



ANOTHER STEP FORWARD...

ANNUAL REVIEW 2005



Home-Start...Supporting Families Across the UK



“ Home-Start is important because it enables; it enables change and it enables growth and development of both children and parents. It gives life chances to all. Home-Start is a catalyst which can re-invent hope and confidence within families and give a different perspective on life; Home-Start can offer opportunity and rebuild or nurture new family strength and unity. It gives kids a chance to thrive and feel secure as they grow. Parents are uplifted and, even if it’s only for a moment, feel and remember the magical revelations of being a child. ”

Les Rogers, Volunteer Chair of Home-Start Goole and District

Home-Start support – making a difference to families across the UK

We ask parents why they need our support and we ask them if that support has helped:

- 65% of families felt isolated – 95% of those said Home-Start’s support made a difference
- 60% of families needed support because of parents’ emotional health and well-being – 94% of those said Home-Start support made a difference
- 41% of families struggled to connect with other services and facilities in their area – 94% of those said Home-Start support made a difference
- 41% of families needed help because of parents’ low self-esteem – 93% of those said Home-Start support made a difference
- 34% of families needed help managing children’s behaviour – 92% said Home-Start support made a difference
- 25% of families needed help with children’s emotional health & well-being - 92% of those said Home-Start support made a difference
- 22% of families needed help to cope with children’s physical health & well-being - 89% of those said Home-Start support made a difference

Source: Home-Start Monitoring & Evaluation Survey of almost 10,000 families, from 308 schemes, for whom Home-Start support ceased during 2004-05.



Home-Start supported

338 community-based Schemes supporting
13,583 Volunteers supporting
31,460 Families and **67,959 Children** across
the UK and with British Forces in Germany & Cyprus

“Parents all around the country, as we know, are doing the best that they can for their children, but many of them do not have adequate support and help. In fact, many parents face enormous challenges every day with almost no outside help at all.”

Meanwhile, the world carries on with life at high speed and it is easy for parents to feel isolated, forgotten and seriously undervalued by society.

That is where the friendship and support of a Home-Start volunteer comes in to the picture; a volunteer who is also a parent and who is there for the family - not to criticise or instruct but just to be there for them and with them, regularly every week, as a friend.

The stories in the following pages illustrate in the best way possible - through the words of the families themselves - what that can mean for them.

We have much to celebrate looking back on the past year in Home-Start and my hope is that next year we will be able to help even more families and to move further towards our objective of being a universally available service meeting the needs of families right across the UK.



James Sainsbury, Chair of Trustees

If you would like to help us support families – by making a donation or by becoming a home-visiting volunteer or a Trustee helping to run a local Home-Start Scheme – please call us free on **08000 68 63 68** or visit our website **www.home-start.org.uk**

In the coming year Home-Start will:

- develop more partnerships at local, regional and national levels
- review the ways in which we monitor and evaluate our service to demonstrate the impact of our support for families
- review and update guidance on protecting children, on trusteeship, on equality and diversity
- listen to and learn from messages in several studies of our work
- continue to listen to families

Last Year Home-Start UK:

- promoted the growth and development of the service throughout the UK
- invested in and developed support services for Schemes
- provided a comprehensive programme of training services for staff and volunteers
- introduced a new Quality Assurance System
- co-ordinated research, policy and publicity work across the organisation
- gained Investors in People status

THE GREATEST OF ALL THINGS IS FRIENDSHIP

Cicero (Greek philosopher)

Friendship is a word we use a lot in Home-Start. Having a friend can be one of the most enriching and supportive relationships in a person's life...and it can easily be taken for granted. At Home-Start we value friendship.



Lucy, Home-Start Staffordshire Moorlands

“When Liam was born with Rubenstein-Taybi Syndrome, a rare genetic disorder which affects three children in a million, we felt bereaved, cheated, angry and scared. Would our child ever smile at us? Would he ever know who we are? Would he walk or talk? We were uncertain about the future and my husband Jimmy swapped his football matches for a season ticket at the hospital. But when Liam was 18 months old, he started to improve and gained weight and showed promising signs of standing and trying to walk.

When Owen was born Maggie, our volunteer, came into our lives. She is a very thoughtful and caring person, who treats the boys as though they are family. Maggie always has a shoulder for me to lean on and we have a similar sense of humour, so have a good laugh too. She will always be a special friend and even when I don't need regular help any more we will stay in touch and visit one another. I can visualise her having a dance with Liam at his 18th birthday party, and helping him finish off the cream cakes!”



Volunteer Maggie (left) with Owen, Liam and Lucy



Karen with twins Lloyd & Grant and daughters Louise & Emma

Karen, Home-Start Clackmannanshire

“I moved to Clackmannanshire, with my two daughters, to be closer to my parents when my marriage broke down. Life was hard, really just a day to day existence. My parents helped where they could but pride is a terrible thing and I wanted to prove that I could do it on my own.

Then I became pregnant with twins and unfortunately, I was destined to be a single parent. My health visitor referred me to Home Start, and in my volunteer I soon realised I had a person who wasn't going to judge or criticise me, someone who would say, 'It's okay to have a bad day', and that nobody is a super mum. I became a volunteer myself but I no longer think of the family I supported as my Home-Start family; they are my friends. Knowing that I've helped someone, and the love and friendship that I have received back from them, has boosted my confidence beyond belief. I am now a member of the Trustee Board and I'm training to be a driving instructor.”

Home-Start in Scotland

30 Schemes

1,987 Families

4,445 Children

843 home-visiting
Volunteers

198 Trustee Volunteers



Cooking and nutrition advice at Home-Start Amber Valley

NOT JUST TEENAGE PARENTS... BUT TEENAGERS TOO

Sarah Perrins keeps one thought in her mind when she's working with teenage parents at Home-Start Amber Valley: "I always try to remember that they're not just teenage parents but teenagers too, with all the problems and insecurities that teenagers have. It can sometimes be difficult to engage young parents but when you gain their trust they give a lot in return. Sometimes you're the only person who has taken the time to listen."

Sarah (24) runs a home-visiting and drop-in programme for 13 to 19-year-old young parents and pregnant teenagers, thanks to a partnership between Home-Start Amber Valley, Connexions Derbyshire and Amber Valley PCT.

"We realised that a number of teenage parents weren't engaging with any agency but clearly needed support. The drop-ins are particularly popular as a place to meet and chat but we also offer one-to-one home visiting support, advice, guidance and practical support on many issues - from parenting to housing, benefits to budgeting, relationship problems, domestic violence issues, cooking and childcare."

"The circumstances some young parents are facing can present a challenge - some are homeless or still living with parents in a hostile atmosphere, or trying to continue with their education whilst coping with a pregnancy or a baby. You have to accept that sometimes they feel frustrated - who wouldn't? But we are making real progress together. It makes it all worthwhile when you are asked to baby sit whilst a mum takes her 'A' level exams or another girl sends you a text message that says 'Thank you so much for everything you're doing, I'm so grateful'."



“ Britain has the worst record on teenage pregnancies in Europe. Every year 90,000 teenagers become pregnant, 8,000 are under 16. Some of these teenagers and some of their children, live happy and fulfilled lives. But far too many do not. Teenage mothers are less likely to finish their education, less likely to find a good job, and more likely to end up as single parents and bringing up their children in poverty. ”

Tony Blair, Prime Minister



Home-Start in England

244 Schemes

25,632 Families

55,341 Children

8,916 Home-visiting
Volunteers

1,973 Trustee
Volunteers

A close-up photograph of a woman with dark, curly hair and glasses, smiling warmly. She is looking towards the right. In the foreground, a young child with dark, curly hair is looking down, focused on something in their hands. The background is a soft, out-of-focus red color.

MOVING WITH THE TIMES

The London Borough of Harrow is one of the most ethnically diverse communities in England. Take a walk down a street and you could hear 100 different languages spoken by 40 different nationalities. 41% of the population are from minority ethnic groups, compared to just 26% in 1991. Many parents of different nationalities, cultures and ethnic backgrounds are struggling to integrate with the local community and make new friends.

Times are changing and Home-Start is moving with the times.



Family Group: Home-Start Harrow

At Home-Start Harrow, as well as visiting families at home, staff and volunteers run three family groups each week. Co-ordinator Bhanu Mistry, says: "It's a place where the mothers can feel at home. Some may be in hostels or B & B's and are crammed into one room with three children. Here they can use the kitchen and the children have a play area. For others it's simply a place to meet and talk and where their children can relax and play."

Magda visits the group with her 15-month-old daughter: "Maria is very, very shy and I find it hard to mix with other mothers and children, but the group really helps and she is getting better."

Anita, mother of Kichen, says simply: "I love this group. If I had 15 children I would bring them here. The people here have time for you."

Lorraine, mother of two boys, was supported by Home-Start and is now a volunteer: "I worked full time as an accountant and I didn't mix with people at work because I was rushing home to the children. Everything was falling apart but here I had the space to look at my life. Home-Start allowed me to deal with reality."

Carol Diggins, Scheme Manager, says: "The main problem in this area is isolation; many of these mothers just don't have any contacts. Home-Start, as well as providing a place for them to meet other mothers and children, works in partnership with local organisations to give parents practical help – counsellors and specialists come into the group to talk to them about a variety of issues and this support makes a real difference to their lives."

NOT JUST TEA & SYMPATHY



Home-Start volunteers are exceptional people. The support they give parents has a powerful effect on family life and yet ask them what they do and they modestly talk about 'being there', being 'a shoulder to cry on', being 'a good listener'...as if that's not very much at all. We never underestimate the value of tea & sympathy just as we recognise that the emotional and practical support our volunteers give involves much more than just putting the kettle on.



Home-Start in Northern Ireland

23 Schemes

2,863 Children

465 Home-visiting Volunteers

198 Trustee Volunteers

Home-Start has been changing lives across the UK for over thirty years and in Northern Ireland we have been supporting families since 1983. As part of the 21st birthday celebrations last year our Schemes put together a powerful collection of stories from families and volunteers called – 'Home-Start...Changing Lives in Northern Ireland'. This is an extract from one of them.

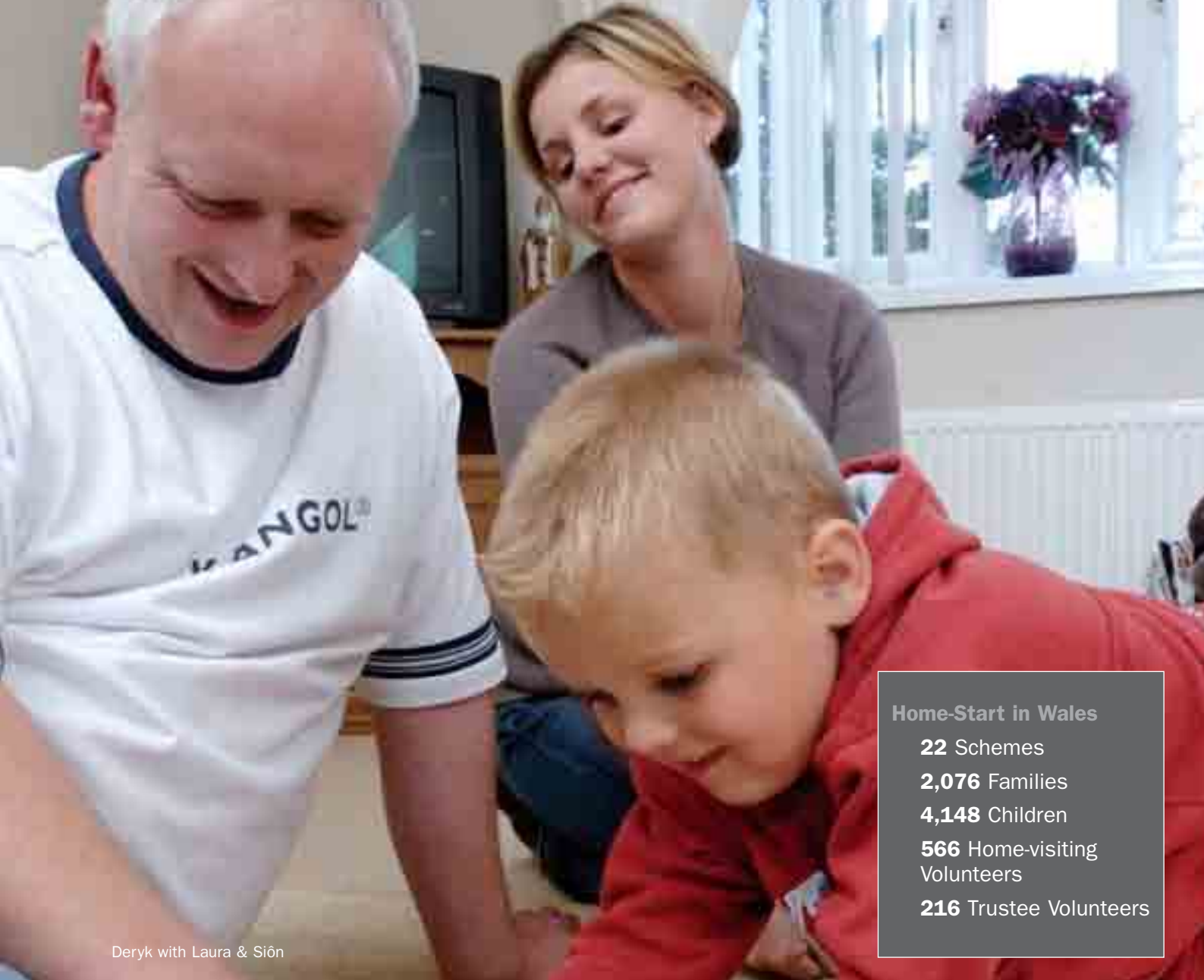
Karen, Home-Start East Belfast

Karen, a mother of five, got to know Home-Start during a tough time in her life. It all began with tea and biscuits:

"My health visitor referred me to Home-Start and Eelco, a Home-Start manager, came round to see me. You've got to love this guy; he brings his own biscuits. For the price of a cup of tea he had my life story, background, needs and short-term goals

in a gift-wrapped package! My volunteer was Eithne, a girl of my age who had kids and had done so many similar things to me that it was uncanny (no biscuits this time though). Eithne helped me with the children and prised me out of the house like a snail from its shell. Short walks to the shop and local cafes led to joining a gym and doing an evening class in counselling. Through the support of Home-Start and the friendship of people like Eithne and Eelco I have achieved many of my short-term goals and more besides. I still have bad days but now I have more good days and look forward to better days."

To order your copy of Changing Lives in Northern Ireland, and support Home-Start's work in Northern Ireland call 0116 229 1155.



Deryk with Laura & Siôn

Home-Start in Wales

22 Schemes

2,076 Families

4,148 Children

566 Home-visiting
Volunteers

216 Trustee Volunteers

Deryk, Home-Start Wrexham

Volunteer Deryk Pritchard certainly knows the value of being a good listener. He's been supporting a young mother, Laura, and her two sons for the past 18 months. A few days after this picture was taken - showing Deryk with Laura and her four-year-old son, Siôn - Laura's elder son Greg (6), died suddenly. Greg suffered with ALD, the degenerative genetic disorder made famous by the film *Lorenzo's Oil*. He recently had a bone marrow transplant but tragically died from an infection. "I used to take both the boys swimming every week to help strengthen the muscles in Greg's legs," says Deryk. "I've visited the family for a long time so know them very well. Greg's death is just terrible, it hit me like a double decker bus. Laura is a wonderful mother, just fantastic, but she's on her own and needs someone to talk to.

"She looks forward to my visits, especially with all the frustration and anxiety and anger that there is because of everything that's going on in her life."

Deryk, who has children himself and is currently fostering with his wife, Maryanne, will be doing what Home-Start volunteers do best over the coming months...being there, as a parent, for another parent in distress.

We are grateful that Laura allowed us to keep her story in our Annual Review.

We dedicate this to the memory of Greg and send the thoughts and best wishes of everyone in Home-Start to Laura & her family.

STATEMENT OF FINANCIAL ACTIVITIES FOR THE PERIOD ENDED 30 APRIL 2005

	Unrestricted funds (£)	Restricted funds (£)	Expendable Endowment funds (£)	Period Ended 30 April 2005 Total £	Year Ended 31st March 2004 Total £
Incoming resources					
Donations, legacies and similar incoming resources	259,833	3,569,981	-	3,829,814	2,265,908
Activities in furtherance of the charity's objects	655,217	47,743	-	702,960	677,564
Investment income and interest	31,810	-	-	31,810	34,400
Total incoming resources	946,860	3,617,724	-	4,564,584	2,977,872
Less: Cost of generating funds	20,776	400,375	-	421,151	295,890
Net incoming resources available for charitable application	926,084	3,217,349	-	4,143,433	2,681,982
Charitable expenditure					
Grants to Home-Start schemes	-	51,655	-	51,655	87,603
Cost of activities in furtherance of the objects of the charity	279,673	2,801,215	-	3,080,888	2,180,037
Support costs	27,458	192,044	-	219,502	199,592
Managing and administering the charity	27,968	198,446	-	226,414	155,543
Total charitable expenditure	335,099	3,243,360	-	3,578,459	2,622,775
Total resources expended	355,875	3,643,735	-	3,999,610	2,918,665
Net incoming/(outgoing) resources before transfers	590,985	(26,011)	-	564,974	59,207
Transfers between funds	50,000	-	(50,000)	-	-
Net incoming/(outgoing) resources	640,985	(26,011)	(50,000)	564,974	59,207
Realised and unrealised losses on investment assets	(6,430)	-	-	(6,430)	-
Net movement in funds	634,555	(26,011)	(50,000)	558,544	59,207
Total funds brought forward	1,248,612	295,988	50,000	1,594,600	1,535,393
Total funds carried forward	1,883,167	269,977	-	2,153,144	1,594,600

CHARITY BALANCE SHEET AS AT 30 APRIL 2005

	30 April 2005 Total (£)	31 March 2004 Total (£)
Fixed assets		
Tangible assets	368,152	312,715
Investments	4,684	50,100
	372,836	362,815
Current assets		
Stocks	26,161	32,141
Debtors	590,587	252,260
Cash at bank and in hand	1,486,735	1,255,867
	2,103,483	1,540,268
Creditors: amounts falling due within one year	(323,175)	(308,483)
Net current assets	1,780,308	1,231,785
Total assets less current liabilities	2,153,144	1,594,600
Funds		
Unrestricted funds		
Designated funds	203,911	60,107
Buildings and equipment fund	274,506	201,814
General funds	1,404,750	986,691
	1,883,167	1,248,612
Endowment funds		
Capital funds	-	50,000
	-	50,000
Restricted funds		
Buildings and equipment funds	49,855	50,794
Other funds	220,122	245,194
	269,977	295,988
Total funds	2,153,144	1,594,600

AUDITORS' STATEMENT

We have examined the summary financial statements which comprise the Statement of Financial Activities and the Balance Sheet.

Respective responsibilities of the trustees and auditors

The trustees are responsible for the preparation of the summary financial statements. We have agreed to report to you our opinion on the consistency of the summarised statements with the full financial statements on which we reported on 23rd September 2005.

Basis of opinion

We have carried out the procedures we considered necessary to ascertain whether the summarised financial statements are consistent with the full financial statements from which they have been prepared.

Opinion

In our opinion the summarised financial statements are consistent with the full financial statements for the period ended 30th April 2005.

Moore Stephens
Chartered Accountants
Registered Auditors
Abbotsbury House
156 Upper New Walk
Leicester
LE1 7QA

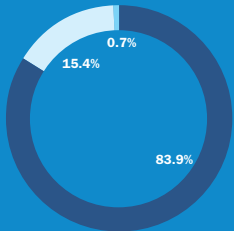
23rd September 2005

Copies of the full financial statements can be obtained from:

Home-Start
2 Salisbury Road
Leicester
LE1 7QR

FINANCIAL SUMMARY 2004-05

2004/5 Income Total £4,564,584



£3,829,814 (83.9%)

Donations, legacies and similar incoming resources (includes government grants, charitable trusts, corporate donors)

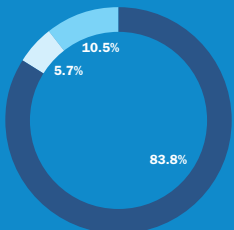
£702,960 (15.4%)

Activities in furtherance of the charity's objectives (includes annual contribution from schemes)

£31,810 (0.7%)

Investment income and interest

2004/5 Expenditure Total 3,999,610



£3,352,045 (83.8%)

Charitable activities (training, information, guidance and support of Home-Start Schemes)

£226,414 (5.7%)

Management and administration (central management and admin costs, legal and professional fees)

£421,151 (10.5%)

Fundraising and Publicity (direct costs of the fundraising and communications team, including printing & publicity)

In May 2005, Home-Start UK, previously an unincorporated trust, became a Company limited by guarantee. The Financial Statements were therefore prepared for the 13-month period 1st April 2004 to 30th April 2005.

From April 2004, the Government in England increased its financial assistance for Home-Start to develop and expand the service across England. As a result of this increase, total incoming resources increased by over 50%. This inevitably led to a large increase in expenditure including the appointment of 30 new members of staff in the regions across England and the strengthening of central service functions. For the first time in many years, Home-Start in England now has the regional resources in place, not just to offer existing Schemes the support they need, but to establish new Home-Start Schemes in communities where they have not existed before. Home-Start also continues to benefit from government grant support in Wales, Scotland and Northern Ireland.

We are continually grateful to our existing donors from trusts, individuals and within the corporate sector. 2004/05 saw the success of some joint grant applications – grants from the Bridge House Trust and John Lyon's Charity enabled us to appoint a Scheme Development Consultant for London to expand our service into new boroughs, and three-way funding from Henry Smith Charity, Esmee Fairbairn Foundation and Lloyds TSB Foundation for Scotland has funded a Development Worker in Scotland.

83.8% of the £4m expenditure incurred was applied directly to the costs of activities in furtherance of the objects of the charity and grants to Home-Start Schemes. The costs of generating income and the management and administration of the charity remained at modest levels of 10.5% and 5.7% respectively.

The General Fund at the period end represented 4.5 months revenue expenditure. The Trustees target is to maintain reserves at a minimum of 3 and a maximum of 6 months revenue expenditure whilst fulfilling their duty of expending resources to continue to invest in and develop the support Home-Start UK provides.

2005/06 and beyond...

The budget for the period ending 31st March 2006 shows Income and Expenditure set at £4.4m. In the next 3 years, we will maintain, and build on, the important work carried out in 2004/05 to strengthen Home-Start systems and structures to ensure that Home-Start UK is able to provide an efficient, cost effective service to the number of Schemes it now supports. We are investing in our quality assurance system which we believe will play a significant part in developing our service delivery and assuring the quality of support we offer to Home-Start Schemes. Our governance structures are being reviewed to ensure they are secure and effective enough to steer us through future challenges and further investment in ICT is planned as the foundation on which our information and communication systems will be built.

One of the main challenges for the future will be for Home-Start UK to generate the income and support it needs, in a complex funding environment, to maintain and develop its work whilst supporting Schemes to secure increases in funding from statutory and voluntary sources.

Dominic Hollamby, Treasurer



Home-Start and more than 30,000 families took another step forward during the past year - together.

Each step forward was unique.

Home-Start offers every family who asks for support an individual service, tailored to their needs, at the level and frequency that is right for them.

In the past year we helped 31,460 families - more than two thirds were supported by a trained volunteer, who spent time with them in their own home sharing in their day-to-day life: others took up the support offered by diverse Home-Start groups or joined in sessions arranged for parents with similar experiences.

Across the UK, in well over 300 local schemes, through listening to parents and by tailoring support to their individual needs, Home-Start contributes to and complements the work of other support services.

“ This partnership between parents, Home-Start and others involved with families ensures that children get the flying start they need, are safer, less disadvantaged and have the opportunity to reach their full potential. ”

Each family brings a new learning opportunity for Home-Start and a greater understanding of how our approach can be developed to meet the needs of families in every community in the UK - particularly those who are marginalized. We listen to families at every stage of our relationship with them.

“ A family may be supported for a few months or for well over a year and during that time the nature of the support may change, responding to the needs of the parents and children - Home-Start and the family taking steps forward together. ”

Parents are enthusiastic about what Home-Start means to them, with the vast majority reporting that our support makes a significant difference to their lives and to the lives of their children. The good news is that more and more families now have access to Home-Start support with several new schemes established in the past year and more to come over the next few months.

Governments and funding partners in England, Scotland, Northern Ireland and Wales continue to support Home-Start UK financially so that we, in turn, can give our local schemes the support they need to help families. In England, a major increase in our grant has helped us to give schemes more access to our staff based in the regions, greater opportunities for training and more help with fundraising, legal and HR issues. We have also been able to provide a new quality assurance system and resources to help schemes recruit new volunteers and trustees.

Each year, for more than 30 years, Home-Start has increased its knowledge and experience through taking small steps forward with each individual family.

We look forward to another year of learning.

A handwritten signature in black ink, appearing to read 'Kay Bews', with a horizontal line underneath.

Kay Bews, Acting Chief Executive

PATRONS AND THANKS

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The Hon Lady Ogilvy, KC, GCVO

Founder & Life President

Margaret Harrison CBE

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Mrs Jill Pedley
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Home-Start is very grateful to the following major contributors for grants and donations during the financial period 2004/5

Alliance & Leicester
Beatrice Laing Charitable Trust
Bridge House Trust
BT
Clore Duffield Foundation
Dulverton Trust
Esmee Fairbairn Foundation
Garfield Weston Foundation
Headley Trust
Henry Smith Charity
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Lloyds TSB Foundation for Scotland
MacRobert Trust
Nationwide Foundation
Next plc
Norton Trust
Reckitt Benckiser
J Sainsbury plc
Tubney Charitable Trust
Vodafone UK Foundation

Thanks also to the following major contributors, from whom donations have been received to date in the current financial period

Alliance & Leicester
Beatrice Laing Charitable Trust
Bridge House Trust
Clore Duffield Foundation
Esmee Fairbairn Foundation
John Ellerman Foundation
John Lyon's Charity
Headley Trust
Henry Smith Charity
J Sainsbury plc
Lloyds TSB Foundation for Scotland
Vodafone UK Foundation



www.home-start.org.uk

Home-Start BFG & Cyprus

581 Families

1,162 Children

169 Home-visiting
Volunteers



Home-Start... parents supporting other parents

Home-Start is the UK's leading family support charity and has been working in local communities for over 30 years, helping parents build better lives for their children.

At the heart of Home-Start is the belief that parents play the key role in giving their children the best start in life and that other parents have the experience and understanding to support those families who need help.

Home-Start recruits and trains parent volunteers through a network of 338 community-based Schemes across the UK and with British Forces in Germany and Cyprus.

This year we supported 31,460 families and 67,959 children.

Our local Schemes are rooted in the communities they serve, managed locally by volunteer trustees and supported by Home-Start UK, which offers direction, training, information and guidance to ensure consistent and quality support for children and parents, wherever they are, and whatever their circumstances.

Our vision is a society in which every parent has the support they need to give their children the best possible start in life.

Our goal is to have Home-Start support available in every community in the UK.

Many thanks to all the Schemes, volunteers and families who have contributed to this review.

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