

## CEO's report

Kirpal Dhadda

What an incredible year this has been for Home-Start Barnet. We secured three contracts for eighteen months from London Borough Barnet (LBB) and a six month prototype to develop innovative ways to support residents experiencing multiple disadvantages. In addition we secured funding from Four Acre Trust for the Volunteer Coordinator's post and Eleanor Palmer Trust and Jesus Hospital Charity two of our new local funders supported us in contributing towards our family outings. BBC Children In Need has confirmed funding for a further three years for the family group on Grahame Park estate. We are so proud as that means they have been supporting our work on the estate for nine years. This will make our 10th anniversary celebration supporting children and families on the estate even more special next year.

There has been a real buzz in the air with the start of the Community Coaching project as it has taken us in a new direction and extended our reach in supporting residents of Barnet. We are very proud of the fact that we have supported more children and families, recruited more volunteers and employed more staff than ever before.

This has led to its own challenges including the need to restructure the organisation to increase capacity and broaden the skill base. As a result the board of trustees created five new posts including; CEO, Operations Manager, Business Administration and Finance Officer, Senior Coordinator and IT Support Officer. With a strong back office function we are now in a position to move into commissioning with confidence.

## Chairperson's report

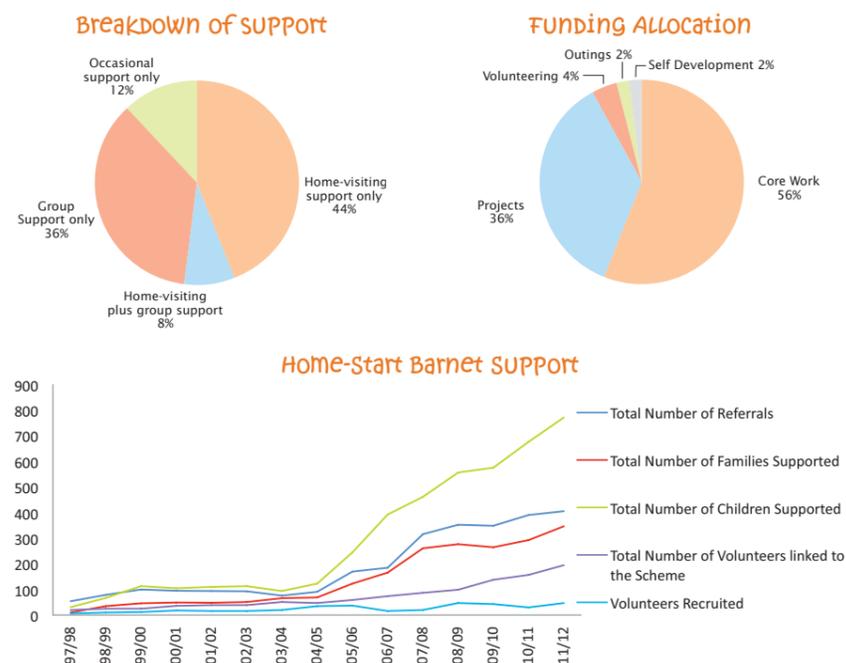
Julia Roberts

Home-Start Barnet, in common with most other small charities supplying local services, has found this last year to be one of as many challenges as new opportunities. Despite potential cutbacks and changes in funders we have found some new doors opening and I'm particularly proud of the way that this organisation is constantly seeking creative and innovative ways to continue its vital support for children and families in Barnet.

Our lovely and very special offices accommodate a growing team and whenever I visit, there is a constant stream of busy and focused people including staff, volunteers and trustees working together to provide the unique Home-Start service. I'm sure that the upbeat and energetic atmosphere in the offices significantly contributes towards the dedication of staff and volunteers.

Clearly this is a new era for charities and not for profit organisations with traditional ways of being supported and funded undergoing significant changes. It has been acknowledged that flexibility and openness to new ways of working will be the way forward and I believe that Home-Start Barnet is in a good position to meet these challenges in the coming year.

## Key Statistics



## Financial Summary 2011 - 2012

	2011	2012
Income	£241,548	£260,673
Expenditure	£211,120	£255,633
Net Surplus/(Deficit)	£30,428	£5,040
Total Funds at year end	£107,220	£112,260

## Treasurer's report

Clive Bowman

The year to 31st March 2012 ended with a net surplus of £5,040. Income at £260,673 was £19,125 ahead of last year. A contribution from the Four Acre Trust was added to our loyal supporting trusts of the Hadley Trust, Henry Smith, and BBC Children in Need. We welcome new funders including; Eleanor Palmer Trust and Jesus Hospital Charity. The Borough of Barnet rightly remains our largest supporter by continuing to provide the necessary funds to enable us to support local children and families that are in need of parenting help. Our expenditure increase is accounted for by staff salaries which include 2 co-ordinators setting up the Community Coaching project, details of which are explained in the Directors' Report on page 8 of the Annual Accounts. I should point out that salaries have not been increased for 3 years due to the economic situation and the lack of funds. A further drag on our resources is the significantly increased rent we now pay for our offices in Avenue House which is reflected in administrative costs.

The 12 members of staff, the same number as last year, achieved another record in the Charity's existence. 47 new volunteers were trained resulting in 195 volunteers linked to the scheme in the year (24% increase). We supported 18% more children and families than last year resulting in 347 families with 799 children receiving home-visiting, group or minimal support. Our efficiency in providing the support to the people of Barnet remains at £737 per family. So, although we have expanded the services we provide, we have not lost sight of the costs involved.

Funding the services we provide continues to occupy the minds of the management. Much effort is made in sourcing new funders and completing applications. We no longer employ a dedicated fund raising professional and the task has once again reverted to Kirpal, our CEO.

Looking ahead we will be updating our 3 year business plan, working on HS UK lead quality assurance which is due in 2013, volunteer impact measurement project and securing funds to keep all current projects in place.

## Thank you

We would like to thank the following for supporting us financially with donations and their time: London Borough of Barnet, Hadley Trust, Henry Smith Charity, BBC Children In Need, Waitrose Mill Hill, Whetstone and North Finchley, John Lewis Brent Cross, Eleanor Palmer Trust, Jesus Hospital Charity, Barnet & Southgate College, Jamie Sherman, The Royal Bank of Canada, Middlesex University, Hertfordshire University, Tesco, R. Reynolds, Lake Communications, Pentland Industries, Gaelic Athletic Association, Avenue House Estate, Four Acre Trust, Virgin Money Giving Ltd, Kosky Seal Charitable Trust, Mill Hill Golf Club, and PALM Graphics.

# Annual Report

## 2011-2012

# Home Start

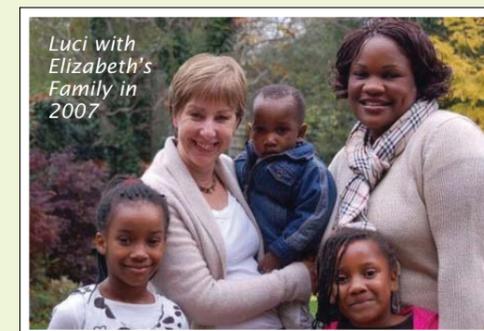
Support and friendship for families

Home-Start Barnet

# CHANGING LIVES

“ WHEN I met ELIZABETH eleven months ago, SHE WAS ISOLATED AND DEPRESSED, STRUGGLING ALONE TO BRING UP HER THREE YOUNG CHILDREN ”

Luci Yellon  
Volunteer 2007



“ A lifeline was given to me, a glimmer of HOPE. This came in the form of a Home-Start volunteer ”

Elizabeth Hemmings  
Family 2007

Having been a family support volunteer for a couple of years, I was invited by Gilly Chowdry to join her new team, providing voluntary administrative support in the Home-Start office which was both enjoyable and rewarding. Then in August of this year there was an opportunity to apply for the position of part-time Project Coordinator for the Two Year Old Scheme. I was a little unsure at the beginning but with encouragement and support from Trupti and Kirpal I started work in September and have not looked back. I am pleased to say that it was the right decision; I am really enjoying the challenge and am loving my new role. So, thank you Home-Start for giving me confidence in myself and for the chance to be part of a team that really makes a difference to families in Barnet.

Luci Yellon in 2012

From Luci's first visit, our lives began to change. Luci's exceptional support helped me to realise my potential and that I had the strength within me to live my life rather than just existing. She cared; we were not just a statistic. My son Joshua was very poorly and I thought I couldn't cope with his needs. With Luci's support I was able to cope and to at last enjoy my children. I was able to speak to Barnet Council and we were moved from our damp property. Because of Luci I gained the courage to take the

steps I needed in order to change my life.

In October 2010 I successfully completed my CIH LEVEL2 HOUSING PRACTICE qualification funded by Barnet Homes. I now work as a Voluntary Advice and Guidance Officer for Barnet Homes Work Club in Grahame Park and am undertaking an NVQ Level 3. I am currently enjoying a sales role with Marks and Spencer in Marble Arch in which I beat fifty other candidates to secure the position. My children are doing really well and thriving at school. But the biggest change in my life will be my marriage to George in January! I can't believe this is happening to me!

I want to appreciate both Home Start and Luci. Thank you for the extra mile you went to change lives, thank you for sacrificing your precious time for my family, thank you for all your encouragement, and for the smiles you put on our faces every birthday and Christmas. Luci, my angel, you are the face of Home Start.

I am a living example of Home Start's good work and the way they change lives, and bring happiness and purpose to families who need it. Thank you Home Start, for touching lives and changing destinies.

Elizabeth Hemmings in 2012



## Home-Start Barnet

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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 Outings and Events

Suzanne Foreman

As we are now based in Avenue House, the grounds of the House were chosen as the venue for the Teddy Bears' Picnic on 27th July 2011. The children had a great time eating ice creams, lollipops, cakes, crisps, and drinking pop. Children, parents, volunteers and staff all enjoyed taking part in playing games including crazy golf, and skittles, and Trupti's favourite game – mini rounders.

Our annual beach trip was to Southend-on-Sea. Parents and children headed for the beach where they played with pebbles and ate their lunch. At about two o'clock the tide began to go out and some children happily put their feet in the sand. There was plenty of screaming and screeching as the more courageous of us braved the funfair rides. Then it was time to come back... but first a lot of souvenir photos were taken!

We also went to Paradise Wildlife Park. The children had an opportunity to meet different species of animals and, in some cases, touch them: penguins, tigers, lions, camels, monkeys, birds, alligators and snakes! The place was very big; there was a beautiful garden full of flowers, a playground for children, and ample picnic areas with benches and tables where the families ate their lunch and had a chat relaxing under the sun. We sang and danced with "Safari Sam" and his pals (the rabbit, the tiger and the bee)...and at last we gave a warm and soft hug and took a souvenir photo with them. It was a fantastic day out! Alas the summer trips are over for another year!



## Fundraising

Congratulations and many thanks to Jamie Sherman who completed the London Marathon this year and, in doing so, raised over £3,000 to support Home-Start.



## Parenting Groups

Trupti Makwana

Home-Start Barnet staff are trained to deliver a number of evidence-based programmes including Strengthening Families Strengthening Communities (SFSC), Incredible Years, Safer Families Community Groups programme, Mellow Parenting, Family Links Nurturing programme and the Share Plus programme. We have been fortunate enough to have delivered the Safer Families Community Group programme in conjunction with LBB Safer Families team in two local children centres for parents and what a success it has been! During the year we delivered six Community Group programmes, two Incredible Years' programmes jointly with Fairways Children Centre and Broadfields School and three Share Plus programmes jointly with Hampden Way & St. Margaret's Children Centres.

A comment from a family who attended a parenting programme: "The course has been great, I've come to realise a lot about myself that I thought I had dealt with, the behaviour strategies I got are great, we discussed these and I tried them out. I realised that I am not the only one trying to put boundaries in for the children, I've learnt that parenting is a commitment and we ALL need help!"



## Volunteering

Julie de Vos

This has been a very busy year for our volunteers. We have had a number of new, exciting, projects which has meant further training for both existing and new volunteers. One of the projects, the 2 Year Old Scheme, has given us the opportunity to support parents of 2 year olds to ensure they get the best out of their free nursery placement.

In January 2012 we started the Community Coaching Project, which enabled us to reach families and individuals with higher and more complex needs. The Maximising Income project meant that we were able to train volunteers to check benefit entitlements and search for grants, to help those with severe financial needs. We would once again like to thank all our volunteers for their hard work in helping us support families in the home, on trips, in groups and in the office with admin, fundraising, marketing, IT and web development.



Julie de Vos and volunteer at Bingo Night



Volunteers from Summer 2012 Prep Course



Volunteers enjoying the Volunteer lunch

## Family Group – Grahame Park

Cathy Ladjadj

It has been another successful year for our Family Group in Grahame Park. We re-launched and welcomed new families to the group who we are currently getting to know. It has been so nice to see more friendships form amongst the group, between parents and children.

We have provided the group with new arts and craft resources, a chalk board, a toy kitchen and a toy garage. These toys have been very popular with all the children.

We hosted a successful fundraising event in November in aid of Children In Need and raised over £300.

Last year, I delivered a five week Share Plus Parenting Programme which was very well received. We also worked with Barnet & Southgate College Family Learning programme to deliver Number Fun, Pediatric First Aid and Natural remedies for Common Ailments in Early Childhood.

We said goodbye to one of our Group Play Worker's, Sharon Pickering, who was a great help to the group for many years and we would like to welcome Briony Parker.



## Community Coaching Project

Leonie Hanson & Corinne Comerford

In January 2012 Barnet Council appointed Home-Start Barnet as the lead development partner for the second phase of the Community Coaching prototype to be delivered across Grahame Park and Stonegrove estates. Trained volunteer Community Coaches act as mentors using life coaching skills for up to ten sessions with each client, with the aim of helping them to resolve problems and in time reduce their dependency on public services. The project was one of twelve pilots funded by the DfE and rolled out in partnership with Resolving Chaos CIC to support individuals and families experiencing multiple disadvantages. All projects use the Resolving Chaos Index which was designed to measure improvements in the behaviour of clients receiving support and the distance travelled towards more positive outcomes.

As part of the initial project we commissioned Andy Gregg, ex- CEO of the Charities Evaluation Services, to carry out an external evaluation of the project which reported positive outcomes for the council, housing, families and volunteers including a reduction on average in housing debt by 24%, and a potential saving of over £70,000 to LBB, increased take up of employment and training by families, reduction in use of public services and increased confidence of both volunteers and families. The project has been highlighted in Guardian online, the local press and in the LBB's own newsletter.



## Two Year Old Scheme

Luci Yellon

We secured an eighteen month contract to deliver outreach and family support for the Two Year Scheme in Barnet. This enables State funding to provide ten hours of free childcare per week for two year old children from families who meet a set of financial and social hardship criteria. My role as Project Coordinator is to visit these families in their own home, assess their situation and to put into place any support that may be required. This is proving to be very successful, and we have been able to support families who would not otherwise have been identified. In addition to the outreach support we have held two very successful events, a sports day at Avenue House in June and Tuneful Toddlers, a music and movement session. We are currently organising our next event to be held in November based around healthy eating where we will have a nutritionist giving advice plus fun food activities for the children. This scheme has been very successful and benefited the families in so many ways, giving parents the



chance to access part-time work, education, training and in some cases respite. It has provided young children who otherwise may

not have had the opportunity of accessing good quality childcare, and narrowed the early years development gap.



## Goodbyes & Hellos

**Goodbye to** – Linda Sansom, Eileen Devlin, Sharon Pickering, Hertfordshire University Social work student Loretta Baffour-Awuah, and Middlesex University Social work students Teresa Brennan and Sukhi Anand.

**Hello to** – Kirsty McDonnell, Alvise Vergerio Reghini, Middlesex University Social work students Esther Sherato and Rob Butler and Hertfordshire University Social work students Bernadette Brown and Claudette Gordon-Williams.