



Support and friendship
for families

Home-Start Camden

Annual Report 2016-17

“The visits have been most helpful to me, and [my two children]. When it is raining, lonely and quiet morning; and all the kids are in school, her visits made a difference between a gloomy morning and a happy normal day. She enters the house with a big smile and come straight to assist dress up [the children]. Then we settle in the living room for a chat over cup of tea or accompany me to shopping. She can share with me anything from family experiences, to cooking, to general social matters. She does it in a sensitive and very informal way. All the members of my family including my husband (when he is visiting) and feel like she is a member of our family. She spoils us with cards and in festive seasons. Her presents are thoughtful and serve a specific need which she might have spotted. She is functional and plans ahead. She sends me text messages or phone me if there are any changes and she very flexible to change the time of visit to suit my schedule for [my child’s] hospital appointments. She has been very reliable and dependable. She has carried out this support for over two years and every time she comes she has always shown how much she enjoys the support she is providing. All in all she has been and is of an amazing quality.”

Chair's Foreword

A key feature of Home Start Camden is the quality of the front line work and whatever else is going on this has to be kept going. Our excellent volunteers, supported by our dedicated team of family co-ordinators, continued to do this throughout the year. Saiqa, one of our family co-ordinators, featured in an article in My Camden in February 2017 that illustrates this well.

We have a small but talented and assiduous board of trustees. The major issue that preoccupied them during the year was the impending withdrawal in 2018 and 2019 of three of our biggest funders. The sustainability sub-committee of the board have worked hard to spread our good reputation among those with funds or otherwise with influence.

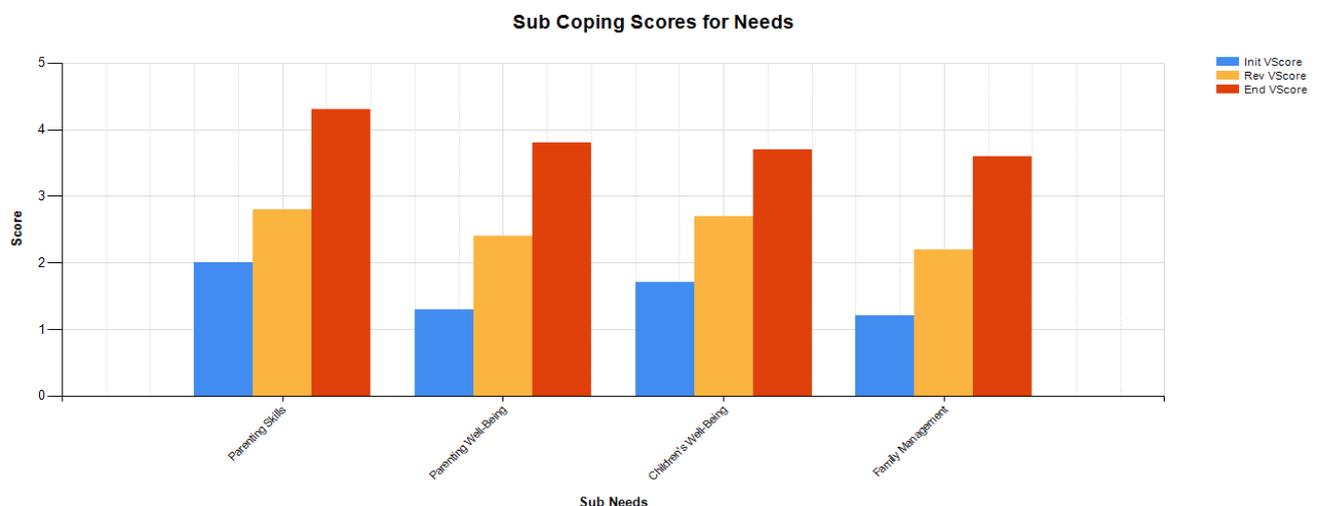
During the year we bade farewell to our manager Cathy Carpenter. We wish her well and thank her for five years of hard work for Home Start Camden. We are delighted to have appointed Catherine Pymar as our new manager. She started work at the beginning of December 2016 and quickly established herself as a manager of high calibre. We also welcomed Mana Maye as our book keeper. We have been lucky to recruit Marianne Lawrence as a trustee. Marianne comes with considerable experience of fundraising.

The future is as challenging as ever but we are well equipped to face the challenges and look forward with enthusiasm and with optimism.

Families

Families get referred to Home-Start Camden for a wide-range of reasons. We're increasingly finding that families are now facing several complex situations at once that are impacting on themselves and their children's wellbeing for example, many families are isolated, in inappropriate, overcrowded accommodation and experiencing a physical or mental health condition.

Over the course of the year we supported 121 families; 182 children under five and 177 parents. Families tell us that the main reasons they require Home-Start Camden support is due to feeling isolated, being cut-off from services, experiencing low parental self-esteem and finding it challenging to manage the day-to-day running of the home. The graph highlights the huge impact Home-Start Camden



support has on family's needs. All the families we supported experienced large increases in their self-reported capabilities around parenting skills, parents' well-being, child's well-being and family management.

Family Case Study

Stefanie* was referred

to Home-Start Camden by the children's centre. She had three children under five and one older child. When she was referred she was incredibly isolated, her husband had refused to let her learn English and her self-esteem was very low, plus the family were living in inadequate housing. Stephanie is from a non-EU country and had no recourse to public funds. Stefanie was referred to social services due to a disclosure of domestic violence she had made to the children's centre. The whole family felt under pressure, but having weekly visits from Home-Start helped Mum both in physical and practical ways and also got the children out of the house. Stephanie separated from her husband and was moved in to a hostel, but because she had no recourse to public funds was not able to receive benefits. Stefanie felt let down and in limbo whilst she waited for the home-office to process her application, which was a very stressful time. The room Stefanie and her children were temporarily placed in was unsuitable and overcrowded, she had to share a bathroom and kitchen with other homeless people. Home-Start Camden was with her throughout this process; attending social services meetings, writing letters and emails and emotionally supporting her. During this time Stefanie and children came on day trips organised by HSC one was to London Zoo, which she described as "the best day of her children's lives"



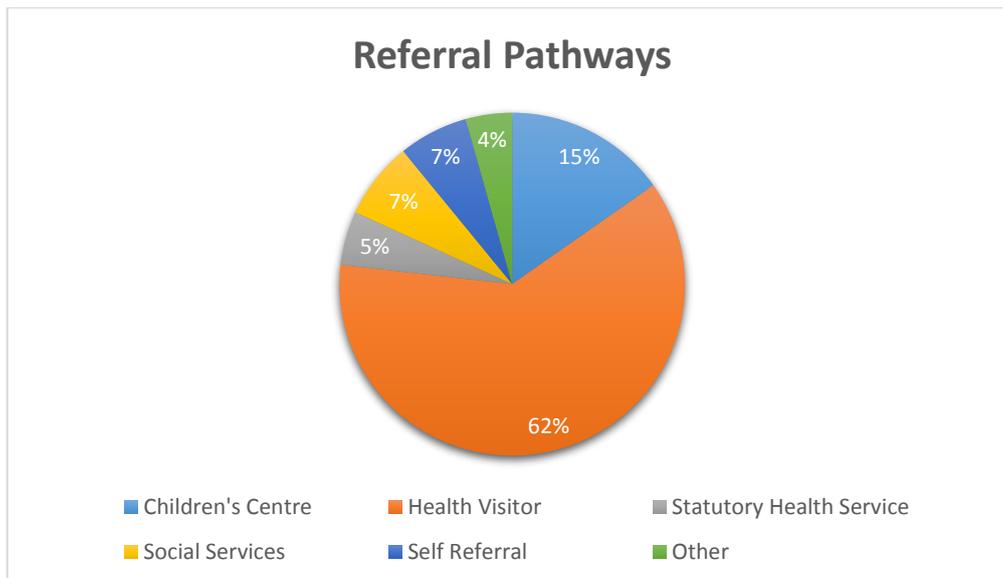
Stefanie was then rehoused out of London. She was devastated, as were her children, as all four of them had to move over 120 miles from their support network and all that was familiar to them. When she arrived in her new home Stefanie had a hard time. She didn't know anyone and her children were angry at her for making them leave their friends and school. She said she "felt a failure to see my children suffering". Fortunately there was another Home-Start in the vicinity and she was referred to them by HSC. Stefanie was soon matched with a volunteer, who supported her to get her children into a local school and showed her around her new area. One year on, the children are now settled in school and Stefanie is very happy! She said that "HSC never abandoned us, and has always been with us all the time, they were like a family for me, we received love, affection and all this support made me so strong in the moment I thought to give up. My gratitude to the eternal HSC. Without Anna Francis and all of the HSC, I do not know what I would be without help. You do not look at the colour of the person, the origin or even religion, you look at the need of people and help with all good will."

She has now stopped being supported by Home-Start and has decided to become a Home-Start volunteer, to give support to families in her new home town who are going through challenging times.

*Names have been changed

Referrals

In 2016-17 we had 138 new referrals. This is an increase from 100 new referrals in 2014-15 and 126 new referrals 2015-16; highlighting the growing demand for Home-Start Camden support. The majority of our referrals came from health visitors. We continue to increase the number of referrals from other health services, e.g. midwives and psychological support services.



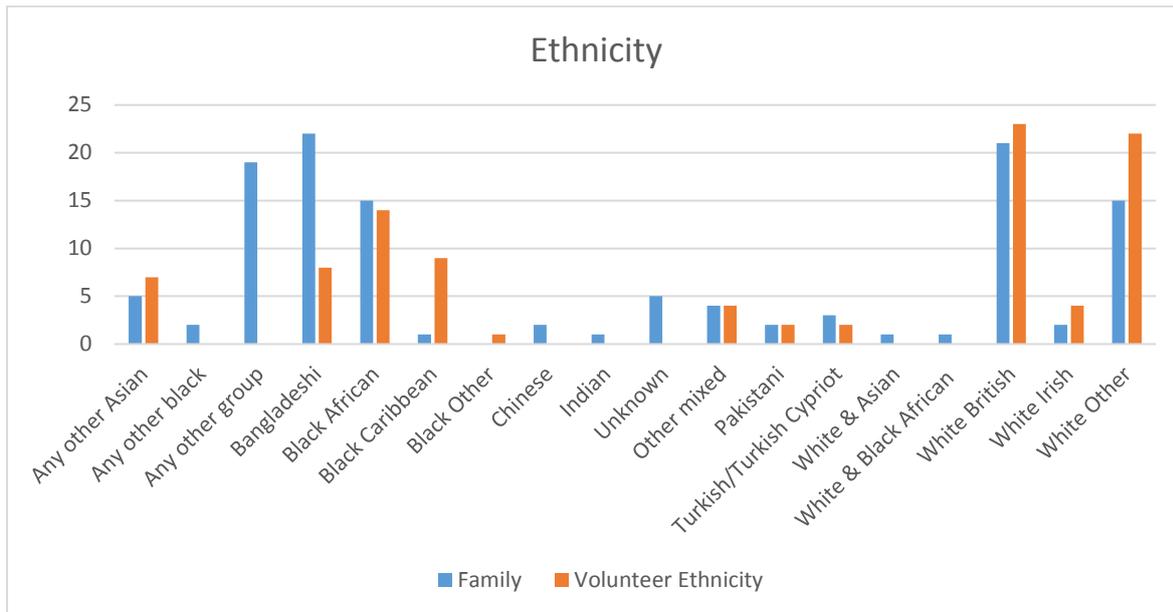
Volunteers

In 2016-17 our work was supported by 105 family support volunteers; including 48 that we trained over the course of the year. The majority of Home-Start Camden volunteers are parents themselves, which gives them the ability to understand the challenges a young family may face.

We ran four volunteer training courses throughout the year and several support days including a dreamboard workshop and domestic violence awareness workshop.



Camden is an incredibly diverse borough and it is important to us that we are reaching out and accessible to the whole community. The graph below demonstrates the diversity of ethnic origins of both families and volunteers.



Quotes from volunteers

“I found it really fulfilling. I learnt a lot, felt connected to my local community and felt I could give some practical and emotional support to a family that really needed some back-up”

“I have been really impressed by Home-Start Camden. Really thorough training and great support. You really feel like you’re making a difference!”

“Excellent matching, training and volunteer support, I’ve felt like part of the Home-Start family”

Events

We’ve held a number of family and volunteer events throughout the year including the annual picnic on Hampstead Heath, a trip to Kew Gardens and a Christmas lunch. The events are always a lot of fun and give families and volunteers a chance to get to know each other better.



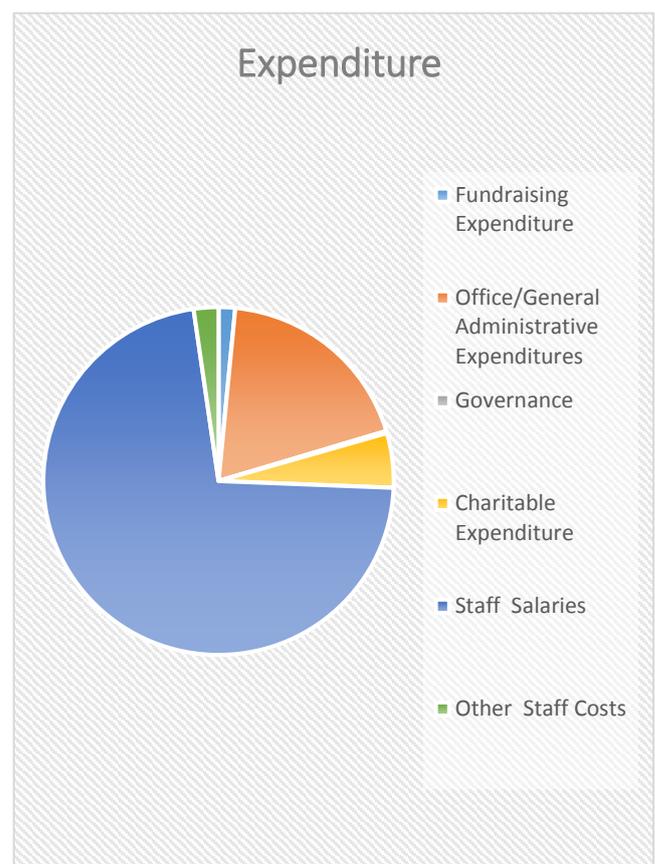
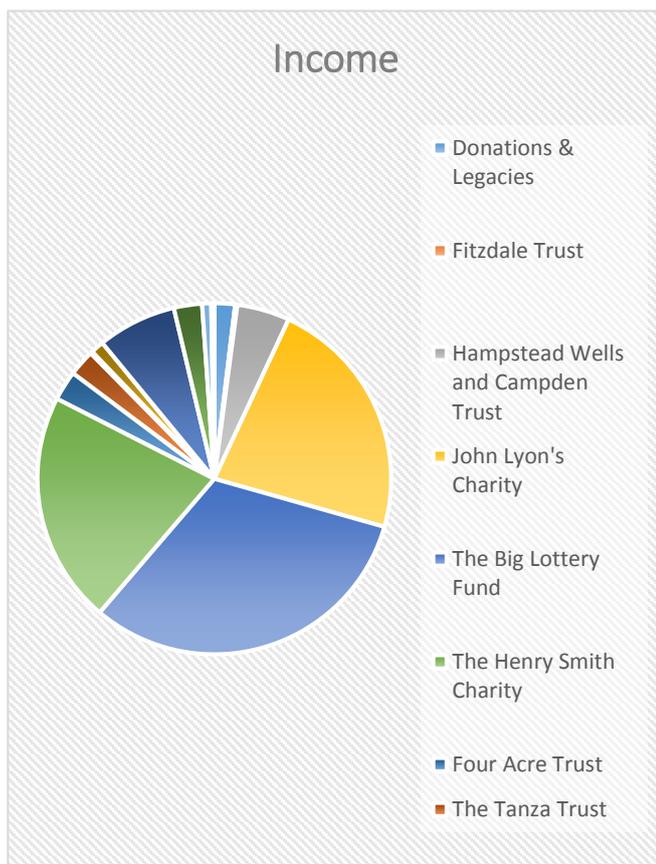
Fundraising

Thank you to Jane Fawcett and Steve Francis who ran fundraising events in the year. Jane organised a gastro walk and a sponsored walk; raising over £870 for Home-Start Camden. She also raised £500 selling nut roasts and organised two carol singing events in Kentish Town raising over £400! Steve raised nearly £500 for Home-Start Camden running a Banks and Bridges walk.

Thank you to all of the funders, businesses and individuals who have supported us throughout the year including: Waitrose Finchley Road, Waitrose Kings Cross, Waitrose Brunswick Centre, Springdene, The Fitton Trust, Hampstead Hub and Lord Listowel.

This year Home-Start Camden was successful in its application to Camden Council, becoming a strategic partner. Home-Start Camden will be receiving £45,000 a year for the next four years (with a possible further three year extension) for our work supporting mothers across the borough. We were also granted £15,000 a year from Camden Council for our work with the Bangladeshi community.

Financial Summary



NB This includes grant funding for 2017/18 financial year that was received in 2016/17.

Home-Start Camden Statement of Financial Activities for the Year Ended 31 March 2017	Unrestricted funds 2016 £	Restricted funds 2016 £	31.3.17 Total funds £	31.3.16 Total funds £
INCOMING RESOURCES				
Incoming resources from generated funds				
Grants	16,558	285,472	302,030	161,163
Other Fundraising Activities	8,729	-	8,729	22,659
Investment income	229	-	229	270
Total	25,516	285,472	310,988	184,092
RESOURCES EXPENDED				
Raising funds	225		225	8,369
Charitable activities				
Direct	4,727	149,756	154,483	164,880
Support	9,862	56,264	66,126	59,174
Total	14,814	206,020	220,834	232,423
NET INCOMING RESOURCES	10,702	79,452	90,154	-48,331
RECONCILIATION OF FUNDS				
Total funds brought forward	95,281	24,322	119,603	167,934
TOTAL FUNDS CARRIED FORWARD	111,621	98,136	209,757	119,603

BALANCE SHEET as at 31 March 2016	31.3.17 £	31.3.16 £
FIXED ASSETS		
Tangible assets	3,241	1,390
Current Assets		
Debtors	205	496
Cash at bank and in hand	218,828	123,125
	218,828	123,621
CREDITORS		
Amounts falling due within one year	10,319	-5,408
NET CURRENT ASSETS	208,714	118,213
TOTAL ASSETS LESS CURRENT LIABILITIES	209,756	119,603
NET ASSETS	209,756	119,603
FUNDS		
Unrestricted funds	111,624	95,281
Restricted funds	98,136	24,322
TOTAL FUNDS	209,757	119,603

A full copy of our accounts can be found on our website
www.homestartcamden.org.uk

Treasurer's report

The total funding received between 1st April 2016 and 31st March 2017 amounted to £310,988 an increase of £126,896 on the previous financial year (2015-16) of £184,092 (303%). This is in part due to receiving £98,132 funding from The Big Lottery, The Henry Smith Charity, John Lyons, St. Andrew Holborn and London Borough of Camden in 2016/17 which is to be spent in 2017/18. The primary sources of funding were generous grants received from the Big Lottery Fund, The Henry Smith Charity, John Lyons, London Borough of Camden, Hampstead Wells and Campden Trust, Four Acre and Tanza Trust.

The total resources expended in 2016-17 were £220,834, a decrease of £11,589 (4%) on the previous year's expenditure of £232,423. The decrease was partly due to higher costs for family and volunteer events in the previous Birthday year.

Final reserves as at 31st March 2017 stood at £209,757 of which £98,136 (an increase of 303%) was restricted and £111,624 (an increase of 17%) was unrestricted.

The trustees present their annual report and accounts for the year ended 31 March 2017 and are satisfied with the performance of the charity during the year and its financial position at that date. They consider that the charity is in a position to continue its activities during the coming year and the assets are sufficient to fulfil its obligations.

Reena Malharkar, Treasurer

Manager's Report

In my first year as Manager of Home-Start Camden I have been continually impressed by the hard work, dedication and passion of the staff, volunteers and trustees. They work tirelessly to share their skills, expertise and experience with families across the borough and because of this the positive impact of their work is truly felt.

I would also like to thank the funders and supporters of Home-Start Camden. Without their support we wouldn't be able to continue to train volunteers, assist families and help Camden's children to have the best possible start in life.

Home-Start Camden Staff and Trustees

Chair	Malcolm Mackenzie	Manager	Catherine Pymar
Vice-Chair	Farkhanda Jabeen Ali	Senior Coordinator	Jackie Blasi
Treasurer	Reena Malharkar	Coordinators	Saiqa Pandor
Secretary	Diane Eatherley		Rosemary Palmer
Trustees	Jane Fawcett		Anna Francis
	Steve Francis	Administrator	Mina Palmer
	Lorraine Jolie	Book-keeper	Mana Maye
	Abimbola Ademuywia		
	Marianne Lawrence		



THE HAMPSTEAD WELLS



AND CAMPDEN TRUST



Camden

four acre trust



JOHN LYON'S CHARITY

St Andrew Holborn

Group of Charities

The Henry Smith
Charity

founded in 1628