

Patron's Report

Martin H.C. Russell, FCT

This is my fourth year as your Patron and in some circumstances, three or four years can seem a long time. However, my contact commenced in 2006 when I was asked to assess Home-Start Barnet's contribution relative to other volunteer organisations in the country for a possible national award.

I met dedicated volunteers with ten or more years service to our organisation, some of them are with us still while others have retired or moved away. Fortunately, new volunteers have joined our ranks, many as a direct result of receiving our services.

Who can forget the powerful personal statements from the two volunteers at last year's AGM? At least one person in the audience was moved to volunteer their services as a result. Perhaps this is our greatest recruiting opportunity - that those receiving our care today may in years to come wish to 'give something back'. We would all do well to keep this in our minds.

An important part of the role of Kirpal and her team is to manage the volunteers. To recruit and persuade those volunteers; train and develop them; nurture and boost them, for their work can be draining; administer and support them; and recognise their achievements and contributions.

In thanking Kirpal and her colleagues for their commitment, enthusiasm and persistence, this note also importantly records in public the gratitude of all for the work of our stalwart volunteers. The volunteers of course are those who deliver Home-Start's various services, day after day, week in, week out. They are also the Trustees who ensure we are in a position to meet our growing statutory responsibilities, and who have oversight of our fundraising and financial resources.

To you all, my appreciation for the time and effort you have given, and for what we trust you will continue to do.

"Thank you!"

Treasurer's Report

Clive Bowman

The summary below shows what a difficult year we experienced up to the end of March 2014. We undertook a number of new projects during the year including extending our geographical reach into Harrow with the support of John Lyons Charity. We were one of the fortunate charities whose support by the London Borough of Barnet continued. However we did not escape the swingeing cuts that LBB has made to the funds available to support the most deserving families and youths in the Borough. We had to renegotiate our main contract with LBB leading to a 38% reduction in funds. Nevertheless, LBB remains our largest funder (under 60%) and we are grateful for the support they provide.

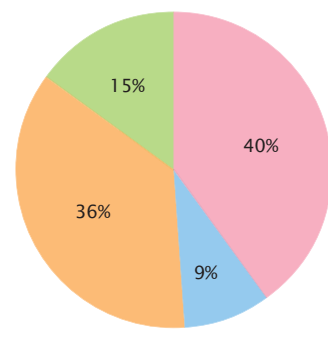
As always, we are grateful for the continued support from Henry Smith Charity (13% of the grants), John Lyons Charity (12%), BBC Children In Need (7%), The Hadley Trust (5%), Four Acre Trust, Kelly Family Charitable Trust and Jesus Hospital Charity. Without their support almost 40% of our work with children and families would not be possible.

Financial Summary 2013/14

	2014	2013	2012	2011
Revenue	£327,095	£320,042	£260,673	£241,548
Surplus/(Deficit)	£(42,325)	£24,695	£5,040	£30,428
Total net Funds	£71,577	£136,955	£112,260	£107,220

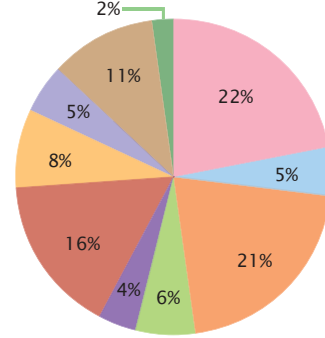
Key Statistics

Home-Start Barnet Family Support



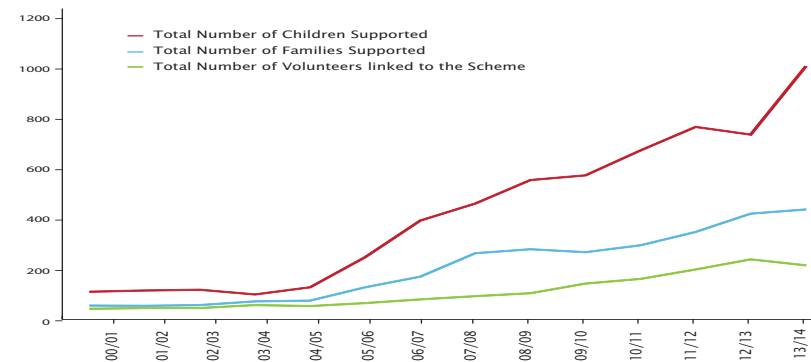
Home-visiting only
Home-visiting plus other support
Group support
Minimal support

Source of Referrals



Health Visitor
Other Health Services
Children's Centre
Education
Self-Referral
Housing
Other
Mental Health
Other Community Org

Family and Children to Volunteers Ratio



CEO's Report

Kirpal Dhadda

This has been a very challenging year, with cuts in funding, contract re-negotiations and a pension deficit, all of which left a very big hole in our finances. We as an organisation took the task head on, actively developing a diverse mix of income streams which enabled us to weather a very bumpy year.

We took a leap of faith by investing in opening our first shop; we changed our constitution to include support for children and families in surrounding areas where no other Home-Start scheme is in operation and continue to develop new pilots that promote innovation in times of squeezed public spending.

Looking ahead, new projects are already lined up, not to mention our existing workload which should ensure a challenging but enjoyable year ahead. As always, we shall continue to strive for excellence in what we do for the children and families of Barnet, and now Harrow too.

Thank you

We extend our thanks to the following organisations for supporting us with financial donations and their time: London Borough of Barnet, London Borough of Harrow, John Lyons Charity, Awards for All, BBC Children In Need, Hadley Trust, Barnet & Southgate College, Hertfordshire University, Jesus Hospital Charity, Henry Smith Charity, Four Acre Trust, Kelly Family Charitable Trust, Rotary Club Barnet, Sainsbury's Golders Green, Asda Southgate, Waitrose Mill Hill & Finchley, Stephen's House Estate, Virgin Money Giving Ltd, PALM Graphics, Jesus House Church, John Lewis, Bestway Cash and Carry, VITOL Foundation, MiH Jeans, Austin Reed and all our volunteers.

Annual Report

2013-2014

Home Start

Support and friendship
for families

Home-Start Barnet



Home-Start Barnet

Stephen's House, 17 East End Road, London N3 3QE

Tel. / Fax. 020 8371 0674

Email: admin@homestartbarnet.org

Website: www.homestartbarnet.org

Registered Charity No. 1109550

Limited Company No. 5379764

Patron: Martin H. C. Russell, FCT, Deputy Lieutenant of Greater London,
Representative Deputy Lieutenant for the London Borough of Barnet

Family Group

Cathy Kirkman



This year, at our Home from Home Family group, we have worked alongside different agencies. Love Food-Hate Waste visited our group and encouraged our families to develop a better knowledge of food by showing them how much we waste and how to save money. The families found it useful as made them aware of how much food they were throwing away.

We also took part in a five-week creative writing course making fantastic storybooks for our children, using all sorts of equipment. At the end of the course each parent took home a book they had made for their child. This was so popular that they have asked for it to be repeated.

Our Red Nose Day event raised £88. The children took part in a sponsored obstacle race and took home sponsor forms to collect donations from their friends and families. They found it fun collecting badges for every race!

The fun day event in aid of Children in Need saw our staff cooking a homemade breakfast for all the children and parents, while the children were sponsored by their families for their performance in 'Dance till you Drop in your PJs' - and they did just that!!!

“ 25% increase in children, young people and families supported ”

“ 30% increase in one to one support ”

healthwatch Barnet

We are a member of HealthWatch Barnet, a consortium of ten local voluntary organisations led by CommUNITY Barnet to deliver a 3-year contract on information, advice and signposting of health and social care in Barnet. Home-Start Barnet's role is to capture the views of families, and young parents with young children, about their accessibility to health services.

During the year, we used a wide range of quantitative and qualitative methods - including web-based social media, newsletters, focus groups and one-to-one interviews - to engage, inform and consult with families and young parents and report our findings back to HealthWatch Barnet. The report appears on our website.

Sainsbury's Golders Green Charity of the Year for 2013

“ 128% increase in children over 5 being supported ”

parenting programmes

During the past year Home-Start Barnet delivered six evidence-based parenting programmes in partnership with Bell Lane Children's Centre, Bell Lane Primary School, Childs Hill Children's Centre, Underhill Children's Centre and Stonegrove Children's Centre. In partnership with the Hyde Children Centre and Newstead Children Centre we also delivered six Women's Support Groups as part of the Safer Families Domestic Violence programme.

Feedback from parents:

"I feel more confident since attending the training. I use praise with my child all the time to giving lots of love and attention".

"The Safer Families group gave me back my life"

"My volunteer came to help me get ready for the Home-Start trip to Southend at 7.10am! I had an amazing day and Helen's kick start in the morning made such a huge difference to my whole day"

"Home-Start did something that no counsellor, professional, friend or family member could do... You gave me the old Yasmine I once knew and was frightened I had lost her. This is the mother my children need"



Volunteering

Luci Yellon

This year has been an exciting and challenging one. As well as training volunteers for our core work, community coaching project and Harrow Project, we also designed a new preparation course for our Step-Up project and trained 14 volunteers. We also recruited and trained 29 volunteers to work in our charity shop, The Loft. I want to give a big thank you to all our wonderful volunteers who continue to do fantastic work, supporting our families in many different ways. To top it all, we achieved the Investing in Volunteers kite mark in January this year.

Feedback from Volunteers

"Home-Start Barnet has been a real life saver for me. Since volunteering at The Loft, my confidence has sky rocketed"

Karina - Charity Shop

"My role as a volunteer gave me a sense of pride and boost to my self-confidence"

Aga - Admin and Home-Visiting Volunteer

"Not only did I get to meet new people, but the training was informative, practical and in some cases eye opening!"

Tinuke - Home-Visiting Volunteer

"Working at the shop was a key step forward for me getting back to work and over-coming the worst of my anxiety. I owe Helen and the gang a big thanks!"

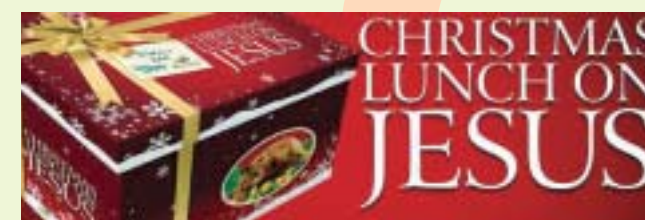
Lainey - Charity Shop Volunteer

"Overall, I've had a wonderful time and been privileged to have been allowed to work with and become so involved with sometimes intimate family concerns."

Elizabeth - Harrow Volunteer



Our long-service volunteer, Barbara Smith with her certificate from HSUK for 10 years of service! Thank you Barbara!



In December 2013, Jesus House, a church located in Brent Cross, kindly donated a Christmas hamper to 19 of our families who were referred to them by our co-ordinators.

The hampers included everything you could want for a delicious Christmas dinner, so a big thank you to Jesus House for making such a difference to our families at Christmas!



One of our Community Coaching families was extremely fortunate to have staff from Halifax volunteer to give their home a makeover! The Halifax team members spent a whole day in the family home and made such a difference.

Here's what the mother of the family said:

"They did a wonderful job and were so kind, thank you so much. It is a definite positive toward change. It was lovely to arrive home and see a Christmas tree in the window and I am so pleased with the decorating and all the gifts. They made a huge difference to our Christmas this year"



As well as re-decorating, Halifax was able to donate a flat screen TV, a Christmas tree and a playstation with games!!

Thank you Halifax

Helen Andronicou - Charity Shop Manager

THE LOFT opened its doors on the 1st February 2014. Home-Start Barnet's vision was to make it a charity shop with a difference, selling clothes and accessories for all the family, with a boutique feel.

We have been trading for 9 months now and currently have 23 volunteers. Volunteering in the shop is often a stepping-stone for volunteers in transition between jobs and looking to rebuild their confidence, or simply an opportunity for them to help others. All our volunteers love working in the shop and often do more than one shift per week.

Laura McDonald, the other Manager, works with me in creating a fantastic relationship with the volunteers and all the girls work closely together to build a great working team.



Caroline - Volunteer Community Coach

One of the families I helped was on the poverty line due to debt issues, and managing to exist only by accessing the Food Bank. Add to that, the family has two autistic teenagers with mental health problems.

Initially, I built a rapport with the family and undertook to support them by arranging, via Step Change, a solution for their debt problems. The result was that their debts were written off with a Debt Recovery Order. This gave the family peace of mind and also freed up much needed money to live on.

With support and encouragement from Home-Start, the family pursued other benefits to which they were entitled. They were successful and benefits were backdated to when we became involved.

This peace of mind enabled the mother to seek out college places for her sons. One son, who had previously been in trouble with the police, is now excelling on a music course, and the other is very happy on an Art and Design course.

The change in this family is amazing. There will always be issues but they are now empowered to seek help rather than bury their heads in the sand. It's been a steep learning curve for me but the experience has been so rewarding.



Lloyds TSB delivered well-informed Debt Training to our staff, volunteers and the Family Group we run in Grahame Park.

Home-Start Barnet raising funds for other charities!

- £88 - Comic Relief
- £106 - Macmillan Cancer Support
- £90 - BBC Children in Need
- £535 - Quiz Night fundraiser