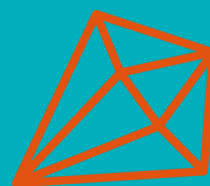


Annual report 2020/2021

HOME START

Nottingham



Suite 9. Arnold Business Centre, Arnold, Nottingham, NG5 7ER
Telephone: 0115 962 4262
Email: info@hsn.org.uk
Website: home-startnottingham.org.uk

Registered charity number 1097005
A Company Limited by Guarantee number: 04698694

Welcome from our Chair of Trustees

If I can start with a statement of the obvious, “it’s been a difficult year”!

As I write, we are taking slow steps out of lockdown and looking to put the effects of the virus behind us, while being all too aware that some of us – Trustees, Staff, Volunteers and families - have suffered terrible losses.

It’s been inspiring to see how everyone has worked to keep our services to families going and I’m sure this spirit will be carried forward, as we face a range of new challenges.

Since our last Annual Report, we have moved offices, though not to our preferred option, which fell through at a very late stage. We will however be well able to manage in our temporary accommodation and will be considering long-term possibilities in due course.

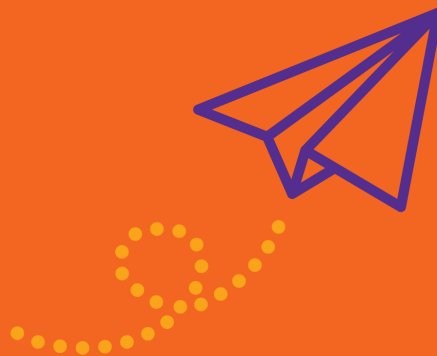
Our other big challenge – in common with most charities - will be funding. The County Council will be revising its funding criteria in the next year and we are hoping we will continue to qualify. In the meanwhile, we’ve received some very generous donations that will allow us to expand our service to City families and we’re anxious to ensure that we reach all local communities. Work is underway to examine exciting opportunities for joint working.

We’ve had some comings and goings among our Trustees and I would like to thank Sonia Long for her contribution to our discussions and welcome Annalise Haggard. We remain on the lookout for new Trustees who will bring an extra dimension to our meetings, so please do take that as a hint to think about it!

It’s difficult to see how different the post-covid world will be, but I’m confident we have a strong team of Staff, Volunteers and Trustees who will face it with enthusiasm.

Mike Scott

Chair of Trustees



Welcome from our Scheme Manager

Well what a year it has been.

We started the year at the beginning of a pandemic that we thought would only last a few months at most. Little did we know then that a year later the pandemic would still be restricting our lives.

What wasn't affected though was the resolve and determination of our workforce and amazing team of volunteers who from day one vowed to continue to offer whatever help we could to all of our families. We immediately looked at ways we could adapt our service to maintain emotional support to parents and help practically as much as we could. Our volunteers and staff maintained remote and virtual contact with family, the group moved online and we provided resource, activity and play packs for children, and food parcels and essential items to those in need. When outdoor visits were permitted we saw families in parks and their gardens, or on the doorstep and through windows. Each package of support was bespoke to the families needs and completely parent-led.

Our volunteers were simply outstanding, as they always are. Many went above and beyond for their families by delivering food parcels and fetching shopping, and distributing toys, games, craft packs and puzzles, as well as Christmas presents and Easter eggs. They were rewarded with smiles and lovely messages from grateful children and parents alike.

As always we were in dire need of more volunteers so our recruitment campaign continued and we trained 15 volunteers online. We are so grateful to them all for joining us in such uncertain times, and for their commitment to immediately getting stuck in to help local families.

Our wonderful staff teams were quite simply phenomenal. They adapted to working from home effortlessly and their resilience and determination to continue to help their families has been evident throughout the year and has never diminished. We are so very proud of every one of them as they worked relentlessly, and rose to the challenge, and so thankful we have the best colleagues who support each other as brilliantly as they did families

Jo Hallam

Scheme Manager



A year in numbers

2020-2021



98 families supported through home visiting and group

54% of parents referred for support said they felt isolated

924 volunteer and paid worker visits equating to **402** hours (**24,120** minutes)

33 families needed help with childrens behaviour

19 families needed help with budgeting

48 families needed help with own mental health and 25 families needed help with children's mental health

924 volunteer and paid worker face to face or virtual visits took place

212 children supported

It costs **£1,296** a year to support one family



Thank you to:

Our major funders:



Garfield Weston
FOUNDATION

Also thank you to other donors including anonymous and individual donors

Co-op Community Fund

John Lewis

Sir John Sumner's Trust

BWB Consulting Limited

The 29th May 1961 Charitable Trust

D Bestwick

Fifty Fund

Gray Trust

Home-Start UK

Whitaker Charitable Trust

Gem Cash for Kids

FH Charitable Trust

The Mary Robertson Trust

Vanishing Point

Waitrose

The Alchemy Foundation

Case study— A family's experience



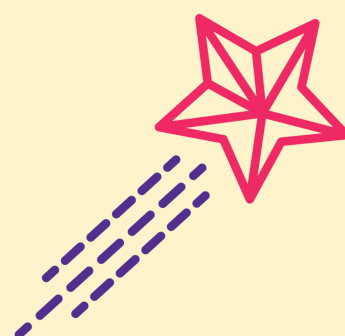
After the birth of her second child Ella suffered from postnatal psychosis of such severity that she had to be hospitalised for three months. When she was released from hospital her Health Visitor suggested that she would benefit from the services of a Home-Start volunteer.

Ella was matched with Julie. Ella feels that the match was absolutely perfect in every way. Whilst she was nervous about meeting Julie for the first time, Julie rapidly became like a mother and grandmother figure to Ella and her children. Each week she and her children really looked forward to her visit and were sorry when it had to end. Although Ella does have family quite close they were finding it difficult to understand her illness.

Julie would help with the school run, go to the park with the family and read to and play with the children. Ella states that the children adored her. Julie's visits helped in several ways. Whilst she occupied the children Ella was able to get on with household chores. Julie was also very reassuring – Ella was still far from well with small issues becoming major worries and Julie was able to help Ella get matters in perspective. Julie was also incredibly amusing and Ella was able to laugh again.

The visits came to an end just before the Covid-19 lockdown was put in place. Both Ella and her children were devastated that the visits had to end. Ella has found lockdown very hard to deal with but is pleased that she has come through it. When situations were difficult she found herself thinking "What would Julie suggest I do?" and this helped her to cope.

Ella would and has recommended Home-Start to others. She describes the support that she received from Home-Start as an absolute salvation.



Case study— A volunteers experience



Kelly felt that the whole Home-Start experience has given her considerable confidence. From attendance at the training sessions – having to meet new people and interact with the group - to the knowledge that she has helped a family get through one of the most difficult times of it's life.

It has definitely exceeded Kelly's expectations. The circumstances of the family that she has supported have completely changed for the better and she finds this incredibly rewarding.

The support given by Home-Start Nottingham was excellent and provided exemplary support to Kelly during the difficult times. Assistance was given with sign posting, guidance on which sectors could help the family etc. Kelly developed a good rapport with the co-ordinator who was very approachable.

Home-Start Nottingham is an invaluable resource that deserves greater recognition.



News from our family group

What a year!

Covid 19 has had an impact on all of us, one way or another. Some parents and children have been affected by being isolated and lack of social interaction with others.

As we have not been able to run our group since March 2020 we started a WhatsApp group so we could all keep in touch and support each other.

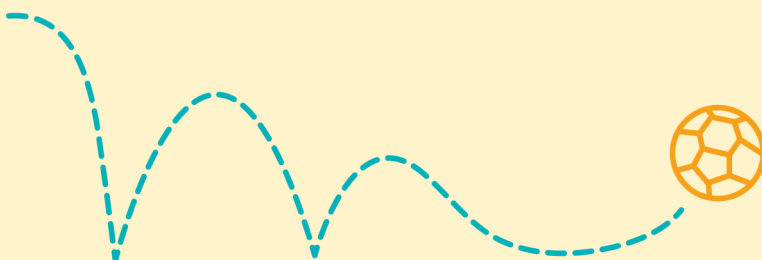
We also did Zoom calls, these was great so we could see families and see the great creative activities the children had made.

When we could meet outdoors we met at the Clifton flower park and wow, how the children had changed not only physically but in their skills and general development They are all so independent and confident!

From June 2021 the group is up and running again , it is so nice to be back and see everyone.

Special thanks to our volunteers Jennifer and Kulwinder that help us to run the group as well as supporting the families this year by delivering items including activity packs, toys, clothes and food parcels, we couldn't run the group without you!

Now that we are back up and running we are looking forward to advertising the group and welcoming new families. If you would like to know any more information about the group please contact the office on 0115 962 4262



News from our Treasurer

Financial Review

Total income received for the year 2020-21 was £606,163 (2020: £624,938). This comprised £516,166 of restricted income (2020: £494,125) and £89,997 of unrestricted income (2020: £130,813). Expenditure totaled £528,581 (2020: £531,870). This comprised of £467,759 of expenditure related to restricted income (2020: £501,525) and £59,270 of expenditure related to unrestricted income (2020: £29,934). This resulted in a net income of £77,582 (2020: £93,068). This is considered to be a very strong financial performance especially considering the uncertain and challenging Covid Pandemic landscape that was experienced throughout the year. In addition, it should be noted that comparative 2020 unrestricted income included £110,068 of 'one-off' income relating to the profit on the sale of the building and a rebate of national insurance that related to historical years.

Home-Start Nottingham remained totally reliant on income from grants, trusts, donations and fundraising to support the vital interventions provided to 98 families and 212 children during the year. Like many others, one of our biggest challenges in the latest financial year was securing the income we need to continue our vital work. Home-Start Nottingham is pleased to advise that excluding the 'one-off' income received in previous year, income increased by 19% because of the following major factors: -

- Extension of the commissioned services contract with Small Steps Big Changes (SSBC)
- Significant donations being received from Vanishing Point and Boots.

Successful application and receipt of £20,000 from the Garfield Weston Foundation

Throughout the last financial year Home-Start Nottingham has taken decisive action to reduce its costs without jeopardizing the essential services which families depend on us to provide.

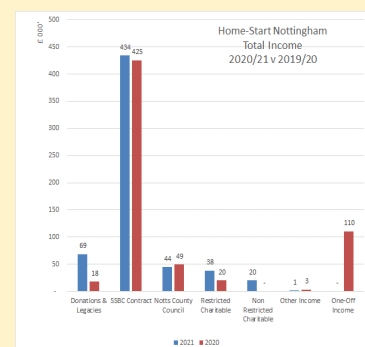
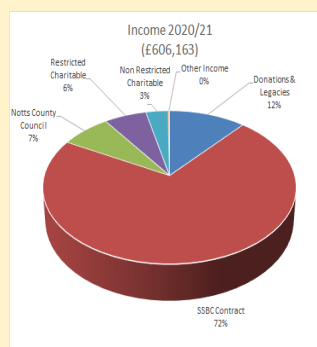
Reserves Policy

The Trustees confirm and review annually the policy in respect of reserves held by Home-Start Nottingham, considering the risk, activity and commitments of the charity. Trustees have agreed to retain a level of free (unrestricted) reserves amounting to three months running costs, excluding costs incurred and consequently covered by the commissioned services contract with SSBC. This amounts to approximately £42,000 as of 31st March 2021.

The Trustees of Home-Nottingham are unable to accurately predict the full impact that the continuing Covid-19 pandemic may have in the future due to numerous uncertainties, including the severity of the disease, the possibly of further variants arising, the duration of any further outbreak(wave), future actions that may be taken by the government authorities and the impact to the families who rely on us. However, the Trustees believe that the financial resources of the Home-Start Nottingham will allow the charity to manage the anticipated impact of COVID-19 on its operations for the foreseeable future. The amount of free (unrestricted) reserves as of 31st March 2021 £384,549 (31st March 2020: £325,815)



Bob Paton
Treasurer



News from Aspley Family Mentor Service



We have worked hard during the Covid-19 pandemic to support families in the Aspley area, our Family mentors moved to working from home; delivering the Small Steps at Home programme to families via telephone or video call. We provided more than 4300 support calls, we delivered over 100 virtual groups for families to join, as well as outdoor activities when the restrictions allowed. We delivered activity packs to everyone paired with a Family Mentor which included a Christmas present for every child thanks to Gems Mission Christmas appeal and we increased our ASQ (Ages and Stages Questionnaire) completion with families to 88% which is the highest it has ever been!



In addition to this we increased our marketing presence to help us to reach more local families, we now have a banner up in all three patches within the ward; Aspley, Broxtowe and Bells Lane. We have distributed our leaflet across the ward by delivering them door to door and by approaching venues and shops who are displaying the posters for us too! We created our own Facebook group where we provide regular activity ideas for families as well as sharing advice and information.

SSBC Volunteer Co-ordinator

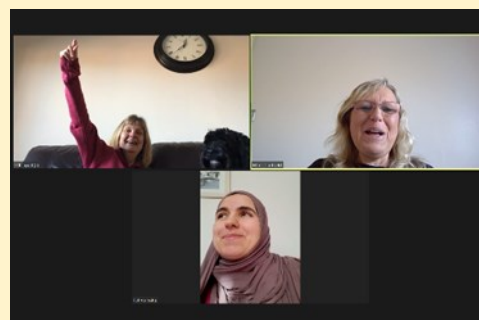
It's been a hard year for all of us working during the Covid 19 pandemic, but we managed it, having to work in a different way brought its challenges but we got through them, and we learned so much about what we could do in the way of Zoom, Teams, and other IT systems.

During the pandemic we were delighted to have been awarded the new contract to continue to deliver the Small Steps Big Changes programme, including the recruitment, training, and managing the volunteer side of the contract.

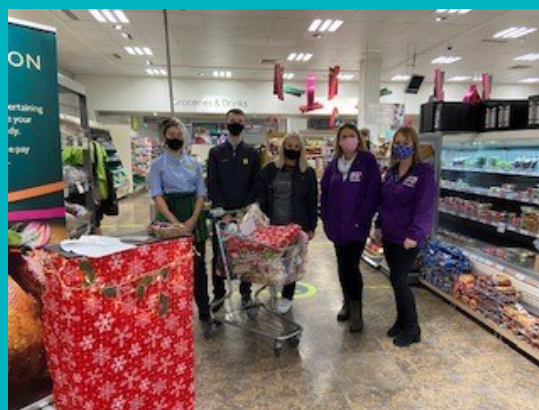
Seven volunteers were transferred from Groundworks. All seven volunteers were contacted and introduced to Home Start. All the volunteers completed their induction training via Zoom which were a totally different way to what we have always been used to, but it seemed to work.

Some Volunteers were linked and supported the groups online and has helped in other ways. Other volunteers have waited until the groups come back to Face – Face.

All the volunteers are looking forward to going back to face- face groups and supporting parents and children.



What happened during Covid



Contact details for Home-Start Nottingham

Home-Start Nottingham offers confidential support, friendship and practical help to families with at least one child under five, who are going through a difficult time.

The areas covered by the scheme include: Nottingham City and the County Boroughs of Ashfield, Broxtowe, Gedling and Rushcliffe.

**Home-Start Nottingham, Suite 9, Arnold Business Centre,
Brookfield Gardens, Arnold, Nottingham, NG5 7ER**

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Email: info@hsn.org.uk

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**Registered charity number 1097005
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Marie would definitely recommend Home-Start Nottingham to other families in need of the expert support that is provided.

If Marie had to describe the most important thing that Jacqueline did for her it would be to just listen. In the past she has not been listened to by professionals and it was so refreshing that Jacqueline was prepared to do this.

A mum being supported by a Home-Start volunteer

