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Home
START
Support and friendship
for families

Home-Start Kettering Area

2017/2018

Annual Report and Accounts



Home-Start Kettering Area Company Details



Structure, Governance and Management

Home-Start Kettering Area was established in 1994 to provide families with children under five support and friendship.

We work with local volunteers, trustees and funders to provide vital services for families in the area including Kettering, Desborough, Rothwell and surrounding villages.

Home-Start Kettering Area

Registered Charity Name

Home-Start Kettering Area

Charity Registration Number

1114030

Registered Office and Operational Address

William Knibb Centre
Montagu Street
Kettering
Northamptonshire
NN16 8AE

Company Registration Number

5709942

Patron

Lady Gayle Robinson

Board of Trustees

David Gwinn (Chair)
Bea Martin (Vice Chair/Volunteer Rep)
Wendy Tate (Treasurer from March 2018)
Chris Arthurs (Safeguarding Rep)
Denise Garrett (Volunteer Rep)
Greg Yarnall (Until February 2018)
John Leach (Chair of Friends of Home-Start)

Staff Members

Nikki Farrar-Hayton (Manager)
Donna Rockett (Office Administrator)

Accountants

Hawes Strickland
Federation House
36-38 Rockingham Rd
Kettering
Northamptonshire
NN16 8JS

Bankers

Barclays Bank PLC
8 Market Place
Kettering
Northamptonshire
NN16 0AX

This report covers Home-Start Kettering Area activities and financial statements.

Home-Start Kettering Area is committed to the safeguarding of children and families. A full list of our policies are available to view at our office, including Safeguarding, Code of Conduct, Health and Safety, Information Governance, Confidentiality and Data Protection.

Reach the family – Reach the child



Support and friendship
for families

Home-Start Kettering Area

What we do:

Home-Start helps families with young children deal with whatever life throws at them. We support parents as they learn to cope, improve their confidence and build better lives for their children.

The benefits of our support include improved health and well-being and better family relationships.

We provide one-to-one support for parents:

Our volunteers visit the family's home for a couple of hours every week. The support is tailored to the needs of the parents and children and usually lasts for up to 6 months. Parents and volunteers often develop a deeply trusting relationship which can lead to powerful change within the family.

Our values:

- We offer families **choice**
- We work in **partnership** – with each other, with families and with other agencies
- We work in a spirit of **openness, encouragement and enjoyment**
- We are **flexible and responsive** to the needs of families

Why it matters:

What goes on inside a family determines the opportunities and life chances children have. Children who are raised in a stable, loving, family environment are more likely to have a positive and healthy future. But being a parent isn't easy and sometimes life can get in the way. Circumstances throw you off course and everything else can take a back seat. A young child caught up in this can miss out on the love, routine and stimulation that are so vital for their future.



Home-Start works because most of our volunteers are parents and everyone completes 6 weeks comprehensive preparation. They understand how hard it can be. They work alongside parents, in their own homes, to help them cope with the stresses and strains of life and make sure they have the skills, time and strength they need to nurture their children.

Our vision:

Home-Start wants to see a society in which every parent has the support they need to give their children the best possible start in life.

Chair's Report – David Gwinn

2017 has been a challenging year with the loss of our Treasurer, Trevor Lloyd. It has been difficult to attract a new Treasurer but we have managed with the help of our Manager, Nikki and Administrator, Donna. Reports always being on time and meaningful. Luckily we have just recruited a new Trustee, Wendy Tate who has a sound financial background and has taken on the role of Treasurer.

Since N.C.C stopped any funding as they used to, the focus has had to be on raising money from various sources, those being from events, grants and approaches to local industry.

We also said goodbye to Serena Hall who was the Chair of Friends of Home-Start Kettering, who has moved to South Africa. A big thanks to her for all the work she did for Home-Start. John Leach has taken over the role of Chair of Friends of Home-Start and has achieved great things with the money that has been raised in the last year.

Big efforts have been made to attract and increase new volunteers who are the life blood of Home-Start. Effective recruiting has taken place and courses run for the new volunteers which have been very successful.

We continue to support the many families in the Kettering and surrounding areas, having referrals from many directions, including Health Visitors and Schools. The families we support are only the tip of the iceberg but like all charities we are restricted by funds.

Nikki, our Manager has done a tremendous job very ably helped by Donna, our Administrator, who goes far and beyond her lines of duty, a very big thank you from myself and all the Trustees.

There have been many successes with the families that have been supported by Home-Start Kettering and I know that we have made a great difference to all those families. Don't forget that every family needs help at one time or another some just need a little more than others.

Finally thanks and appreciation to all of those who made this year possible.

TRUSTEES – For all their support and encouragement to the scheme.

VOLUNTEERS – All of you extraordinary and caring people doing remarkable things, making a great difference to all the families they support.

STAFF – Whose support, commitment and enthusiasm for getting the job done has carried us through another year.

FUNDERS – Whose support both financial and otherwise allows the work to continue and local families to benefit.

And finally our families who we support, for being so welcoming and trusting, it is an honour to work with you.



Manager Report – Nikki Farrar-Hayton

Last year Home-Start Kettering were coming to terms with the reality that there would be no further statutory funding for Northamptonshire Schemes. For us, that meant a loss of 90% of our traditional income.

This year, the reality is that we are now stronger than ever and no longer expected to deliver support to families who need more intensive statutory intervention. Thanks to the security of Children In Need funding, we have been able to reach the children and families that, without our service, would get no support at all.

It is no secret that Northamptonshire County Council, which includes Children's Services, have found themselves in an impossible financial situation which forced them to declare themselves bankrupt. This has had an unimaginable impact on service delivery to even the most vulnerable in our county. Children's Centres have closed, many libraries have either closed or are on reduced opening hours and are unable to deliver the Universal Children's Centre promised in the last round of cuts.

The huge reduction in services available for professionals such as Midwives, Health Visitors, Nurseries and Schools to refer to has led to a spike in referrals to Home-Start. Unfortunately, in March 2018, our Trustees reluctantly took the decision to put a hold on referrals as we had a number of families waiting for a volunteer and could no longer deliver our commitment to support them within 3 months.

Children In Need funding was awarded to Home-Start Kettering to recruit, train and support 20 new volunteers, who in turn could support 40 families with children under 11, per year. The first funding year for this project started in October 2017 and will run until October 2018. We are extremely grateful to Children In Need for giving us the security of this funding for three years as it will fully fund 25 hours of Scheme costs per week until October 2020.

The funding from The Community Foundation last year was awarded to enable us to explore the need and effectiveness of extending our service offer to families with children 5-11, something which referrers have repeatedly asked for in the past. The success of that project has stood us in good stead for meeting our Children in Need aims and objectives. Home-Start Kettering have always supported older children within a family but the strict criteria referral was that they must have at least one child under 5. The lifting of this restriction saw an immediate response, with School Family Support Workers referring 6 families to us to help them meet the challenges within their own homes.

Any effective organisation needs a mechanism to ensure its smooth running and for us in Home-Start Kettering that crucial lynchpin is Donna. Without her, I have no doubt, the Scheme would not be as effective and I know that she will always ensure that the families we support not only receive one to one volunteer mentoring but also those little extra, thoughtful things that make their life just that bit easier. From a food parcel offered in times of need to a Baby Basic's starter gift for new mums – from new duvets and pillows donated by Dunelm to Linus quilts. Donna always goes above and beyond and I would like to thank her for always giving that bit extra.

Our Board of Trustees – David, Bea, Chris, John, Denise and Wendy, also freely give an amazing amount of their time to ensure the Scheme complies with all legislation – their role as “critical friends” means Donna and I can perform our roles of supporting vulnerable families, safe in the knowledge that their scrutiny safeguards the integrity of our service.

As we enter our 24th year supporting local children, young people and their families I would like to celebrate the amazing volunteers who deliver our service, without them there is no Home-Start!



Home-Start Kettering Area

Safeguarding Trustee – Chris

After I retired from being a Children and Families Social Worker, I completed my Volunteer Training in 2012 and became a Trustee later that year and soon after, the Safeguarding Trustee.

There are three main parts to being the Safeguarding Trustee:

I am available to advise and support Nikki and any volunteer in relation to worries they may have about the care of a child, or the safety of a vulnerable adult. Volunteers can sometimes see or hear things going on in a family, that less regular, or more official visitors may not. It is not Home-Start's place to decide whether behaviour is abusive, but it is our responsibility to let the authorities know if we are concerned. Home-Start has a well established process for responding to concerns while maintaining a good relationship with the family.



My message to all volunteers is – always carry your Emergency Contact Card and if in doubt about anything you've seen or heard, don't wait – talk to Nikki, to me, Bea or another Trustee. We have a good scheme to make sure someone is always available to listen and take decisions, but if by chance you can't get hold of one of us, then call Children's Services or the Emergency Services.

Risky or dangerous situations are not common – but better safe than sorry.

I regularly look over the Scheme's files to make sure that they meet Home-Start's standards, that they record any risks and our response to them.

I also help with Volunteer Safeguarding Training and make sure I'm up to date with developments in the way the authorities work.

When a volunteer tells Nikki of some concern, I'm pleased to say that we are always able to deal with the issue sensitively and in a way that continues to support the family, while at the same time working with the County Council's Child Protection Services to ensure children are kept safe. Increasingly we also have to be aware of the risks to adults who may be vulnerable, in violent relationships, or being exploited.

Some concerns will wait until you meet for supervision, some you will want to discuss with Nikki, Bea or I more urgently. Bea has sound advice when she says "if something's still on your mind as you settle down for the evening, then it's time to share."

Although I don't visit families on a regular basis I have a bit of an 'odd job' role – fixing stairgates and other DIY jobs as well as being available to offer budgeting and benefits advice and support so I have a pretty good idea of the difficulties that our families face – and also of the big differences that Home-Start volunteers help to bring about.

As a Trustee I have oversight of all the various Policies and Procedures that originate from Home-Start UK and ensure that we continue to be an effective and efficient organisation.

Volunteer Rep Report – Bea Martin

It is exactly fourteen years ago that I entered the offices of Home-Start Kettering in May 2004, to begin a volunteer preparation course. Where did the next 14 years go? I duly passed the course and was sent out to meet my first family, a young couple with two small boys. I was pretty nervous, but I think the Mum I had gone to visit was more nervous than me. It took several visits before we both felt comfortable with each other and were able to build a relationship in which I was able to help them overcome a massive number of hurdles and challenges which life threw at them.



Home-Start Kettering Area

In those far away days we were able to support families for a longer time; now our work is much more targeted and it is unusual to stay with a family for more than 6 months. Although all those years have elapsed the challenges of parenthood remain the same. I feel strongly that what so many families need is someone who reliably visits once a week, will listen to them in a non judgemental way and can offer advice and support based on their own experiences of bringing up a family. I still enjoy my volunteering and feel it is a privilege to be invited into someone's home and to try and help them sort out the challenges which they are facing.

Along with being a volunteer I am also a member of the Board of Trustees for Kettering Home-Start. I am there as a representative for all the Volunteers. This role also brings with it challenges, mainly of a financial nature but also keeping abreast of current regulations on safeguarding and legislation. We are having to rely heavily on fundraising to keep us going but with a strong dedicated board we are determined to keep Home-Start Kettering in business so that we can continue to give that help in the Borough of Kettering which is sadly so desperately needed.

Jane's Story...

I have been a Home-Start volunteer for 18 months now. I had been considering volunteering for a while and when my youngest started school it felt a good time. And I love it. I have only had the privilege of working with two families due to some stops and starts!

I say privilege as really it is, we are allowed in the family's home at what can often be a very vulnerable time for them. To accept help of any nature can be hard, but from a stranger.

I am still working with my second family and we are taking small steps each week, we are both learning more about how we work and how we can work together.

I remember coming away from the first few sessions of the training course and really doubting myself, what I could offer a family? We had been talking about helping them gain a better routine with the children or the housework or shopping, ooh not something I was not very good at myself. We have a somewhat "lived" in home and not a great bedtime routine. I have three very spirited girls with an often-quirky view on life. What skills did I have to bring to "my" family? That felt like my biggest challenge, what could I offer?

I have realised that I may not have the most "organised" tool box but what I do have is time and time to give. I can offer a listening ear. I can try to "meet" the family where they are at. I can make a commitment to giving my time. This I feel is more important than any other skills in my tool box. And yes, sometimes a quirky view on family life isn't all bad.

Cali's Story...

I was referred to Home-Start by Family Partners as we both felt once their term was over I'd still require regular support. At the time, my partner was suffering with heart failure caused by cardiomyopathy. He had also suffered a stroke, numerous bouts of pneumonia, pleurisy, severe chest infections, blood clots and diverticulitis which led to a perforated bowel.

I struggled with the emotional impact his illness had on our family, the responsibility of running a home with four young children on my own and eventually the physical demands in doing so after developing M.E.

The area that is the first to suffer is the housework. I struggle to find a routine that is realistically maintained due to relapses in M.E symptoms.

Having Jane come around really helps focus on a task as now I have M.E, focussing is something I often struggle with. She will happily help with anything I need help with, without judgement. Recently, Jane was a true star helping with my children while I went to my partner's funeral after his fight with heart disease got too much.



Jane has been wonderful to have around, not only for what she does, but for the emotional support and advice she gives.

Nikki has also been a rock to me. She's never too busy to listen to my problems and help with both practical advice and a genuine caring nature. Nikki recently attended a meeting with the Health Visitors after a particularly emotionally charged disagreement. I'm not very good at keeping my emotions in check and in turn don't portray myself well at all. I knew I needed Nikki there to step in and speak for me when it got too much.

There have been many times over the last few months where I would have been in a worse place had it not been for the practical and emotional support from Nikki and Jane.

Dawn Coles – Health Visitor

As a Health Visitor I have been working with Home-Start Kettering for many years. Over time I have referred many families for the valuable support that Home-Start provides. These referrals have included families where parents have mental health problems, may be struggling with their children's behaviour, are isolated, or where English is not their first language.

In the last year I have referred 8 families. All have been accepted for support. The benefits for families are numerous. These include volunteers helping parents to access groups where the parent's confidence is low. By helping them to do this increases their self-esteem to talk to other parents and in turn widen their often-non-existent social network. Ultimately, as the parent's social network increases it enables the children to access local groups and have peer interaction. All of which contributes positively upon the development and emotional well-being of the children.

Another benefit that parents and children enjoy and look forward to are the summer holiday days out. They provide fun activities that the children may not otherwise be able to access. For families knowing there is someone there to reach out to them at a difficult time in their lives, without being judged, gives them hope. Home-Start provides this.

Gill's Story...

Having known a friend who is a Home-Start Volunteer and helped support fundraisers I decided last summer to volunteer too. With my three children growing up fast and one off to University I felt I could be of use.

I completed the training in Autumn last year where the sessions prepared us and gave us a grounding for situations we may find ourselves in.

It was an enjoyable time meeting other new volunteers, hearing their stories and learning from Nikki what an important part having a Home-Start friend can make to a family with young children going through a tough time.

Although slightly apprehensive, I was very keen to be introduced to a family and put the training we had had and my parenting experience to good use.

Although not plain sailing, it has been a very positive experience helping a family at a difficult time. Being a person in their lives that isn't there to judge, a step away from a friend or family member and being a person that has their best interest at heart. Sometimes having to be quite honest seeing their situation from an objective view.

I have helped in many different ways, from practical support with the children, to form filling, to emotional mentoring. It has been rewarding establishing a relationship that makes you feel useful. Hopefully seeing the family move from a place of difficulty to being stronger and independently capable.

Having the monthly meetings with Nikki and knowing that she is on the end of a phone for advice at any point has made the role much easier.

I have loved being in the company of young children too, I had forgotten how amazing they are, and how important having good parenting can be to enhance their ability to reach their full potential.

On a fundraising note, with the support of the Home-Start team, I have hosted an Open House fundraiser for the second year. With great support from friends and neighbours we have raised money and awareness for this very worthwhile charity.



What we did...

50

Families supported this year

118

Children supported this year

12

Families with a disability supported

44

People volunteering for Home-Start Kettering Area in 2017/18

82

Children and their families taken to Gulliver's Land and West Lodge Farm

24

Children treated to a traditional Christmas party and gift from Santa

Volunteer hours
provided last
year...
over 2000!

Maggie Don – Kettering Borough Councillor

I have been an elected member of Kettering Borough Council for many years and worked in the voluntary sector for most of my professional life. I was co-ordinator for KCU for almost 30 years and was witness to the difficulties many families face with young children.

I am now the councillor for Wicksteed & St. Michael's ward, which is a very diverse area, and includes some parts with very high deprivation indicators, so am in daily contact with the struggles of many families.

As a result, I am very aware of, and made witness to the many hours of voluntary support given to some of these families, by Home-Start volunteers.

I would like to put on public record my & my colleagues true appreciation of the many hours of training, and support provided to some of the most vulnerable families within our borough.

During recent years of benefit cuts, and major services being drastically reduced the voluntary sector & its army of volunteers has become even more invaluable to society, particularly those least able to fight back.

It is most reassuring to know that those families in greatest need do have someone to turn to, someone to be their advocate when they feel like the whole world is against them & pointing the finger, when they have no idea just how hard life can be alone.

But with the valuable support of Home-Start, the families have a voice and we need to learn to listen.

Thank you to all who make this intervention possible, it is very much appreciated. Keep up the good work for another year.

Friends of Home-Start Kettering Report – John Leach, Chair



A year ago, I faced the unenviable task of following the redoubtable efforts of Serena Hall. With the considerable help of my colleagues on the Friends of Home-Start Committee we have just about survived that challenge. However, that does not mean that we have won, because the challenge is repeated this year and in all future years, so we need help from all sources!

Home-Start Kettering Area

As Serena reminded us, we faced the problems of losing a huge amount of support from the local authority. In addition, we faced the loss of our wonderful Treasurer, Trevor Lloyd. Trevor's excellent stewardship meant that we were in a sound financial situation to cope with those short-term challenges. Sadly, Trevor's death confirmed the old saying that "it is an ill wind that does nobody any good". Trevor's friends, colleagues and clients showed their love and respect for him by supporting Home-Start, his favourite charity, via very generous donations at his funeral wake and by massive support at the Golf Tournament in his memory at Kettering Golf Club. We hope to have an equally successful day on September 14th this year when the second Trevor Lloyd Memorial Tournament takes place.

Additional support came from a variety of sources including coffee mornings, an Open House day, Lent Lunches, Dragon Boat Racing, Bridge Drives, Kettering Driving School Instructor's Association and the Walgrave Quiz Night, (to be repeated this year on October 13th).

In addition to our normal fundraising activities we were very fortunate to receive a very generous donation from The Wilson Foundation, which will help us to recruit and train the next generation of volunteers to continue their excellent work, as well as to pay for the children of our client families to have a couple of outings during the summer holidays, at Gulliver's Dinosaur Land in Milton Keynes and West Lodge Farm in Desborough.



We must work on the assumption that funding from Northamptonshire County Council is a thing of the past so the task of raising sufficient funds to allow Home-Start Kettering to continue its fantastic work will be never ending. To do this we need fresh sources of funds, new ideas for fundraising and, notably, new members to join Friends of Home-Start and help us to make life a little easier for the local children and their very deserving families. Please consider what you could do to help!

Finally, many, many thanks to everyone who has helped in any way in the last twelve months.

Statement of financial activities for the year ended 31st
March 2018.

		2018 Total (£)	2017 Total (£)
Incoming Resources	Grants	28,842	70,587
	Donations and Fundraising	34,406	20,782
	Bank Interest	58	13
	Total Income	63,306	91,382
Charitable Expenditure	Service Delivery	59,969	77,823
	Administrative Overheads	6,957	9,162
	Depreciation	619	669
	Total Expenditure	67,545	87,654
Net Incoming (outgoing) Resources		4,239	3,728

Financial Report – Nikki Farrar-Hayton

Income for this year was £63,306, a further 30% reduction on money received in 2017 and almost 53% less than we received in 2016. Fortunately, Home-Start Kettering Area had anticipated these massive cuts and submitted applications to Children In Need and First for Wellbeing to enable them to continue supporting local families. Both of which were successful and fund over 65% of our core work.



Home-Start Kettering Area

Once again the list of donors on page 14 is impressive and I would like to express my gratitude to all the Trusts, Organisations, Individuals and Companies for believing in us. Special thanks once again must go the Faraway Children's Charity for their wonderful donations of "little extras" for our families such as shoes and bags and to Dunelm Kettering for the huge donation of ex display duvets and pillows.

Throughout the year we were thrilled to work alongside Baby Basics to offer Baby Starter Packs and K.C.U who have provided food parcels for families that are struggling. The Emmanuel Church have enabled us to add extra essentials such as toilet rolls, washing powder and cereals to each parcel, something I know the families really appreciate.

Our total expenditure for 2017/2018 was £67,545. Of the income received this year, a donation of £10,000 was given by the Wilson Foundation which will support the cost of training and education, such as 123 Magic, Outings and Events for families and additional ongoing training for volunteers over the next three years.

Our Children In Need award runs from October 2017 to September 2020 and fully funds 25 hours a week of scheme costs. This equates to £31,385 in 2017/2018, £28,099 in 2018/2019 and £28,854 in 2019/2020. The first year figure is higher to include the recruitment of an extra 20 volunteers by October 2018. To date 16 volunteers have been recruited since October 2017 which means that we are right on track to meeting our target.

The Trustees review that charity's need for reserves regularly and we currently aim to maintain sufficient "free" funds to cover at least three months average expenditure. I am pleased to report our reserves at 31/3/18 exceeds the target we have established in this respect. It has been agreed that the money raised by Friends of Home-Start which amounts to £33,671, will be held in a separate bank account and used for extraordinary support for families not included in our core work.

We enter this year in a strong financial position, however we must already look to 2020 when our Children In Need funding comes to an end and find a replacement source of funding. However, I am certain that with such a strong team, Home-Start Kettering will continue to deliver high quality support to local families for many years to come.



“Home-Start is cost effective, efficient and economical because it intercepts families in need and prevents them from spiralling into further deterioration, which would require further specialist statutory resources.”

Our grateful thanks go to...

All Saints Church Kettering	Anderson School of Dance	Baby Basics Northampton
Barton Seagrave Infant School	Carol Garside	Children In Need
Chris Prout	Cllrs Anne Lee, Jim Hakewill, Keli Watts, Maggie Don, Mick Scrimshaw, Scott Edwards	Counties Community Centre
Cranford Primary School	David Laing Foundation	Dunelm Kettering
Emmanuel Church	Faraway Children's Charity	Geddington School and Church
GMB Union	Graham Johnstone	Hall Meadow School
In Kind Direct	K.C.U Kettering & District Network Foodbank	Kettering and District Driving Instructor's Association
Kettering Golf Club	Kettering Lions	Kettering Tresham Rotary Club
Kino Lounge	Lady Gayle Robinson	Linus Project
Loddington Church and School	Marks and Spencer Kettering	Maud Elkington Trust
Haddonstone	Louise Sutherland	Mawsley Church
Millbrook Infant School	Morrisons Kettering	Newlands Centre
Northamptonshire Community Foundation & First for Wellbeing	Porsche Silverstone	Rushden Chichele Rotary Club
Scott and Lucianne Jones	Seventh Day Adventists	Soroptomists International Kettering
St Michael's and All Angels Church	St Peter and Paul's Kettering	St Peter's Church and Walgrave Baptist Church
St Peter's School	Stewart Robinson	Tesco Bags of Help and Groundworks
Timson Trust	Unity Lottery	Warner Edwards
White Horse Inn, Old	Wilson Brown Community Fund	Wilson Foundation

We could not function without the amazing support from a wide range of people. A special thank you to our wonderful volunteers who donated both time and expenses.

Risk Management and Key Policies



Home-Start Kettering Area

The Trustees ensure that the major risks to which Home-Start is exposed are reviewed and assessed and that systems are in place to mitigate those risks. The Trustees have agreed a risk assessment policy for which they have overall responsibility.

All key policies within the organisation are regularly reviewed and updated as appropriate to reflect any legislative changes and the latest developments and thinking in relation to best practice.

Home-Start's work is primarily of a long-term, fixed nature. The objects of the Charity are:

- To safeguard, protect and preserve the good health, both mental and physical of children and their parents.
- To prevent cruelty to or maltreatment of children.
- To relieve sickness, poverty and need amongst children and parents of children.
- To promote education of the public in better standards of childcare within the area of Kettering and its environs.

Reserves Policy:

The Trustees have reviewed the Charity's needs for reserves in line with the guidance issued by the Charity Commission and agreed to set aside 3 months running costs at any one time to safeguard the Charity's service commitment in the event of delays in receipt of Grants. The Charity Commission believes that reserves should be at least at this level to ensure the Charity can run efficiently and meet the needs of the beneficiaries.

As at 31st March 2018 the Charity's unrestricted general reserves amounted to £73,818 which represents over 12 months revenue expenditure. The policy is monitored and reviewed annually by the Trustees.

Without you – none of this could happen...

David
Angela A
John A
Denise
Joan
Laura
Christine
Lucianne
Jane W
Sarah F
Mary
Lucy W
Georgie
Gill P
Julie
Chris L
Mick

Chris A
Helen
Berta
Sue
Dorothy
Lucy T
Nadia
Jayne
Scott
Greg

John
June
Bea
Jane G
Tania
Vera
Carolyn
Robyn
Elaine C
Liz
Rachael
Carla
Chloe
Gill H
Rayna
Wendy
Maggie



Home-Start Kettering Area

...Thank you