Start organisers was excellent as we evaluated the support we had been able to offer and how I, as the volunteer, had been prepared/supported.

I have now been a volunteer for 8 months and continue to work with two families simultaneously. I feel privileged to currently work with a mum in her first few weeks of motherhood as well as with a family who are preparing for their three children to start full time school. The visits vary enormously and no two sessions are ever the same. Sometimes my role is to provide practical help to get out and about - attend appointments, playgroups or a trip to the park. At other times it can be to offer emotional support - a listening ear or help with running a home. The highlight of each visit is, without doubt, the interaction with the children - it is great to see them immersed in activities and having fun as a family. Each family has welcomed me into their lives and my involvement with Home-Start continues to be a thoroughly rewarding experience.

J

We had 72 new referrals, 38 of these came from a Health Visitor

A family story.....

I was first referred to Home-Start back in 2013 by my Health Visitor. I was struggling to cope with two young children both under the age of five and feeling frustrated due to my disability (cerebral palsy). I was also suffering with depression. To be honest I felt nothing but relief when I knew I would be getting some support.

Shortly after Karen's visit I was introduced to my volunteer C who supported me for a period of six months. She helped me access local groups with my daughter but the most useful thing for me was the emotional support. Being able to have someone listen; this was what I needed most at that time. The support then closed as planned but Karen reassured me that I could come back to Home-Start in the future should I need it.

I then fell pregnant with my third child and moved out of the town to a nearby rural village. I spoke with my new Health Visitor and we both agreed that Home-Start support would help as I was still suffering with depression. To be honest I don't think it ever really went away. I was pleased that I was able to keep Karen as my Organiser as she already knew our family background - I didn't want to have to repeat myself again!!

My volunteer M has helped me in so many ways, too many to count. She gave me respite when I felt exhausted, helped me to access my local play group with my youngest daughter and gave me the emotional support when I needed it most. I could talk to her about anything.

M doesn't sugar coat anything and I liked that about her. I was never offended as I looked up to her and always felt supported. She gave me the confidence to follow through on changes I wanted to make.

After 1 year and 9 months of support I am absolutely gutted that it has to come to an end, only because I feel I have made a friend for life!! I have found Home-Start to be such an amazing organisation and would recommend it to anyone going through a difficult time in their lives.

Thank you



What our families say about us....

Home-Start have given me my confidence back

The help I have received has been invaluable, I can't thank you enough for all your support

I have found the support very useful and would recommend the service. It has really made me feel more confident and able to cope with my situation.

My volunteer was amazing - my confidence has improved and I feel more settled in the area.

My confidence with my children has greatly improved, I am now happy to take them out on my own

My volunteer was amazing and reminded me of a family friend - very relaxed and sincere.

Home-Start have given me a huge boost and I feel more confident.

It was good to have someone outside of the family to talk to.

Home-Start visits have often been the highlight of my week. Being able to discuss my parenting, and get reassurance that I'm making the right decisions, has helped immensely.

My volunteer always went the extra mile and helped build my relationship with my family, I can't thank Home-Start enough, I don't know what I'd have done without them.

I honestly felt the support kept me from getting depressed when I was utterly overwhelmed. Having someone to chat to about things as a friend was invaluable as some days felt so long and lonely.

My volunteer was always willing to help in any way she could, she was so friendly, it was nice to have someone to talk to and spend time with that I knew wouldn't judge me.

My volunteer gave me practical help, emotional support, a confidence boost and good company.



Families and volunteers having fun at our Christmas Party

191 children were supported
148 of these were under 5

Thank You to...

T Vokes
The Big Lottery
BBC Children in Need
Sanctuary Housing
The Henry Smith Charity
M Tay
Jane Skelton
The Dragon School
Chiltern Railways
Giveacar
Oxfordshire Community Foundation
Bartlett Taylor Trust
Sandford Trust
Kathy Goodey
NWFS
New Inn Greatworth
A Holland
Banbury Charities
Bodicote Church
Sandford St. Martin
Mrs JL Finch
Norbar
Paradigm Housing
North Aston Singers
The Parker Chipping Norton Trust
Stanbra Powell
Charlton WI
Fouracres Trust
Banbury Litho
BuzziNet
The Methodist Church Fund
Lady S Greenaway
Family Holiday Association
Deddington Farmers Market

And we would like to thank all of our Scheme Volunteers and Trustees who give so generously of their time to Home-Start.

