



**Banbury, Bicester &
Chipping Norton**



Annual Report

April 2022 - March 2023



About us

Our vision and purpose

Our aim is to provide early support to families and young children who are finding it hard to cope; those facing a wide range of challenges and stresses including isolation, low self-esteem, physical and mental health issues - *because childhood can't wait.*

Supporting children in the earliest years with trained home visiting volunteers remains the core of our service. In addition, our staff offer family support and open access Stay and Play sessions.

We have a range of volunteers, trustees and staff within our team, people from different areas, backgrounds, ages, ethnicities and life experiences. We connect with other local agencies to widen our reach and through communications media, we aim to raise our profile and extend our involvement with the wider diverse local community.

As part of the Home-Start UK family, we work closely with the Home-Start Oxfordshire consortium. Together we seek to build our resilience, including access to future sustainable funding.

“I am coping better because I’m more confident as a result of support”
Supported parent



We are a part of the Home-Start UK federation.

Below are the four aims from Home-Start UK:

Growth
Voice
Inclusion
Impact

Working as a Home-Start movement we adapt our local response to the needs and contexts of the Banbury, Bicester & Chipping Norton communities. Through this approach, we achieve more together.



GROWTH.

A collective ambition to reach significantly more families



VOICE.

Home-Start will stand alongside families to make the case for support



INCLUSION.

Home-Start will advance inclusion and equity in all we do



IMPACT.

Local Home-Starts will be stronger together

Our team



STAFF

Aimee Evans / Senior Organiser

Angela Esland / Organiser

Karen Mullins-Blyth / Organiser

Kim Wheddon / Family Support Worker

Lynne Cheetham / Stay & Play Facilitator (until Sept 2022)

Laura Walker / Stay & Play Facilitator (from Jan 2023)

Louise Sansom / Grants & Trusts Fundraiser (until Sept 2022)

Naomi Hunt / Fundraiser & Comms Officer (from Oct 2022)

Emma Ford / Administrator (until July 2022)

Faith Altamura / Administrator (from August 2022)

Jenny Jordan / Volunteer bookkeeper

TRUSTEES

Chloe Woodhead / Chair

Amanjit Dhillon / Vice Chair

Douglas Keir / Treasurer

Josephine Graves / Personnel

Anne Waters / Health & Safety

Pete Welply / Safeguarding & GDPR

Laura Peabody / QA

John Karslake / Policies (from Oct 2022)

Ellie Thornton / Trustee (from Jan 2023)

Valerie Knight / Trustee (until May 2022)

VOLUNTEERS

Alison
Maxine
Sarah P
Lynne
Claire
Helen
Susie
Gillian
Isobel
Linda
Lorraine
Sally
Patrizia
Sarah B
Kate
Louise
Beryl
Laura
Esther

Mary-Jane
Beth
Denise
Val
Emily
Penny
Emma
Fodi
Shelia
Tara
Hilary
Jean
Louise
Lorrie
Ann
Nerina
Kylie
Tei

RETIRED VOLUNTEERS

Debbie
Emma
Julie
Amber
Beverley
Gillian
Leanne

Christine
Robbie
Natalie
Kim
Carol
Tina

THANK
YOU

“I enjoy being a part of the Home-Start team and never feel alone due to the support given to me by everyone. The training I receive keeps me current and confident in my role as a volunteer.”

Volunteer feedback

3/4 of volunteers say that
volunteering improves
their mental health

Report from our Chair of Trustees & Senior Organiser



A message from our **Chair** Chloe Woodhead

A year of rebuilding – as we emerged from the Covid pandemic restrictions, life for the office, for the families and for the volunteers slowly returned to a semblance of normality. But Covid had left its scars, not least on the children and families who had lost so much of the normality of life. Two years where young children were often deprived of exposure to the wider world and denied interactions with wider family friends and society caused a big increase in the problems facing the families we support. With a large rise in referrals, we saw increases in mental health issues in parents and developmental issues in young children caused by the isolation of Covid and the fear of the virus. Luckily our experienced staff team and wonderful band of volunteers took on these new challenges with typical professionalism and calm.

A wonderful effort by trustees and staff who cleared out every corner of the office while we were expecting new neighbours who never arrived and thanks again to all those who helped with the refurbishment of our outdoor play area which is now fully operational again. We are delighted to enjoy ever closer collaboration with the other Oxfordshire Home-Starts and trustees and staff together have worked very hard with other local charities and agencies to improve our funding opportunities and ensure the best county wide offer to young children and families in need. We are very lucky in the commitment we get from loyal trustees, staff and volunteers and I thank them all.



Report from our **Senior Organiser** Aimee Evans



It's been another busy time supporting families. The thank you cards and messages, we regularly receive, paint a wonderful picture of just how valued and unique our organisation is. Organisers - Angela and Karen do an amazing job of seamlessly pairing volunteers with supported families, despite a rise in the needs families are presenting with. Our volunteers are a vital part of what we do and are really something special. We were lucky enough to have had over fifty dedicated volunteers over the year. Through our preparation courses, we also warmly welcomed fifteen newly trained home-visiting volunteers.

It was all change in July when Emma, our Administrator left us and Faith joined in August. Just as Emma had done before, Faith did a brilliant job at being the 'glue' that helps hold everything together! Our Family Support Worker, Kim continued to work her magic with families. A pilot Mums and Baby group was trialled in Elmsbrook in Bicester, with some take-up. This eventually morphed into our Bicester Stay and Play, which has gone from strength to strength. Our Stay and Play Facilitator, Lynne laid some strong foundations for our Banbury Stay and Play and these were built upon by Laura (who joined in 2023.) Families enjoyed the creative sessions, the singing and all things fun and messy! During the year, our Fundraising Officers, Louise and Naomi ran successful fundraising activities and were out and about in the community making some great connections. We had some fantastic support from our local community over the year (see our Highlights page.) Thank you to everyone that has, and continues to so passionately support our work.



Treasurer's Report



After a 23% fall in income in 2021-22 to £131,171, it is pleasing to report a 30% rebound to £169,938 in 2022-23. The increase came entirely through unrestricted donations from Charitable Trusts responding very generously to the increased need amongst vulnerable families following the difficult period of the Covid pandemic. This included a number of local charities who very kindly contributed towards the cost of the garden refurbishment.

Expenses in 2022-23 rose by 13% to £178,722 (21-22: £145,301) largely due to the increased cost of fund-raising salary costs, through a combination of both increased hours employed and the significantly higher salary rates being offered in that market, post Covid.

The combined effect of the 30% increased income and the 13% increased expenses led to a smaller deficit of £8,785, compared to the 21-22 deficit of £14,130. The year end reserves consequently decreased to £100,557 (2022: £109,342). The unrestricted, uncommitted, year-end reserves represented 55% (7 months) of the year's expenditure.

In the current environment, we are seeing a much greater competition for funds, and are anticipating an increasingly challenging financial period. We really appreciate all the financial support we receive, as well as the outstanding family support provided by the staff and volunteers, even in the face of increasing need and complexity.



Home-Start Banbury, Bicester & Chipping Norton summary 2022-23

INCOME	
Statutory grant funding	£8,648
Other restricted grants	£37,607
Home-Start UK	£11,638
Other income & donations	£112,045
Total	£169,938
EXPENDITURE	
Staff costs	£145,999
Volunteers costs	£4,361
Stay & Play and outings	£3,812
Rent, insurance & other	£11,885
Fees	£3,830
IT costs	£936
General office costs	£6,911
Fundraising	£989
Total	£178,722
SURPLUS / DEFICIT	-£8,785
NET ASSETS	£100,557

By raising funds for Home-Start's vital work you will help us to reach more struggling families and give their children the best possible start in life. Whatever amount you are aiming to raise and however you want to raise it, we are here to support you, so please contact: fundraiser@home-startbanbury.org.uk for further information



Family Story



‘Home-Start has been a lifeline, endlessly supportive, a friend, a sounding board to let off steam, and so many other things. Without Home-Start I honestly don't think I'd have got through lock down, or been able to get social services closed.

In July 2020 I was referred to Home-Start by Early Help. Due to Covid, face to visits were not allowed, so after a virtual meeting with my Organiser, I was linked with a volunteer, Michelle, for a weekly phone call and she was lovely to chat to.

Once things started to return to normal, in November 2021, I was linked to a wonderful volunteer, Helen, for face-to-face home visits. With much persistence and determination over the next 2 years, she helped me turn my house into a home, get to school on time, get my children into a routine, and set boundaries.

Home-Start helped me access food bank vouchers, a holiday break, referral to CAB and more.

Thank you so so much for everything and for helping me turn my life round’.

Supported parent



80%

OF FAMILIES SAID THEY FELT MORE CAPABLE OF MANAGING THEIR CHILD'S BEHAVIOUR

81%

OF FAMILIES FELT LESS ISOLATED

74%

OF FAMILIES REPORTED THEIR CHILDREN'S MENTAL HEALTH HAD IMPROVED

“I’m in a completely different mindset now, I feel more confident.”

Supported Parent

“As a new mum, S taught me a lot about parenting.”

Supported Parent

“She [volunteer] gave me confidence to explore & went to great depth to find me help.”

Supported Parent

Our Impact



76

FAMILIES RECEIVED
1:1 SUPPORT

177

CHILDREN
SUPPORTED

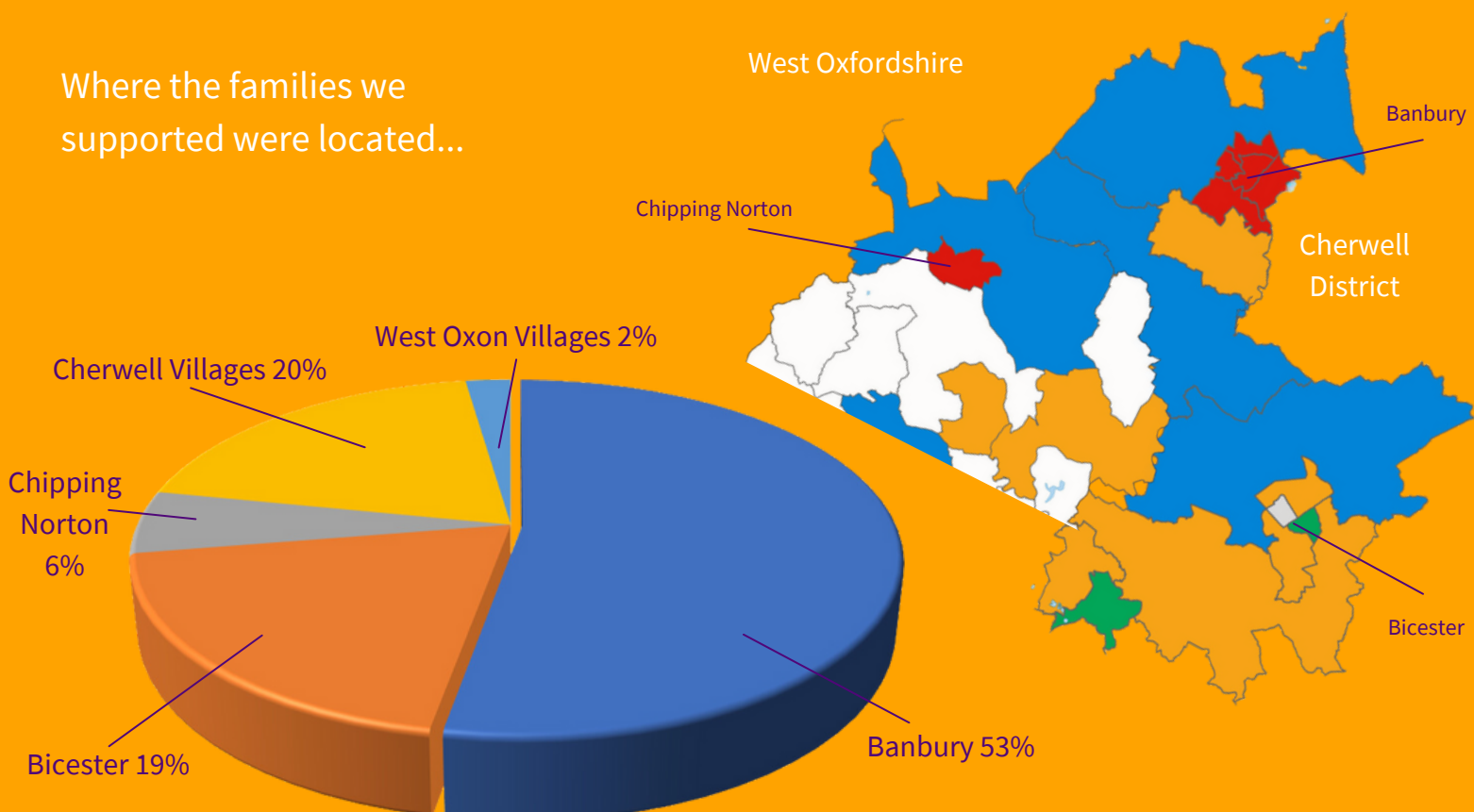
47

HOME VISITING
VOLUNTEERS

14

WARDS

Where the families we
supported were located...



“My volunteer is a spectacular person who has helped me a lot. Thank you for giving her to me. How did you know which person to choose? Because of support my mentality has changed. I smile, my life has changed. There is so much she has helped me with. To get out and to get some fresh air. Support to get clothes and items, support with her words and hugs. Helped me with my child. Looked at me with a smile and raised my spirits.”

Supported Mum

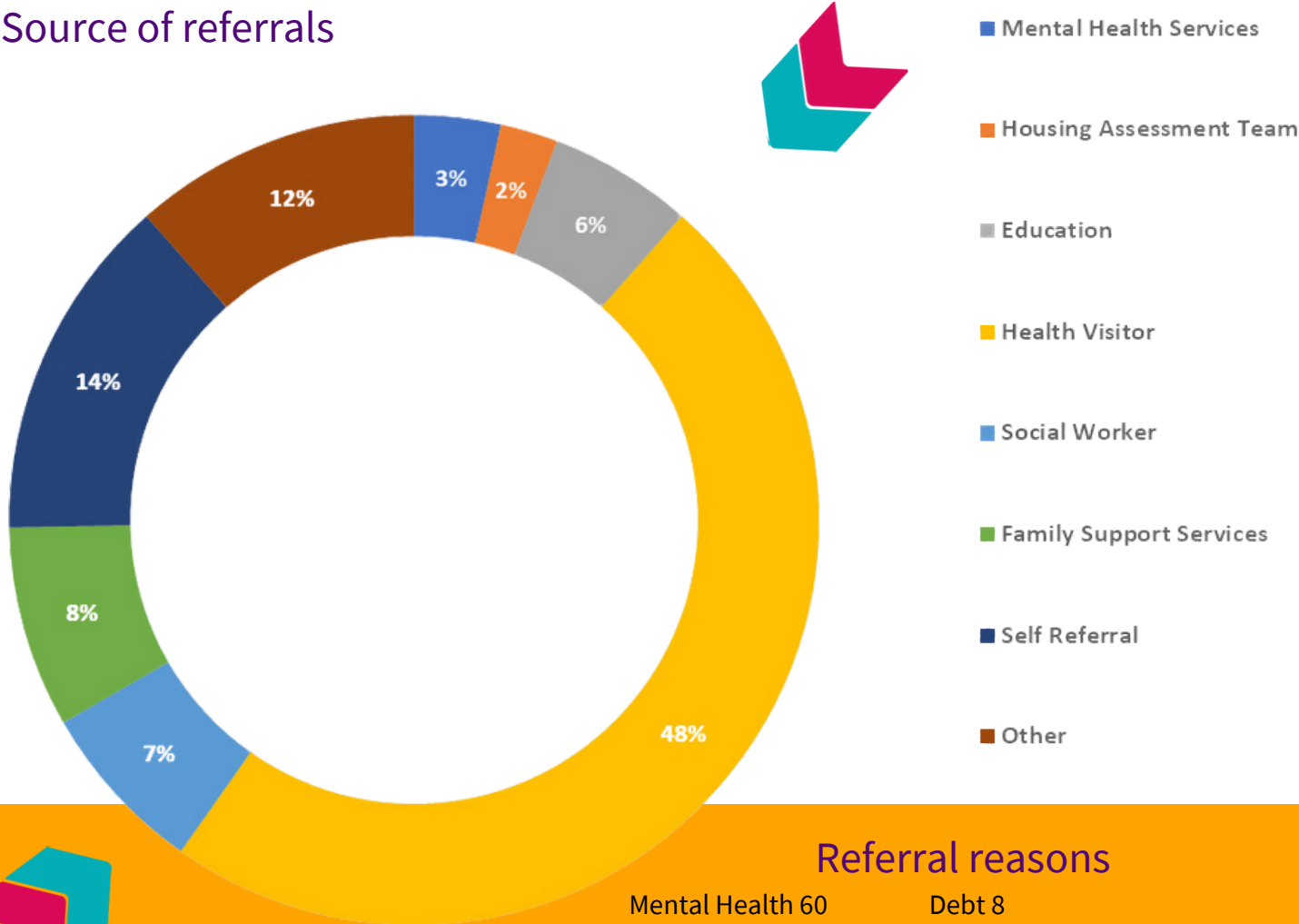
Our Impact



“Thank you for being there for this family when they needed it most and our resources could not meet their needs. It is an incredibly vital service that you do. Many thanks to your tremendous team.”

Referrer

Source of referrals



Referral reasons

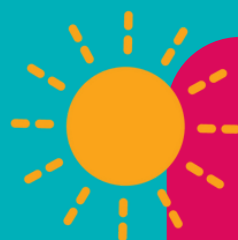
- | | |
|--------------------|---------------------------|
| Mental Health 60 | Debt 8 |
| Physical Health 10 | Lone parent 24 |
| Substance Misuse 7 | Speech & Language 9 |
| Disabilities 10 | Refugee/Asylum seeker 7 |
| Domestic Abuse 12 | Family member in prison 1 |
| Young Parent 11 | Unsuitable housing 10 |
| Forces family 1 | |



Our Impact



We run Stay & Play sessions each week in Banbury and Bicester during term time



118

FAMILIES SUPPORTED
THROUGH GROUPS



“ We have been bringing our daughter to Stay and Play since she was just walking at 1 and ½. She’s now nearly 3. In Banbury there’s not really many places to go during the week, in between nursery and we like to come here, especially as there is an indoor and outdoor space. The staff are friendly too. Whenever we call up, someone friendly will always answer the phone. My daughter enjoys the singing and the toys here, she knows the songs at nursery from coming to the Stay and Play. This group is also good because it’s bi-lingual and my wife can talk to others who speak the same language. L is now going to nursery and the Stay and Play was a great step for her. Coming to Stay and Play, she learnt about nursery rhymes, colours and numbers.”

Family attending Stay & Play





Jenny Jordon

Stay & Play volunteer and bookkeeper

5 years volunteering with us

When did you start volunteering?

I do believe it was in 2018, my, how the time flies. I had seen that Home-Start was looking for a volunteer bookkeeper, so when I was in town I called into the office. My greeting from the team was warm and friendly and made me feel that this volunteer opportunity could be for me.

What made you want to become a volunteer?

As my full-time employment was coming to an end, and the 2 oldest grandsons were going to school, I just wanted something that was purposeful to fill my day. As I had been a bookkeeper for numerous years Home-Start just fitted into my world.

Also, for the last 18 months to 2 years I have also volunteered with the Stay and Play sessions. This enabled me to see beyond the paperwork, get active with the children and speak to parents.

What's your proudest achievement as a volunteer?

Difficult to answer this one. I could say to make the bank reconciliation report balance or arriving on time for Stay and Play. Perhaps seeing all the children at Stay and Play having a snack all sitting together around a table, hopefully helping out with the morning session.

The most difficult thing you've delt with?

There has always been a strong support team to go running to. Whether it relates to bookkeeping or helping out, so never felt out of my depth.

I do what I do because...

I enjoy it, even doing bookkeeping. Trying to keep the Play and Stay session in some sort of order. Picking up toys, stopping toddlers from chewing on crayons, removing them from standing on tables and seeing the children, babies having smiles on their faces. Making hot drinks for the parents and carers and chatting to the mums.

What make you smile?

Chatting to my grandsons and their unguarded conversations. Like - Having a game of frustration and never throwing a six on the dice when my grandson says 'oh have one my sixes so you can start playing'. Like - I was just saying one day that I was feeling old 'you're not old nanny, your ancient.'

What can we say about this lovely lady...

"Jenny offers invaluable support at the Stay and Play sessions. Not only does she bring a great deal of fun, she is kind and patient, as well as being extremely efficient. This means we have a welcoming and calm environment for the families. The children love it when Jenny comes to play!"

Laura Walker, Stay and Play Facilitator

"When I started as Treasurer, I also acted as the book-keeper, and it has made such a difference to my workload to have someone reliable and accurate keeping the accounting records up to date. Jenny also looks after the payroll banking transfers and ensuring pensions contributions are paid to our pension scheme each month. From a risk point of view, it is also much healthier to have the tasks shared between 2 people."

Douglas Keir, Treasurer



Interested in volunteering?

If so contact our office

info@home-startbanbury.org.uk



Highlights



A huge thank you to Nicholson's for their ongoing work in our garden space. The work was completed in the summer and our families have loved their new space.

It may have been scorching hot, but our families, staff and volunteers had an amazing day at Rookery Open Farm.

Thank you to Waitrose for funding the outing and for their enthusiastic staff members - Emma, Jo and Julie - for accompanying us on this trip.



The Home-Start team had an amazing time at all the playdays this summer holidays! Lots of conversations with families have happened, many butterflies have been made by children and even a cheeky ice-cream! Thank you to everyone who arranged these days!

Oxfordshire Play Association - OPA, Cherwell District Council, Sanctuary Housing, A2Dominion

Our Nature Play sessions continued to be fun! Delivered by Muddy Feet - Outdoor Learning and Forest Schools, we were pleased to enjoy sessions in Banbury and Bicester and we came away with several nature-based creations 🌿🌳

We also enjoyed our gardening sessions at Bridge Street community garden.



Highlights



A massive WELL DONE to all our runners in the #oxfordhalf marathon! This year we had a team of 5 runners: Karen, Hugo, Christopher, Daniel & Alex. You all did an AMAZING job and we are in awe! 🙌🙌🙌
We raised almost £5,000! A fantastic amount!

A huge THANK YOU to Simon and his team at Tesco Extra Banbury, who raised over £50 for Home-Start by face-painting during Halloween. We definitely don't get SPOOKED by our fantastic fundraisers! THANK YOU!!! don't get SPOOKED by our fantastic fundraisers! THANK YOU!!!



A HUGE congratulations to our lovely bunch of volunteers who have completed their training - well done! Fantastic to have you on board! And we were chuffed to receive such lovely comments from our newbies who are now out there making a difference to local young families.

We were delighted to see so many of our families have so much fun at our Christmas Party. A big thank you for donating food and funds to help us make the party a huge success to Waitrose & Partners, Banbury Town Council, One Stop, Deddington Farmers Market and Fortress Technology. And a big thank you to Kerry at Come To My Party who enthralled everyone in the room with her Christmas magic.



HSBBCN Strategic Plan

January 2023 – December 2025

Our Vision for the future builds on our strengths.

Our purpose is to support children under 5 across Oxfordshire giving them the opportunity to reach their full potential. We will strive to ensure that the importance of supporting families in the early years is understood. We offer a unique volunteer led home visiting service to support struggling families with young children and work with them until they can cope on their own.

Our Core Strengths

Model: Our Home Visiting support service is highly valued by both families and referrers. Families with children under 5 years of age receive non-judgemental emotional support and practical help delivered, usually on a weekly basis, by a trained volunteer.

Team: Our employees, volunteers and trustees are passionate, committed, trained and hard working.

Flexible: we have grown and adapted through challenging times, expanded our reach to Bicester and the surrounding areas and filled gaps in provision within our communities, for example by establishing stay and play sessions.

Responsive: We are aware of changing demands and are quick to provide support when need arises as with telephone support during the pandemic.

Collaboration: We work with partners and funders, strengthening relationships across the county, with Home-Start UK and other local Home-Starts as well as with local corporate supporters, local authorities, other charities and relevant agencies to best deliver our services.

Governance and Quality Assurance: We have a strong trustee board with diverse skills. We engage in a robust QA process. Operating independently, we ensure we meet the standards and methods of practice required by Home-Start UK and regularly review our policies.

Finance and Funding: Through careful monitoring and close oversight of our budgets and future forecasts, we maintain a stable position, regularly reviewed by trustees. Responsible for raising all our income, we pursue funding from a wide variety of sources led by our in-house fundraiser and supported by external advisors.

In summary we have a firm foundation for future development.





Our Strategic Objectives

1. Consolidation:

Ensure a highly functioning & efficient employee and volunteer team. Succession planning and resilience across the team will be built into development plans and employees valued. Home visiting by volunteers will remain the core of our service, complemented by the staff team. In addition, the universal access stay and play sessions will be supported in Banbury and Bicester.

2. Recruit new volunteers and support existing volunteers:

Through a robust communications plan, including social media and a renewed website, we aim to reach a wider audience and expand our profile in the locality. Existing volunteers to advocate on our behalf, supported families will be encouraged to join us after support. Ensure volunteers are put forward for community awards, that they feel valued & recognised.

3. Improve multi-agency working and system partnerships:

Improve multi-agency working and extend collaborative bids for funding. Create a consistent approach to family support across Oxfordshire Home-Starts to offer best value. Expand collaboration with other Oxfordshire agencies and charities.

4. A Smooth transition from paper to digital:

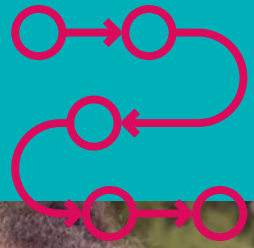
Ensure hardware and software are fit for purpose. Plan transition from paper-based operations to digital. Ensure staff and volunteers have the relevant level of access, training and support. Enable self-referral for families via our website.

5. Families are empowered and their needs are met:

Non-judgemental emotional support and practical help delivered on a weekly basis by a volunteer will remain our core activity. We will use feedback from families and referrers to inform and shape our future service. Ensure caseloads are manageable and monitor changes in demand and complexity of need. Maintain wider services including family support worker, stay and play sessions and regular family events.

6. A comprehensive Funding Strategy to enable the organisation to achieve its aims:

Increase collaborative and joint funding bids. Secure more multi-year funding. Increase local corporate giving. Raise profile through fundraising events. Support staff fundraiser with training, trustee committee and external consultants when required.





Sanctuary

Our thanks to all those who have supported us during the year.

Albert Hunt Charitable Trust
Amazon Smile
Ann Ryland Trust
B&Q Foundation
Banbury Charities
Banbury Town Council
Banbury Rotary
Bartlett Taylor
Bicester Village
Bicester Town Council
Bodicote Church Bounty Fund
Boutell Bequest
Cherwell Lottery Players
Clothworkers Foundation
Cottsway Housing
Cumber Family Charitable Trust
Deddington Farmers Market
DCR Allen Charitable Trust
Doris Field Charitable Trust
Edgar Palamountain Memorial Fund
Four Acres
Fortress Technology
Friends of Britannia Road
Henry Smith
Helene Prostgaard
Home-Start UK White Stuff Warm Spaces
Home-Start UK Volant Grant - Loneliness & Isolation Project
JK Foundation
Jules Thorn Charitable Trust
Leeds Building Society
Magic Little Grants
Maxine Bennett
Nara Horton
Nelson Pittam Welfare Fund
Nicholsons
One Stop
Oxfordshire Community Foundation
Oxford Half Marathon
PF Charitable Trust
PYE Charitable Settlement
Rodney Portman
Sanctuary Housing
Sarah Gee Merry
Tambour Foundation
Tesco Extra
Thor Vokes
Turners Court Youth Trust



Thank you to all our volunteers who 'donate back' their expenses and those who make individual donations.



**Banbury, Bicester &
Chipping Norton**

If you would like to help, please
visit our website to make a
donation or learn about the many
ways you can support our work.

home-startbanbury.org.uk

Your support is
having a positive
impact

Watch **Catherine's** family story

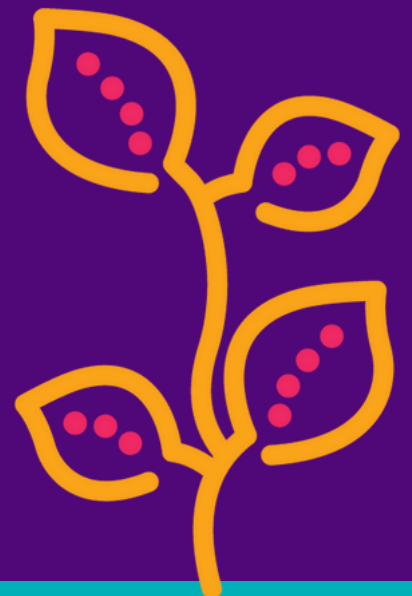
<https://home-startbanbury.org.uk/wp-content/uploads/Supported-family-video-Oct-23.mp4>

Watch **Diana's** volunteer story

<https://home-startbanbury.org.uk/wp-content/uploads/Diana-Cripps-AGM-Video-Oct-23-1.mp4>

Home-Start Banbury, Bicester & Chipping Norton
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