

Donations from Charities and Charitable Trusts

Community Foundation for Surrey Bryn Sriol	6,960
Haroldsea Chapter	100
Herbert DL Charity	250
Horley Lions	2,178
John Cowan Foundation	500
Malling Centenary Lodge	781
Mayor's Trust Fund	300
Reigate Park Church	190
Rotary Clubs	100
The Henry Smith Charity	6,000
Unum	1,000
Circle Housing	2,890
Total	21,249

Team Home-Start Runs Reigate Half Marathon



A team of keen runners took part in the Reigate Half Marathon in September 2015. Between 3 runners they raised over £700 for Home-Start. Thank you to Dan, Hannah and Robert for their sterling effort.

Hannah Martin before Run Reigate

Overview of key figures from our accounts:

	This year (Ending 31.03.2016)	Last year (Ending 31.03.2015)
Income	92,537	85,198
Expenditure	93,793	92,643
Loss	(1,256)	(7,445)

Quotes from our Referrers

"Thank you to Linda for her perseverance, the mother's parenting has benefitted from her help, and the children have enjoyed playing more"

"You are an invaluable source – thank you"

"Mum was not managing her child effectively due to stress and possibly this could have deteriorated without support from Home-Start"

Special thanks to our Trustees and Volunteers

Trustees

Lynne Martin, Jo Edna Corbyn, Janet Griffiths, Lynne Lewis, Kate Walker, Sally Hogg, Maureen Sinclair, Colin Waite, Sophie Oxtoby, Charlotte Corrish

Patron: Mrs Sally Marks, Chairman of Surrey County Council

Volunteers

Alisha, Ann G, Ann M, Anne, Annie, Cath, Cathryn, Carolyn, Chris, Christine, Doris, Emma B, Emma L, Fran, Gill, Ginny, Jane A, Jane C, Janette, Julia, Kate, Lesley, Linda, Liz, Louise, Marie, Maria, Mary, Marian, Maureen, Molly, Nicola C, Nicky M, Pat W, Pat M, Rosie, Sam T, Sara, Sheelagh, Sonja, Sophie, Tess, Val, Vanessa

Our Staff

Debbie Wade	Scheme Manager
Anna Silver	Coordinator
Lisa Smith	Coordinator
Tessa Cole	Coordinator
Louise Henderson	Administrator

Acknowledgements and thanks for the period 01.04.15 – 31.03.16

Surrey County Council ~ Reigate & Banstead Borough Council
Tandridge District Council ~ Horley Lions Club ~ Welcare
Jenny Ditch Book Keeper ~ Henry Smith Charity ~ Unum ~ Diane Hearn
Pfizer Ltd, Tadworth ~ Community Foundation for Surrey Bryn Sriol
Mrs Nosret Crowther ~ Stripey Stork ~ Reigate Park Church
Reigate Methodist Church ~ Chipstead Artisans ~ Nigel Barks
Surrey Young Carers ~ YMCA Sovereign Centre ~ Malling Lodge
St Johns Ambulance ~ St Matthews Food Bank ~ Halliwell Marks
Haroldslea Chapter Lodge ~ Mr & Mrs Shinner, Priory Farm ~ Waitrose
Cllr Jonathan Essex ~ Cllr Zully Duff ~ Reigate & Banstead CVS
East Surrey Carers Support Association ~ Caterham Food Bank
Surrey Community Action ~ East Surrey Domestic Abuse ~ Bill Baker
Tandridge Voluntary Service Council ~ Merstham Food Bank
The Belfry Centre ~ John Cowan Foundation ~ DataPharm
All our local GP Practices, Health Visitors and Social Services
All our Children Centres in Redhill, Reigate, Horley, Tandridge and Mole Valley

Home-Start East Surrey
Suite 2, Second Floor, Tower House
3 Cromwell Road, Redhill, RH1 1RT
Email: Homestarteastsurrey@btconnect.com:

Registered Charity No: 1164164
Company Registration No: 07645329

Home Start

Support and friendship
for families

Home-Start East Surrey Overview for year ending 31st March 2016

Helping Parents Build Better Lives For Their Children



Home-Start East Surrey is a local family support charity. Trained volunteers visit families in their own homes to help them cope with the stresses and strains of bringing up a young family when things get tough.

We have a powerful impact on the lives of local families every day, offering support that cuts across all boundaries of social class, ethnic origin, gender and financial status.

Trustee Report by Lynne Martin

Our 22nd year providing a family support service in Surrey has seen us face continuing pressures and challenges, manage emerging issues and plan for a more sustainable future.

This year we have experienced pressures on the staffing team, with some sickness and reduced input due to matters outside our control. In this context, the staff team have pulled together to deliver services, run training courses, and support volunteers and families. This has been no easy feat on reduced hours, and all credit goes to the team for managing this.



We have also faced continuous challenges in finding funding. Our commitment is to our front-line service - 88% of our funds are spent directly on working with families. Core funding from Surrey County, Tandridge District and Reigate and Banstead Borough Councils has underpinned our service, for which we are very grateful. Future funding streams are always uncertain, but we have been fortunate, through the efforts of Janet, to receive funding from the Community Foundation for Surrey Bryn Siriol, Henry Smith Charity, Unum and the John Cowan Foundation. We have also received generous donations from Mole Valley Circle Housing and Horley Lions, to mention just a few.

Fundraising events included a successful fish and chip quiz night which will become an annual event, and we had almost £2000 donations from our fit marathon and half-marathon runners Lou, Hannah, Dan and Robert. All that training was worth it, thank you!

However, funding continues to be uncertain and faced with the need to plan for a more manageable future, and with Sophie our Treasurer providing thorough financial advice, trustees reluctantly decided to reduce team hours from April 2016. Lisa has moved on and we extend to her our thanks for her hard work with Home-Start and wish her well.

Sadly three trustees also left us this year; we would like to say a big thank you to them. After 3 years with Home-Start as a family volunteer and dedicated trustee, Maureen resigned her Safeguarding role. Kate led on our successful fundraising raffle and quiz night events this year, bringing in over £2,500, and Sally helped us organise some trustee processes and shared ideas for future funding applications. Lynne is now our Safeguarding lead as we face ever more complex cases.

We have continued to extend our social media coverage this year, with 318 followers on Twitter and 160 'likes' on Facebook. Colin and Charlotte have shared a flow of information on our website and on Facebook, while Jo Edna has worked hard to ensure good press coverage with regular photos and stories.

As part of Home-Start Surrey, we continue to find greater efficiencies and share good practice with county colleagues. Together we have promoted Home-Start during Mental Health Awareness week with a slot on BBC Radio Surrey and we are planning a new countywide database for improved performance monitoring.

This year we have continued to deliver tailor-made services to families in their own home, despite some staffing and financial challenges. I am so grateful for the passion and commitment of the staff team – Debbie, Anna, Lisa, Tessa and Lou, the trustees and the many volunteers who give their time freely to make such a difference to the families in East Surrey. We will continue to look for efficiencies as capacity is reduced, but still find ways to deliver a high quality, much needed service.

Lynne Martin – Chair of Trustees

Quotes from our families this year

"My volunteer gave me something to look forward to and a break from the 24/7 job of looking after my son"

"I looked forward to Rosie's visits as it meant we could all go out together and we were all happier"

Scheme Manager's Report by Debbie Wade

As I anticipate writing my AGM report, I always worry will I have enough to write and then when I look through my diary over the past year I realise it has been so busy, it will be difficult to decide what not to include.

The staff and Trustees work so hard all year to maintain our excellent service. I thank them sincerely for all they do over and above the call of duty; I am proud to be part of such a friendly and supportive team. It is with sadness we said goodbye to Lisa at the end of April. Lisa worked with us for 3 years. In this time alongside her co-ordinator role she set up our Face Book page, worked with our Trustee Colin to help build our website and was on the committee of the One Step at a Time group; helping to set up, promote and assist at sessions. We will miss Lisa for all her many talents but especially for her funny banter in the office. We wish her well for the future.



Volunteers

We will have just completed our second Preparation course for this financial year and feel fortunate to have two gentlemen volunteers, alongside seven ladies (sorry Patrick and Keith you were rather outnumbered). We now have 50 home visiting volunteers: it seems that no sooner do we get to that golden figure of 50, volunteers leave and this is mostly due to personal circumstances. We were delighted when Jane Adams, who left our scheme after 14 years of loyal service, was elected to receive the Mayor's Volunteers Award from the Mayor of Reigate and Banstead. Jane supported 12 families with over 2,000 hours of her time. Sadly for us she is moving away to live in the country nearer to her family. We wish her and her husband a happy retirement. To those volunteers past and present, we thank you all for the sterling work you do, befriending parents and helping to ease their difficult situations.

One Step Group

The One Step group at Hamsey Green continues to run on Monday afternoons, throughout the year. It has continued to operate with a shared team of staff from Kestrals Children Centre, Portage, Early Years Support and Home-Start. The numbers fluctuate from two families to five each week. Although only small in numbers, we feel the support it offers each week is invaluable. This is only one of three groups within the south east of Surrey to survive and we hope with continued partnership working we can keep this group running.



Family Events

All of our family events were well attended again this year. In July we had a Teddy Bears picnic and nature hunt at Priory Park Reigate and in August we had a trip to Priory Farm discovery trail thanks to the generosity of the farm's owners Mr and Mrs Shinner. A thank you once again goes to the Lions Horley who paid for our annual outing to Ladyland Farm in Horley, and in December our Children's party at the Sovereign Centre. Each child who attended the party went home with a lovely present; these were donated by Reigate Park Church, Reigate Methodist Church and Pfizer. In January, Gatton Park invited our families to a story book morning following the story of The Gruffalo. It was a beautiful sunny day and the children had a wonderful time out in the grounds hunting for parts of the Gruffalo and making a Gruffalo pie with mud and water!



Working in Partnership with other Charities

We continue to be thankful to the four food banks in our area; St Mathews Redhill, Caterham Baptist, Merstham and Welcare. Stripey Stork provides nearly new baby clothes and equipment and never fails to be able to provide for families' needs. This year St Johns Ambulance provided an excellent, basic first aid course for 12 of our volunteers. The Horley Lions asked if we could help out on their evening Santa Run collection, and gave the charities who took part a share of the evening's contributions. The Belfry management have been very accommodating this year enabling us to sell raffle tickets in the centre over the Christmas period. We took part in two days of selling raffle tickets for the Belfry to win a new car, receiving the day's profits and in March they let us use their facilities to have a tombola stall to clear some of the unwanted toys we had cluttering our office.

Debbie Wade – Scheme Manager

Family Facts & Figures for Whole Scheme

Families supported	2014-2015	2015 – 2016
Number of families supported	120	103
Total number of referrals	106	127
Children supported	178	228
Number of families still being supported on 31.03.2016		36
Number of new volunteers trained from 2015-2016		20
Total number of volunteers 2015-2016		45