

**The earliest years
have the biggest impact:
Home-Start Kirklees
make sure those years count**

ANNUAL REPORT
AND ACCOUNTS 2019/20

Home-Start Kirklees was proud to celebrate a milestone 20th anniversary in the summer of 2019. Established as an independent charity in 1999, Home-Start Kirklees has gone from strength to strength supporting families with young children all across the district. We wanted to showcase what a difference Home-Start Kirklees is making and so we worked with a local media company to produce a film which was created from one of the young parents groups and the 20th anniversary afternoon tea event that was attended by families and volunteers. You can watch it here:

<https://www.youtube.com/watch?v=AqYezy6N8WQ>

Home-Start would like to take this opportunity to thank all volunteers, trustees, staff, practitioners, agencies, commissioners and donors past and present for their goodwill, support, generosity of time and partnership working over the last 20 years. We hope that this may long continue.

A special thank you to all who contributed to the filming, we could not have done it without you, what inspirational people you are.



20th Anniversary



Since 1999 we've supported over 2000 families and worked with over 550 volunteers

Chair's Report

This report covers our third year of the 5-year Thriving Kirklees 0-19 Healthy Child Programme allowing us to continue to develop our services. In July 2019, we celebrated our 20th birthday when, on a sunny afternoon, we enjoyed a party at our Home-Start base. It was a fantastic opportunity to celebrate our achievements. If you haven't already seen the anniversary video, it is well worth a view (see previous page).

Our key service is training volunteers to provide much-needed home based support for families facing challenges. It will always be the heart of our activities. We will continue to use our knowledge and experience to tailor and adapt our support to what families feel is helpful.

Young parents' groups have previously run on a shoestring budget. Three years funding from The National Lottery Community Fund has resulted in evidence that there is an unmet need for such an opportunity for young parents. We are pleased to report that funding has allowed us to increase from 2 to 4 weekly groups to meet the demand for places.

In March this year, the Covid-19 situation hit all of us. Thanks to lots of ingenuity, family support has continued whether by phone or technical solution. On the plus side, it is likely that some of the new ways of supporting families will be adopted as an option in the future.

More than any other year, enormous thanks are owed to volunteers and staff whose determination and commitment have allowed us to continue to offer a much-needed service both pre and post Covid. They are the reason we have every confidence that Home-Start Kirklees will rise to any future challenge.

Lynda Pickering

Director's Report

Another incredibly busy year has passed us by and I am pleased to report that Home-Start Kirklees continues to work tirelessly to support as many families as possible. With the dedication and commitment of our workforce, we have continued to support a growing number of parents and children. The lottery funded young parents project which started in December 2018 for young mums 14-24 years has flourished and continues to exceed expectations. We have secured a Quality for Health Level 2 award for delivering high standards of quality service delivery and our volunteer workforce has grown and evolved into new roles that will continue to support our growing business needs.

What astounds me in the 3 years I have been here is the unfaltering commitment of staff and volunteers being kind to each other and showing families that we care. There is a real sense of belonging and being part of a family unit, where judgement is not tolerated and compassion is in abundance. Our volunteers are admirable people, putting precious time and energy into supporting families that need a helping hand, a listening ear, and a few kind words. This is given effortlessly each week to

families who have reached out for help and support. Home-Start volunteers are amazing people with big hearts and big smiles. These wonderful people support parents to feel positive, to believe in themselves and to grow in confidence.

A special thank you to our families, who open their doors willingly, put their faith and trust in us and welcome us into their lives. It is a privilege to get to know you and your lovely children.

The staff have been inspirational this last year, they have rallied around when needed, stepped up to the challenge of unforeseen curveballs being thrown at them and have offered a tremendous amount of support to each other. What a fabulous team you are.

We continue to enjoy working alongside our Thriving Kirklees colleagues and external partners and developing positive working relationships with all stakeholders, sharing resources, expertise and knowledge. This enhances our support for families which continues to meet their needs effectively and efficiently.

Kerri Flanagan



41

Home-Start volunteers have been trained in school readiness this year



59

parents were reached with key school readiness messages

60

pre-school aged children were supported



School Readiness

Home-Start Kirklees recognises that the four most important areas of development for children are: Physical, Social, Intellectual and Emotional development.

The most formative years for children are those in which they are nurtured at home with their parents before entering into the early education system.

Early experiences influence brain development, establishing the neural connections that provide the foundation for language, reasoning, problem solving, social skills, behaviour, and emotional intelligence – **characteristics that often determine how well a child will do in school and in later life.**

The One Community funded school readiness project has been a fantastic resource for our volunteers when they have visited families in their homes. Our volunteers have all been trained in the fundamental needs of the children within the families they have been supporting. These key messages have been cascaded to parents, encouraging them and enabling them to play with and stimulate their children and to understand the importance of carrying out play and learning activities alongside their children in the home.

Parents have welcomed the support and resources to give their children a better start in life and to understand the importance of attachment and learning through play. It has been a pleasure to observe children's reactions to the equipment and books we have been able to provide in each resource pack.

What parents said:

“Amazing support! She (my volunteer) made me feel comfortable and it was a great help. I am better at dealing with my children, especially emotionally, I am more confident, I don't question myself as much”
- lone parent of three children

“My volunteer has given us a lot of advice on my child's education, supporting with learning and being involved, she gave us plenty of ideas and suggestions on helping him learn more”
- parent of two children



Volunteers

Volunteers bring learning from their own life experiences to their voluntary work, with many having overcome similar difficulties and challenges to those faced by the families they support.

Different families need different personalities and qualities in a volunteer. To help us have a suitable volunteer for each family we try very hard to attract as diverse a range of people as possible.

The support Home-Start volunteers give is non-judgemental, compassionate, confidential and as individual as the families we support. Working with guidance from Home-Start Co-ordinators, our volunteers adapt their support as they go along, tailoring it to meet their supported family's needs.

2019/20 has been another exceptional year in our support for families and we have had the pleasure of working with 98 volunteers throughout the year, including 36 'new recruits' to our team, enabling us to support 169 families.

Our volunteers are always a little bit wary on day one of our preparation course but usually by day seven they are raring to go and have really gelled as a team. It is always a pleasure to meet with them and to listen to their own parenting stories.

Why volunteer with Home-Start?

The feedback from volunteers about what they get from their role is always very positive. Here are some examples of what volunteers have told us:

“I feel like it's a kind of giving back – It's so good and so worthwhile”

“I have been really impressed with the support I have had”

“Feel like I become more of a part of the community”

“What I get is a huge sense of achievement”

“I feel I'm making a difference; I get everything out of it”

Our volunteers have benefitted from additional training we have offered throughout the year in order to bring them back together as a team and enhance their skills. The additional training included:-

- Emergency first aid
- Prevent
- Supporting children's emotional well being
- Fun and learning ideas for under fives
- Autistic spectrum conditions awareness

Volunteers are given full supervision and support from their Co-ordinators. We ensure that a volunteer is never left to fend for themselves and every member of our staff team is on hand to offer support and advice when needed.

Our volunteers are at the heart of everything we do for our supported families. We are extremely grateful to each and every one of them for the kindness they show to their families and for the time that they give. We always need more volunteers and at the moment are adapting our preparation course training for remote delivery. We are also looking to recruit

Telephone Befrienders in addition to Home Visiting volunteers. Families' needs for support are greater than ever and we are busy offering remote support whilst in the midst of the Covid-19 pandemic. We would love to hear from any new potential volunteers who would like to join us for our forthcoming training courses. The results and rewards are amazing!



I've really enjoyed the prep course and can't wait to start volunteering



Supporting Families

Over the last year a total of 169 families have received support from Home-Start Kirklees. This includes 378 children and 276 adults.

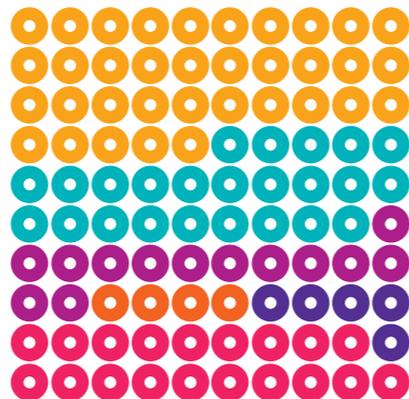
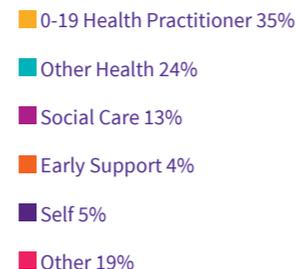
Support is offered in various ways, tailored to meet the needs of each family; we can offer home visiting support with a volunteer, Family Support Worker or Co-ordinator, or for young parents we offer group support sessions, Peer Educator support or sometimes a combination of both.



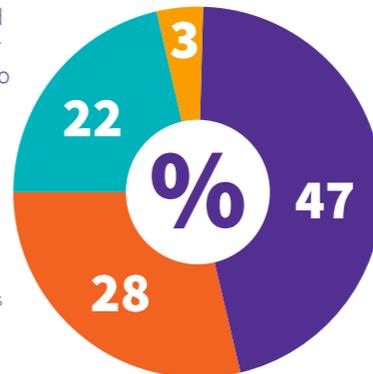
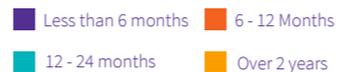
We work collaboratively with local organisations and services to signpost families onto specialist help and advice where needed, and accept referrals from a wide range of other agencies as well as from families themselves.

Source of referrals

(233 families referred for support)



Our support is not time limited and families can be involved with us for anywhere between a few months to sometimes over two years. For the families where our home visiting support ended this year the length of support was;



Our Co-ordinators stay in regular contact with families, and carry out 3 monthly reviews to ensure that support is appropriate and effective or to make changes if new support needs are identified. When support comes to an end a final review is carried out. At each of these review visits families are asked to evaluate, on a scale of 0-5, how they feel they are coping with a variety of areas of need. The expectation is that scores increase during the course of support as families are able to withstand and cope better, and this is borne out in our impact data below :-



Upon receipt of each referral we contact the family and carry out an initial visit to assess their needs. The top presenting issues highlighted by families referred in the last year are:



Support is then tailored to the issues which have been identified with the family directly and our volunteer will offer a mix of practical and emotional support, all aimed at increasing the parent's confidence and building resilience.

97% of families said they felt less isolated

94% of families reported improved mental and physical health

97% of families felt they coped better with their child's physical and emotional wellbeing

100% of families said they managed their child's behaviour better



Supporting Young Parents

The National Lottery Community Fund young parents project has grown and developed rapidly over the year 2019 –2020. From one small group of young parents at the end of 2018, we have expanded to 4 very busy groups and a waiting list by March 2020. The groups are based across the Kirklees district.

Our young parents are often some of the most vulnerable families we support. Starting out in life at a young age with a new baby can be very daunting and often overwhelming. The young parents come together to share their hopes and concerns with us and this enables us to give guidance and also encourage peer to peer support, reducing their feelings of isolation and loneliness. We offer learning and education within the groups and also some fun activities.

A child's earliest years are irreplaceable



We are very grateful to have a network who support our work with young parents, in particular the Family Nurse Partnership, Fusion Housing and Horton Housing, Kirklees Libraries, Kirklees Early Support Service and C&K careers who have all supported our group sessions to offer specialist advice where needed.

The activities within the groups are planned on a quarterly rolling programme. Activities and key messages we have delivered this year have been planned to meet our three key headline outcomes: Health and Wellbeing, Positive Parenting & Independent Living.

Our group volunteers are an invaluable source of help. Some of these volunteers are young parents themselves who have benefitted from group support and then gone on to train as Home-Start Peer Educators. Their peer support is much appreciated and our young parent group attendees value their presence and advice which stems from lived experience.

Our Group Co-ordinators have worked extremely hard to organise and bring young parents together. The Covid-19 pandemic has had a massive impact on this and we have had to adapt the way we support young parents by remote working to ensure our families are still getting the attention they need. This is proving to work well; our young parents are being very positive about receiving one on one support at this time as an alternative to group support.



**There for
parents when
they need us
the most**

Key Successes of 2019/20

Home-Start Kirklees has been incredibly busy this last year developing new systems and new project work which has enhanced our ability to continue to innovate and meet our growing business needs as well as continue to meet the needs of our families.

The highlights and successes this last year have seen: -

- The young parents project supporting more parents than anticipated as demand for the service grows.
- The forming of a Young Parents Network that continues to steer and influence the support offer for 14-24 year old parents across the district.
- Our 20th anniversary celebration with families, volunteers, staff and trustees.
- Completion of the first school readiness project work funded by One Community.
- Recruitment of new trustees, volunteers and staff which has enhanced our team to make it greater and more formidable for the challenges that lie ahead.
- Full re-brand of Home-Start Kirklees.
- The Quality for Health Level 2 award presented by the Mayor in November evidences that we are delivering services of high quality and we put the needs of families first and foremost. The assessor said:

“The service ensures that it is working beyond what might be expected from an organisation of its size and scope”

“Detailed person-centred plans, with clear evidence of health and wellbeing outcomes”

“The service users benefit from a structured, thoughtful service, which meets their diverse needs”

Stakeholder Feedback

We actively seek out feedback from all stakeholders which we use to continually strive to improve our service.

Families

“My volunteer, Mel, was not only the lady who came on Tuesdays, but she became aunty Mel. She was my very own Mary Poppins and, for as long as I live, I will be grateful for that”

“If I hadn’t been encouraged by my volunteer I would have never gone for counselling, but it’s one of the best things I ever did. I feel so much more positive about the future”

“My volunteer enabled me to become more confident in my ability to manage my son’s illness. It has been lovely to talk to someone who truly understands what it’s like to have a child with disabilities”

“My stress levels seemed to reduce and my partner certainly noticed a difference in me”

“I was nervous about having a volunteer at first but that didn’t last long. There was never any pressure or judgement and after this I’m a better person – thank you”

Volunteers

“My experience of volunteering with Home-Start Kirklees has been rewarding, sometimes very enjoyable, sometimes challenging but always interesting”

“Being a Home-Start volunteer has given me purpose and improved my confidence. I’ve learned so much from my family as well as being able to share my experiences. It’s been a highlight of my week”

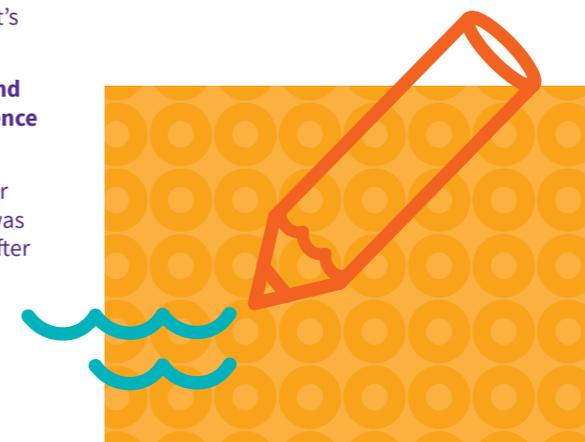
“I have loved being involved in Home-Start. It’s given me lots - meeting new people, making wonderful memories, training & self-development, giving back and supporting people in situations I can relate to”

Referrers

“I feel the support offered enabled mum’s confidence to come back and it gave her breathing space to deal with the other children”

“I have found the whole process to be a very positive experience. I appreciated being kept informed about who was working with the family”

“I visited mum shortly after the volunteer was matched and found her to be in a much better place and happy about the support she had already received, particularly the visit to the park with the children”



Treasurer's Report

During the year to March 2020 we had agreed funding of £364,307. The major portion of this, £250,000, was from Thriving Kirklees through our partnership with Locala. Our contract with Locala runs for another 2 years with a possible extension of a further period. The National Lottery Community Fund continued to fund our group work and we used £86,767 of their three year grant of £256,926 to help support young parents. We also obtained grants from British Red Cross, One Community, Family Holiday Association, Family Action, Glass Pool and Dunelm to support specific activities associated with our core work of supporting families.

During the year we increased our reserves by £4,334. The reserves are now enough to cover our normal expenditure for 11 weeks should our core income cease. These reserves exclude the amounts tied up in fixed assets and contingent liability for redundancy pay.

We continue to make every effort to obtain funding from other charitable foundations. Our supporters have made magnificent efforts to raise additional funds during the year, raising money through sales of work, sponsored activities and other events. The trustees are extremely grateful to all those who have given their time, money and energy in this way.

As always, we extend our sincere thanks for the help received from other charities listed in our full accounts during the past year and also to Kirklees Neighbourhood Housing who allow us to use their premises rent-free.

David Mason



Trustees

Lynda Pickering (Chair), Toni Gibbs (Vice Chair), David Mason (Treasurer), Vanessa Stirum, Arthur Martin, Alison Fisher, Sue Whittles, Karl Yates, Barry Lee, Katie Sharp (resigned April 2019)

Staff:

Kerri Flanagan	Director
Michelle Steadman	Operations Manager
Emma Franks	Business Manager
Vicky Wilde	Administrator
Christie Lanquetin	Co-ordinator
Rachael Haslam	Co-ordinator
Sarah Christian	Co-ordinator
Shabana Amin	Co-ordinator
Rachel Battye	Group Co-ordinator
Marina Taylor	Group Co-ordinator
Leeanne McGrath	Group Worker
Rachel Gordon	Family Support Worker

Summary Accounts for the Year ended 31 March 2020

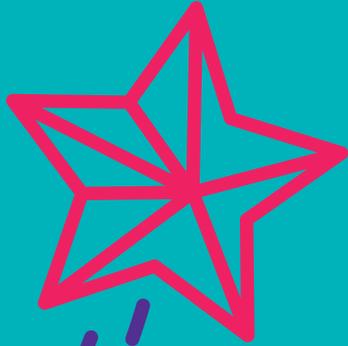
	2019/20	2018/19
Incoming Resources		
Statutory Agencies	263,260	247,149
Charitable Trust Funds	94,158	53,355
Other Donations	6,747	1,465
Gift Aid	52	262
Interest	90	55
Other income	-	8,358
	364,307	310,644
Resources Expended		
Salaries, NI and Pensions	276,986	225,321
Coordinators' and Volunteers' Expenses	14,279	13,755
Contribution to National Home-Start	5,592	4,469
Other Charitable Expenses	13,089	11,924
Redundancy payments to staff	-	-
Rent	13,260	13,260
Computer and Office Costs	32,341	32,910
	355,545	301,640
Net (Expenditure)/Income for the Year	8,761	9,004
Income deferred from last year	-	-
Resourced from previous years	85,821	76,817
Resources at year end	94,582	85,821
Represented by:		
Fixed Assets	4,165	7,525
Cash at bank and in hand	106,941	100,567
Debtors	22,917	-
	134,023	108,092
Less		
Income received in advance	33,550	16,758
Other creditors due within one year	5,891	5,514
	39,441	22,272
	94,582	85,821

In the year ended March 2020, we re-categorised some items of income and expenditure. Whilst the overall totals and resources for the last financial year remain the same, the individual figures comprising the totals are slightly different from that previously reported.

This is a summary of the statutory accounts which have been approved by the trustees. The full annual accounts and the Trustees Annual Report, together with the Independent Examiner's report, can be obtained from the registered office at 87 Coule Royd, Dalton, Huddersfield, HD5 9RN. They will be submitted to the Charity Commission following the AGM.



Behind every young child who believes in themselves is a parent who believed first



For more information please contact:

H&ME START

Kirklees



87 Coule Royd, Dalton, Huddersfield HD5 9RN

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www.homestart-kirklees.org.uk

www.thrivingkirklees.org.uk

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**COMMUNITY
FUND**

