



Annual Report 2021-22

Home-Start County Borough of
Wrexham
Home-Start Bwrdeistref Sirol
Wreccsam



Staff Team

Director	Pam Hoyle
Senior Coordinator	Jo Mercer
Coordinator	Lucie Nikolic
Family Learning Group Coordinator/ Tenancy Support Worker	Hannah Rowlands
Children's Coordinator/ Family Support Worker	Stacey Davies
Playworker/ Family Support Worker	Nicky Cunningham
Administrator	Natasha McQueen



Trustee Board	Advisors
Sue Jones - Chair	Sue Rowan BCU
Jill Morris - Treasurer	Helen Edwards WCBC
Pat Kearsley	
Stephen Williams	
Retired this year	
Phyllis Matthews	Karen Edwards



Pat Kearsley



Stephen Williams

Chair's Foreword- Sue Jones

I am delighted to present our Annual Report for 2021-2022, a year that has continued to present challenges as we move out of the pandemic, with an overall increased demand on grant bodies funding is becoming harder to secure, this coupled with increased demand for our services and more complex support needs means planning and delivery of provision becomes a tricky balance.

Despite this the whole Home-Start team have maintained high quality, relevant and meaningful support to families throughout Wrexham. Referrals have increased, as we anticipated, the complexity of these can take their toll on the team, the supportive culture of the staff and volunteer teams is a credit to everyone and helps to ensure all can be at their best when supporting our families.

Volunteer recruitment is a priority as we move into 2023; this is true of many charities at this time; as is funding and managing demand. However, we should all give thanks not only for the strength and fortitude of Home-Start Wrexham but also for the opportunity we all have to make a very real difference to so many lives.

Huge congratulations and thanks to you all for this and for your continued commitment to our families and each other.

Sue



Home-Start Vision

We want to see a society in which every parent has the support they need to give their children the best possible start in life.

We want all children to grow up with:

- Safe places to live and play
- Support when their parents suffer from a mental illness
- Protection from hunger and poor nutrition

We believe this can be difficult as:

- Not all parents have good mental health and wellbeing
- Many families struggle to cope financially
- Some children have additional needs
- Families will experience bereavement, loss and illness
- Not all relationships within families are nurturing and supportive
- Not all families have the appropriate skills or access to support and services





Home-Start Aims

We aim to:

- Reach out to families who need us most
- Champion and promote the value of volunteers and volunteering
- Actively engage in partnerships that improve family support and services

We do this by:

- Working towards the increased confidence and independence of families
- Offering support, friendship and practical assistance
- Visiting families in their own homes, where the dignity and identity of each individual can be respected and protected
- Reassuring parents that difficulties in bringing up children are not unusual
- Encouraging enjoyment in family life
- Developing a relationship with the family in which time can be shared and understanding can be developed
- Taking a flexible approach to take account of different needs
- Encouraging parents' strengths and emotional wellbeing for the ultimate benefit of their own children
- Supporting families to have realistic expectations of children's behaviour
- Connecting families together in a range of group activities to reduce isolation and build supportive communities
- Encouraging families to widen their network of relationships and to use the support and services available within the community

Home-Start Values

These values are at the  of everything we do:

- Choice
- Partnership
- Openness
- Encouragement
- Flexibility
- Responsiveness
- Enjoyment
- Trust





Our Approach

To Home-Start every family is unique, and we respond to each family's needs through a combination of home-visiting support, group work and activities.

We believe in early intervention using appropriately trained staff and volunteers with a whole family approach. Everyday family support volunteers and workers work with parents and children. Many are socially excluded, living in isolation and facing multiple difficulties. Volunteers and staff draw on a number of evidence-based interventions which allow them to be responsive to emerging issues and to build on family's existing strengths. Volunteers and staff work in an informal, non-judgmental way with families using opportunities for quick wins to help them engage families in a user led service.

Home-Start has a proven, lasting, and positive impact on the development of children and on the health and welfare of the family.



Our Strategic Aims

Reach out to families who need us most

We want to make sure that all families who need support to give their children the best start in life are able to access Home-Start.

We want to extend our reach to more of those who are socially disadvantaged or those who do not find it easy to ask for help or access services for themselves or their children. We want to learn what works best for them and how we can shape our services to meet their needs.

Champion and promote the value of volunteers and volunteering

Volunteers are at the heart of Home-Start. We depend on their skills, their generous offer of time, their sharing of knowledge to support families, their willingness to act as trustees, raise funds and run a wide range of complementary family support activities. In Home-Start we recognise the value of volunteers, the importance of garnering the resources already in the community and elements of choice and flexibility that they bring to their work. We know that because they are volunteers, they offer their services because they want to. We aim to build recognition of the contribution of volunteers and develop their roles

Actively engage in partnerships that improve family support services

After 31 years in action, we have developed a rich and unique body of knowledge about families and their needs. We use this experience to meet the needs of families facing a wide range of difficulties and from diverse backgrounds. We speak up for families and work to ensure the voice of the family is heard with local and national policy influencers. Families can only be helped with such complex interlinked problems when local agencies work together in a flexible, responsive and co-operative way.



**Because
childhood
can't wait**

Home Visiting

Family support volunteers and paid workers work alongside families just like yours to give compassionate and confidential support tailored to each family.

The support helps families cope with the stresses and strains of life and make sure they have the skills, confidence and strength they need to nurture their children to reach their full potential.

Usually takes the form of weekly home visits for any family living across Wrexham county with at least one child through pregnancy until 12 years.

Family Learning Group

Tuesdays 10am-12.30pm

Thursdays 12pm-2.30pm

Welcoming, accessible and nurturing group for pre-schoolers and their grownups

Focus on developing strong parent-child relationships and speech, language and communication

Highly supported with trained volunteers and staff team

Free, fun and playful group



Parenting Programmes

Using evidence-based programmes proven to be effective in improving family life

Friendly, non-judgmental supportive small groups or 1:1

Building strengths and resilience for families

The courses we can run amongst others are;

- *Family Links Nurturing Programme*
- *Welcome to the World (Antenatal)*
- *Solihull*
- *Incredible Years*
- *NAS EarlyBirdsPlus*



Baby Massage

Trained and nurturing facilitators of the IAIM baby massage programme demonstrate massage techniques for you to use on your pre-mobile baby

Supporting infant/parent relationships and emotional health/wellbeing of baby and parent

The 5-week course is offered 1:1 or in small groups



Big Hopes Big Futures

Bespoke Home-Start School Readiness Programme for preschool children and their families to prepare for the transition into school

Flexibly offered in small groups or 1:1 via BHBF volunteers/workers running for up to 12 weeks

Confidential and strengths-based course helping build skills and prepare for the routines of school



Freedom Programme

Supporting Mum's to recognise the patterns of domestic abuse

Working to build confidence in Mum's to avoid abusive relationships

10-week course offered 1:1 or in small confidential groups with trained facilitators and nurturing volunteers

The Freedom Programme



Parent Workshops

Term time workshops on topics chosen by local parents

Small friendly groups supported by staff and volunteers

Examples of courses/workshops run are;

- *healthy meal planning*
- *cooking*
- *budgeting*
- *confidence building and lots more*



Camp at the Castle

Fully supported and free camping holiday for Home-Start supported families

Working in partnership with Health Improvement Team and National Trust

All equipment, food and activities provided

All staff and volunteers offer their time freely to give families the most fantastic time

Spaces Limited



Baby Equipment Bank Wrexham

Receiving and donating baby equipment for local families in need of some extra help

Working to reuse and recycle items which would otherwise end up in landfill

Offering a friendly welcome to families needing equipment for their baby/ toddler who may benefit from support from our wider service

Email: babybankwrexham@gmail.com

The logo for HOME START features the words "HOME" and "START" in a bold, orange, sans-serif font. A stylized purple figure of a person with arms raised is positioned between the two words, appearing to be part of the letter 'O' in "HOME" and the letter 'A' in "START".

Wrexham

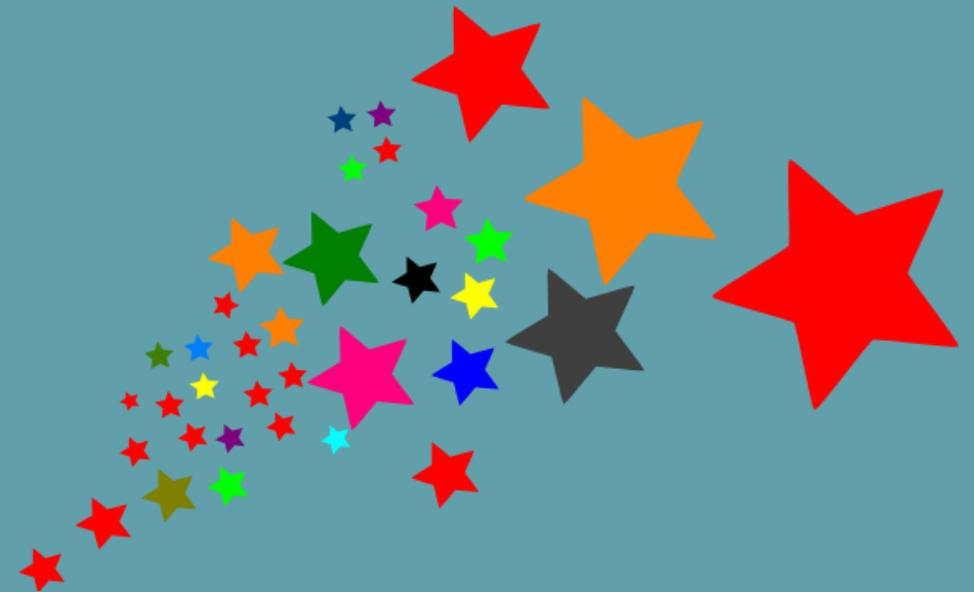


Volunteers

Volunteers are the lifeblood of Home-Start. They provide governance to the scheme in the form of a Trustee Board and they deliver the frontline service to families in their own homes and our group setting, as well as staffing all of our fundraising events, helping with administration tasks and troubleshooting our information technology.

All volunteers working with our organisation complete a 40 hour induction course and attend 2 days per year for additional training

- 11 Volunteers joined our team
- 36 Volunteers played an active role this year





Partnerships

- Active members of multiagency network meetings such as Wrexham Strategic and Operational Parenting Group, Children and Young People Network and Refugee and Asylum Seekers group
- Collaborate with Health Improvement Team and National Trust to offer a Family Camp at the Castle each year
- Maintain close links with the local University for placement opportunities
- Work closely with other agencies in support of families
- Refer and contribute to TAC plans
- Play an active role in Child Protection Plans
- Codelivery of specialised parenting programme with Betsi Cadwalader

In 2021 to 2022 Supported Families were affected by:

123 experienced
high levels of
stress

67 Isolation

80 Poor parental
mental health

82 being single
adult households

68 had low
income/debt

44 Domestic
abuse

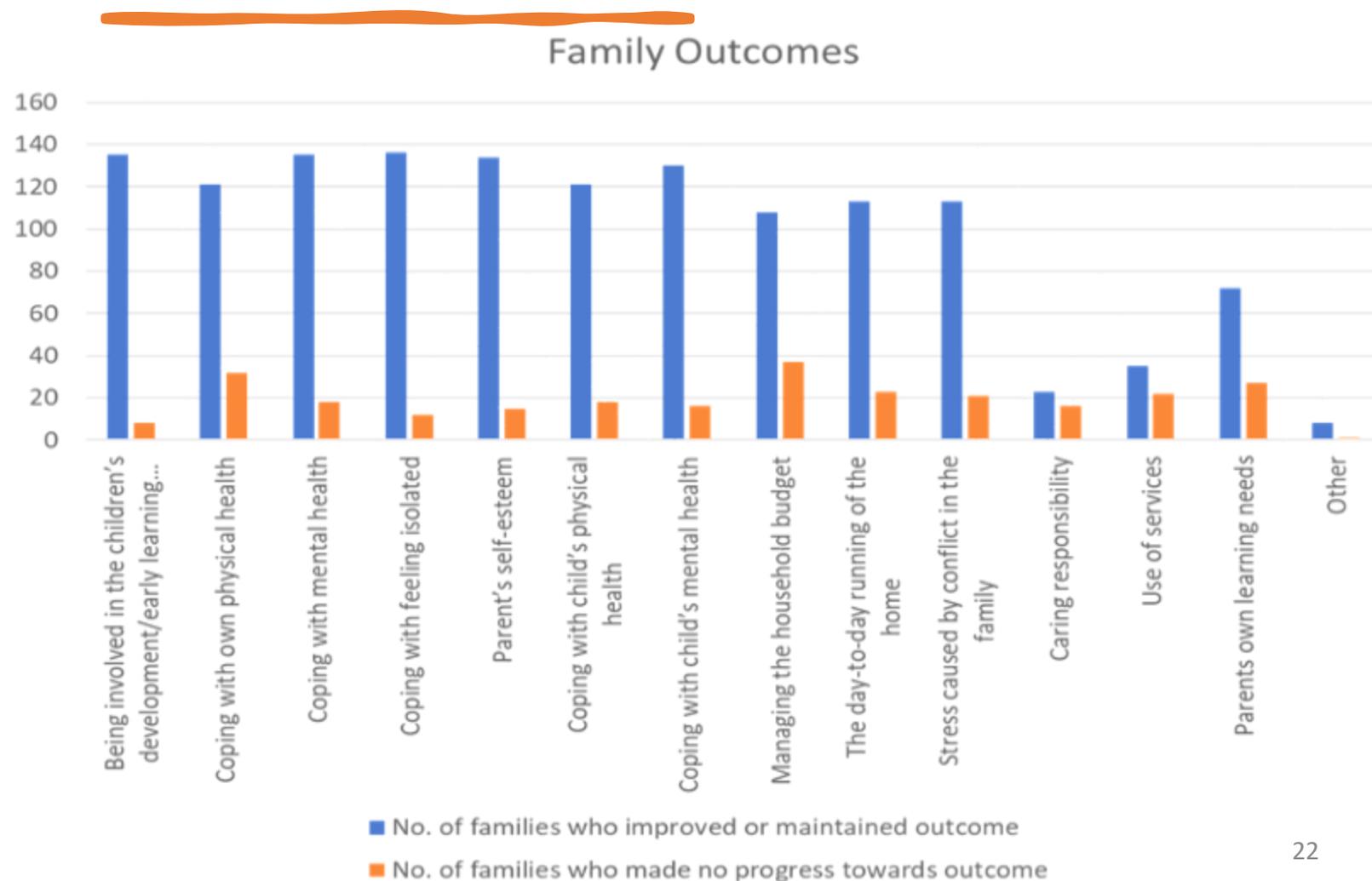
75 worklessness

63 struggled with
children's
behaviour

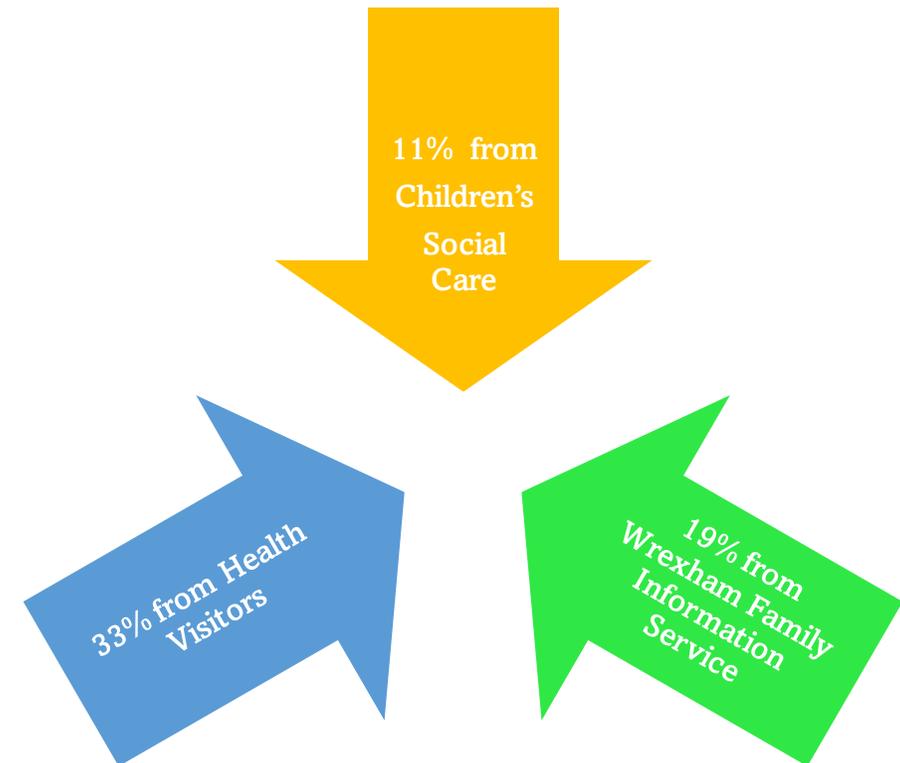
26 had English as
an additional
language



The difference we made in 2021-22



Home-Start received 139 Referrals





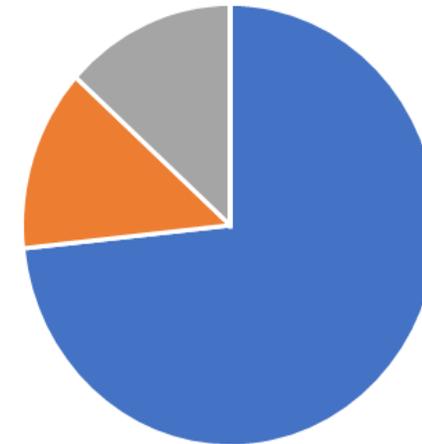
Through support from Home-Start there has been a clear increase in the self-confidence of the parent which has led to greater engagement with all services.

Home-Start provided fantastic support to this family during a global pandemic.

The family have made a tremendous amount of progress and this could not have been facilitated without support from Home-Start.

Feedback from Referrers 2021-22

Home-Start Wrexham was useful to the family

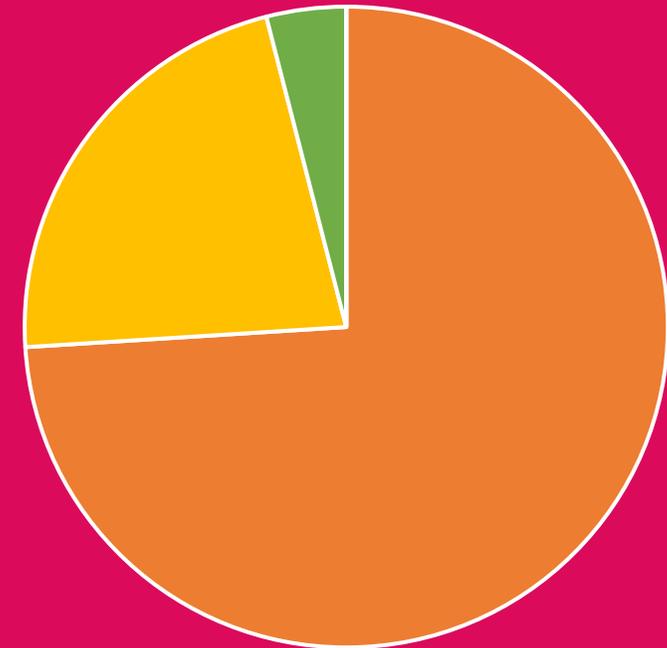


■ Strongly Agree ■ Slightly Agree ■ Agree
■ Slightly Disagree ■ Disagree ■ Strongly Disagree

Family Evaluations



Home-Start has benefitted my children



- Strongly Agree
- Agree
- Slightly Agree
- Slightly Disagree
- Disagree
- Strongly Disagree

Feedback from Families

They have anyways gone above and beyond with any issues or problems I've had. They've also helped me support myself along the way.



I feel much more able to handle my son's behaviour and know different strategies to try

My support worker has been my rock and helped me through so much. I didn't think I would get much help when I first looked into home start but I can honestly say I don't know what I would of done without her and I am so very grateful to home start.

My kids are more independent and have come into there little personalities

I am in a much better place and able to cope without becoming overwhelmed

Structure, Governance and Leadership

Trustee Board Directors

Advisors- expertise/experience in Safeguarding, HR, Health, Supported Family, Volunteer

Finance and
People
Management
Sub group

Policy
Sub Group

Family Support
Sub Group

Fundraising
Sub Group



We are governed by a Memorandum of Understanding and Articles of Association.

The Trustee Board is a multi-skilled and experienced board whose membership is drawn from a wide cross section of the local community.

It has overall responsibility for the organisation and delegates its operational leadership to the staff team.

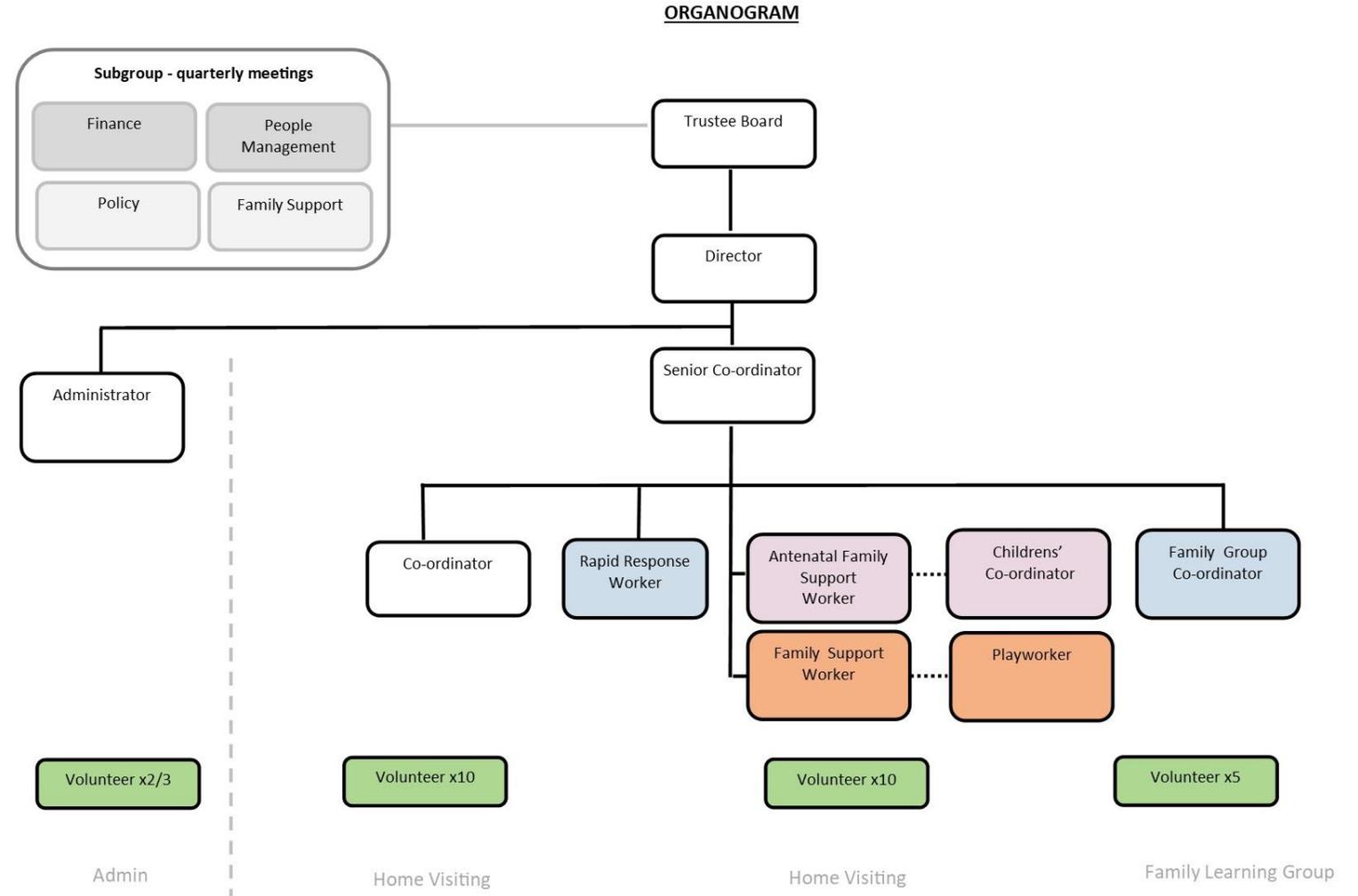
The Board meets at least 6 times per year with reporting from the Director on all operational issues.

Sub groups meet quarterly with an annual working programme feeding into Board meetings for thorough consideration and decision making.

Leadership and Structure

Our specialist staff team and our network of community volunteers are trained, multi-skilled practitioners who have been carefully recruited for the mix of lived experience and professional knowledge they bring to working with families.

The team have expertise in early years and child development, mental health and wellbeing, parenting, teaching and leadership.



**Because
tomorrow
starts today**

Financial Review-Treasurer's Report

I present the accounts for year ended 31st March 2022. They have been prepared in accordance with our status as a charitable company, and include comparison figures from the previous year.

The accounts have been independently examined, and found to be in order, by Guy Walmsley Ltd, Chartered Accountants of Grove Road, Wrexham. They have been signed, as required, by the Accountants, our Company Secretary, and myself on behalf of the Trustees.

Thanks to everyone who have supported our valued service;

- our funding partners; statutory and trusts;
- our donors; local businesses and groups and enterprising fund-raisers;
- our professional and dedicated team of staff and volunteers.

We will continue to maintain, and develop our good relationship with funders and donors.

The Statement of Financial Activities and Balance Sheet show total funds in hand at year end 31st March 2022 of £192,953 and a surplus of £20,423. This was essential as we face a challenging time as we recover from the effects of the pandemic and the current cost of living crisis.

It is important to note that the Unrestricted Funds of £191,735 have been designated by the Trustees to meet the reserves restricted for:

- statutory obligation of staff redundancy
- contingency against lease costs and cash flow reserve
- crisis reserves which, in this difficult and challenging climate, the Trustees have authorised we aim to hold six to nine months of our annual running costs.



The People Management and Finance sub-group meet regularly to monitor our Contingency Reserves and to plan for our current and future Income and Expenditure budgets, and to identify funding streams. We strive to stagger these funding streams to give more security in future financial years. We present our recommendations for discussion and approval by the Trustee Board.

We continue to respond confidently to the challenges we will face, due in no small way to the diverse skills and experience of staff and trustees.

My admiration, and thanks, go to my fellow trustees, our staff and volunteers at Home-Start Wrexham. Their support and friendship and innovative ways of working to improve the life-styles of many families in the county borough of Wrexham is so rewarding.

Reserves Policy (as mentioned above, is set out below)

A risk assessment has been carried out, which has taken into consideration the different areas of activity carried out by the organisation; the different sources of funding, the stability of funding sources and anticipated levels of income and expenditure in future years. The level of reserves is currently six to nine months' running costs. Bearing in mind the uncertainty and level of future funding we aim to maintain the reserves held at that level to allow for any short-term setbacks in funding or cash-flow difficulties.

There is an annual review of the policy built into the planning cycle of the Board of Trustees.

Jill Morris

	Unrestricted funds	Restricted funds	Total Funds 2022	Total Funds 2021
INCOMING & ENDOWMENTS FROM				
Donations and Legacies Voluntary Income	13,571	144,603	158,174	175,110
Other Trading Activities	4,916		4,916	430
Investment Income	368		368	430
CHARITABLE ACTIVITIES				
Home-Visiting/Training Programmes		82,621	82,621	66,810
Family Learning Group		514	514	
Reimbursements	550		550	
Family Support	120		120	
Total incoming resources	19,525	227,738	247,263	242,780
EXPENDITURE ON				
Raising Funds	461		461	228
Charitable activities				
Home-Visiting/Workshops/Training Programmes		115,905	115,905	107,684
Family Learning Group		37,703	37,703	43,528
ACEs Project		33,179	33,179	30,217
Tenancy Support		30,287	30,287	22,961
Helping Working Families		8,861	8,861	6,408
Governance costs		444	444	444
Other resources expended				169
Total Resources Expended	461	226,379	226,840	211,639
NET INCOMING/(OUTGOING)	19,064	1,359	20,423	31,141
Transfer between funds	1,359	(1,359)		
Net movement in funds	20,423		20,423	31,141
RECONCILIATION OF FUNDS				
Total funds brought forward	171,312	1,218	172,530	141,389
TOTAL FUNDS CARRIED FORWARD	191,735	1,218	192,953	172,530



Income and Expenditure Account and Statement of Financial Activities 1st April 2021- 31st March 2022

Note: The Trustees have authorised to designate the unrestricted funds to meet crisis reserves and statutory obligations of staff redundancy and lease costs as set out in the reserves policy within the company accounts

Balance Sheet as at 31st March 2022

These financial statements have been prepared in accordance with the special provisions of Part vii of the Companies Act 1985 and with the Financial Reporting Standard for Smaller Entities.

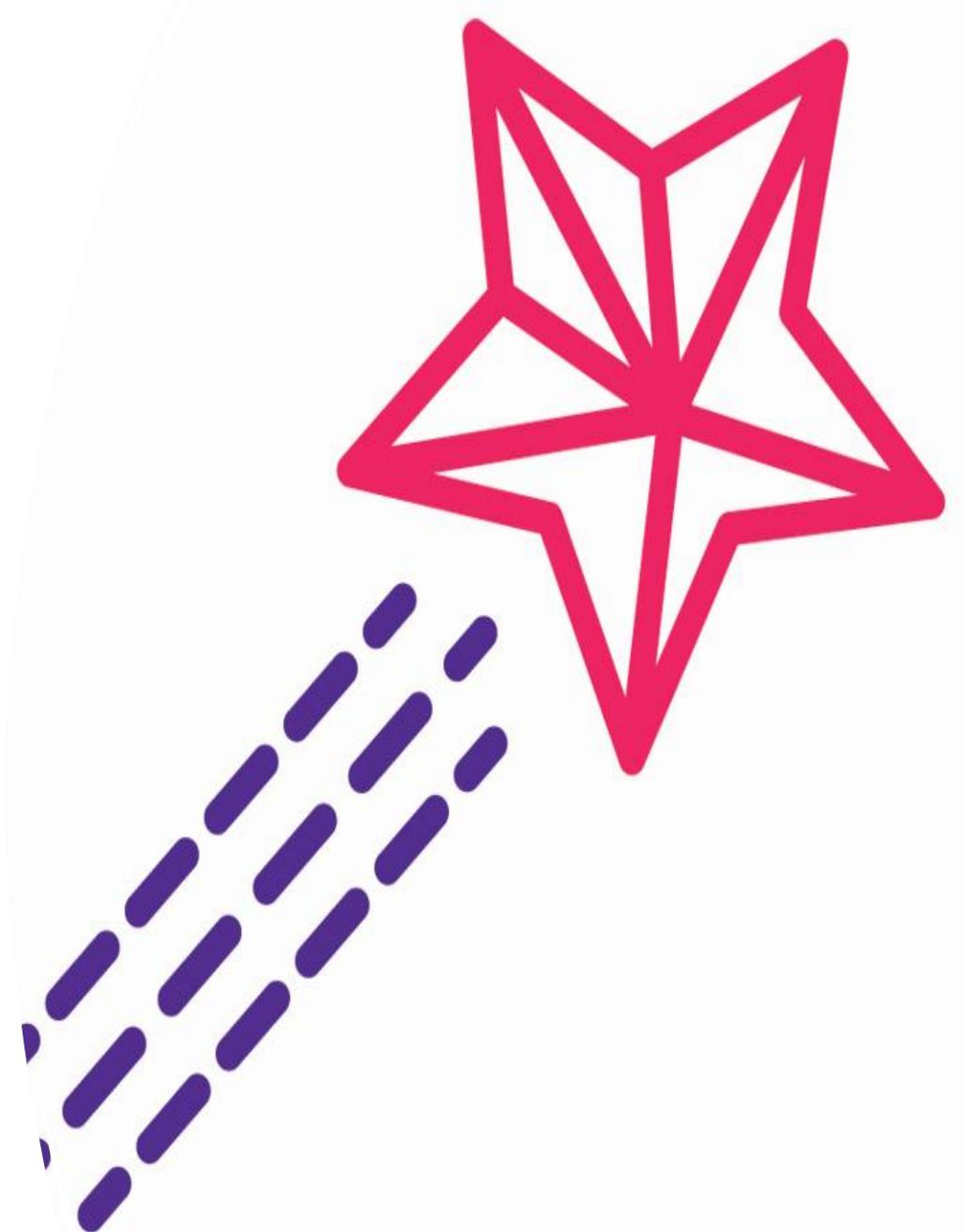
	Unrestricted Funds	Restricted Funds	2022	2021
Current Assets				
Debtors		1,847	1,847	2,444
Cash at bank	191,735	62,007	253,742	211,685
	191,735	63,854	255,589	214,129
CREDITORS Amounts falling due within one year		(62,636)	(62,636)	(41,599)
NET CURRENT ASSETS	191,735	1,218	192,953	172,530
TOTAL ASSETS LESS CURRENT LIABILITIES	191,735	1,218	192,953	172,530
NET ASSETS	191,735	1,218	192,953	172,530
FUNDS				
Unrestricted funds			191,735	171,312
Restricted funds			1,218	1,218
TOTAL FUNDS			192,953	172,530

Acknowledgements

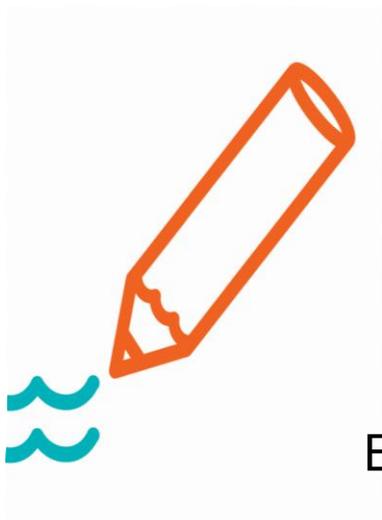
A huge heartfelt thanks to each and every volunteer, trustee, donor, supporter and staff member for their unwavering and enthusiastic support over the last year.

We are in the most privileged position being invited into families homes, so a great big thank you to them all.

We promise to continue to do whatever we can to continue providing Wrexham with a high quality family support service.



Get in touch



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Facebook: Home-Start Wrexham

Twitter: @WxmHomeStart

LinkedIn: Home-Start Wrexham

A company registered by guarantee in England and Wales No. 5166704 Charity No. 1105325

A complete set of company accounts can be acquired from Pam Hoyle, Company Secretary, as above