

The William Knibb Centre  
Montagu Street  
Kettering  
Northamptonshire  
NN16 8AE

[www.homestartkettering.org.uk](http://www.homestartkettering.org.uk)  
[admin@homestartkettering.org.uk](mailto:admin@homestartkettering.org.uk)

t: 01536 484 318

m: 07935 402 179

 [homestart.ketteringarea](https://www.facebook.com/homestart.ketteringarea)

 [HSKettering](https://twitter.com/HSKettering)

Home  
START

Support and friendship  
for families

Home-Start Kettering Area

celebrating  
25 years

2018/2019

# 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 Until March 2019)  
Chris Arthurs (Safeguarding Rep)  
John Leach (Chair of Friends of Home-Start)  
Denise Garrett (Until December 2018)

### Staff Members

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

### Accountants

Bewers Turner & Co  
Portland House  
13 Station Rd  
Kettering  
NN15 7HH

### 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

2018/2019 – This has been, like last year, a challenging time, but we have arrived this year at a great landmark – 25 years of Home-Start Kettering. Over the past 25 years, Home-Start has supported thousands of families in and around the Kettering area helping them to achieve happiness and stability. The changing times over the last 25 years has not become any easier for families, there are a lot more pressures in life today.

Two years ago, Northamptonshire County Council withdrew all funding from Home-Start Kettering but the Friends of Home-Start, headed up by John Leach, have made tremendous efforts and have raised many thousands of pounds to help bridge that funding gap.

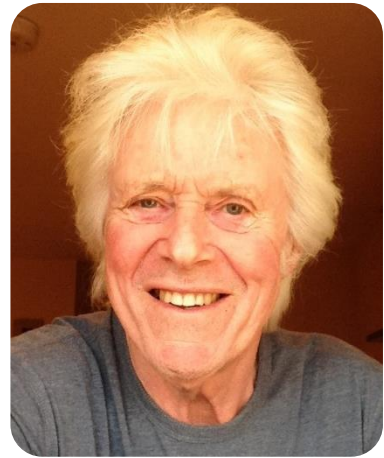
We continue to approach funding opportunities through charity donations and local businesses. Our Children in Need funding, that we were awarded in 2017, runs out in October 2020 so we are already making substantial efforts to replace that large donation each year.

Home-Start Kettering has continued to recruit and train new volunteers, this has been achieved by Nikki, our Manager, who works so hard doing a tremendous job.

I would like to thank Donna, our Office Administrator, who goes way beyond her remit in raising thousands of pounds through her fundraising Swimathon, Dragon Boat Racing, Dog Show but to mention a few. Her dedication to Home-Start is amazing.

There have been many successes with the families that have been supported by Home-Start Kettering this year. Don't forget every family needs help at one time or another, some just need a little more than others.

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



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

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

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

**FUNDERS** – Whose financial support allows us to carry on our vital work.

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

This year Home-Start Kettering Area is celebrating 25 years of supporting local families and throughout 2019 our amazing volunteers will be promoting the scheme both to raise awareness and to raise some much needed funds. I have been lucky enough to be part of this wonderful charity since October 2000. At that time the scheme was based in the Oasis Centre on Market Street, occupying the area which is now The Yards. As I joined, our Trustees had been advised that the old Fire Station was to be sold and that Home-Start needed to find a new home as soon as possible.

Fortunately, the old Stamford Road Boys School, which closed in 1981, undertook a complete renovation with the help of SRB (Single Regeneration Budget) funding and in November 2001 I made a successful presentation which enabled Home-Start Kettering to move into it's current home.



**Over its 25-year history, Home-Start Kettering Area has supported 1,607 families with 3,866 children and recruited 259 Volunteers!**

Whilst there have been many changes over this period, the core service remains the same – one trained and supported parent volunteer supporting another family by regular home visiting. At a time when cuts necessitate the end of home visits by other professionals, the insight provided by Home-Start volunteers is proving more valuable than ever.

Whilst we have been without any statutory funding since 2017, Children in Need have given us some security by funding 25 hours a week of scheme time until October 2020. We are proud that we have been continuously delivering above the expected levels in all areas since the start of the project and expect with the dedication of the whole HSKA team to continue to do so. We have recruited more volunteers, who have supported more families, with more children.

I continue to be in awe of the amazing people who give up their time on a regular basis for no personal gain – without volunteers Home-Start would not exist.

As always, I would like to record my grateful thanks to Donna, without whom the office would fall to bits. Thank you for making my job so much easier.  
Here's to another 25 years!

**25 years supporting 1,607 families with 3,866 Children  
by 259 Volunteers!**

**Home  
Start**  
Support and friendship  
for families

**Home-Start Kettering Area**

## Safeguarding Trustee – Chris

I completed my Volunteer Training in 2012 and became a Trustee later that year and soon after, having worked in Children & Family Services for many years became Safeguarding Trustee.

There are three main parts to my role:

I am on hand to advise and support Nikki, and any Volunteer, when questions arise 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 our 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 working 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 national standards, that they are up to date, and 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.

If a volunteer is very worried about a member of the family they’re visiting, they will need to contact Nikki, Bea or I urgently. Other concerns may go on the diary sheet and wait until the next supervision session. 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 – and whatever the time volunteers will always be able to get hold of one of us.

Although I don’t visit families on a regular basis I have a bit of an ‘odd job’ role. I can help with fixing stairgates and other DIY jobs, and be available to offer budgeting and benefits advice and support. As a result 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 also have oversight of all the various Policies and Procedures that originate from Home-Start UK and that ensure that we continue to be an effective and efficient organisation.

## Bea's Story.....

In the fifteen years that I have been a home-visiting volunteer for Home-Start Kettering, I have found it both a challenge and a privilege. Being invited into the home of someone who is experiencing difficulties is both challenging and daunting. During these years that I have been a volunteer, I have supported a good number of families all of whom have had different problems. There is not a 'one size fits all' approach that you can take. In our busy modern world what I have found is so many people want is just someone to sit and listen to them in a non judgemental way.



The family that I have recently been supporting were struggling with bureaucracy and just needed someone to spend a little time helping them to write letters and make phone calls. Nothing very taxing but a real challenge for them. It was quite overwhelming what a dramatic effect this had on their family and hopefully we left them in a more positive position.

For several years now I have also been a trustee for Home-Start Kettering representing the volunteers on the management committee. We monitor the day to day running of the scheme, ensuring that our finances are in order and that we are working within the guidelines of Home-Start UK. In the current financial climate the finances of the organisation are an ongoing challenge. There is no statutory funding so we are continually searching for grants and organising fundraising activities to keep the Kettering scheme viable. Despite these challenges the board is committed to keeping the scheme going so that we can continue to offer the families of Kettering the support which so many of them are increasingly in need of.

Home-Start are an amazing charity. I really don't know what I would have done without them. My current volunteer is lovely and volunteers I have had in the past have also been fantastic.

After a tough couple of years I didn't know which way was up, being made homeless with 3 children was my breaking point. Home-Start helped get me through and gave me something to look forward to each week, just having an adult to talk to really helped and having support while making calls and filling out paperwork made the whole process a lot less stressful.

If you have a child under 11 and are struggling, please reach out to Home-Start.



Home-Start Kettering Area

## Jay's Story.....



## Carol Baldwin – Health Visitor

I have been a Health Visitor in the local area for 18 years. Over this time I have referred many families for support from Home-Start. This may have been due to mum feeling depressed or lonely, having a baby can be an overwhelming and scary time as well as being a happy and joyful time. Sometimes the presence of another person can help mum to talk about her worries and put things into perspective. Just knowing other mums are going through the same experience can really help and the volunteers are very good at this.

I have referred families who have had a bereavement, the loss of a parent or close relative can be felt very badly when a new baby comes and many unhappy feelings come back to fore. Often extra support at this time can really help, whether it's someone to talk to or support to get out for a walk or to a nearby parent and child group Home-Start volunteers can really help families in bereavement.

I have referred families who have been struggling to manage their budget and household routines, having a baby or small children and a household to manage and bills to pay, especially when threatening 'red' letters arrive can be very hard. It's easy to ignore it until it gets to crisis point, Home-Start have helped families to address this before the situation has got out of control and helped them to manage going forwards to feel in control and on top of things.

Home-Start volunteers have also been able to support families who have had twins or multiple births, the early weeks with more than one baby can be very difficult. Parents are sleep deprived and exhausted and a volunteer can help them get over this difficult time until routines are in place and parents are feeling back in control again. It makes a difference so that parents can enjoy their children more and build those early bonds.

Parents with long term mental health problems or other physical problems can feel very isolated when they have a baby to care for. Other support networks may not be there in the same way and this can lead to even more mental health problems. A volunteer can work with this family to support them until they are feeling more able to cope and manage again and I have witnessed this being very successful.



### Referrals 2018-2019

- 43% Health Visitors
- 20% Schools
- 12% Social Workers
- 12% Self Referrals
- 7% Midwives
- 6% Other



## Sam's Story...

I have been a Home-Start volunteer for a year now and have just finished working with my second family. I decided to volunteer because my children were becoming teenagers and I felt at a stage in my life where perhaps some of my own experiences of parenting could help other families. Being a parent isn't always easy and being part of supporting a vulnerable family and helping them to reconnect with each other is an incredible honour.



---

Home-Start Kettering Area

---

It is always a privilege to be welcomed into a family's home and start to help resolve some of their worries. Playing with the children is lovely, especially seeing the joy on their faces when you arrive. For me, working with parents has been the most fulfilling. It's rewarding, knowing that giving my time to listen and support parents is making a real difference to their family's welfare. I get to see how their restored confidence and happiness flows down into the children and other family members. I have gained so much from volunteering with Home-Start, I've learned about different religions, cultures and disabilities and all seen through the eyes of the families very own personal experiences. I believe it has made me a better person.

Knowing Nikki and the rest of the team are always on hand with a listening ear and helpful advice has been invaluable. The training given before you work with your first family is fantastic as is the ongoing training and support. All the issues I wasn't sure I would be able to deal with melted away when I was with my families as I quickly realised that we could work out problems together and that actually 'learning together' was the best way of supporting them.

Seeing my last family start to engage with their community and other services over the six months I worked with them, seeing them open up about what was worrying them and so being able to help them find the support they needed, seeing the atmosphere in the house change from worry and stress to confidence and harmony was the best feeling in the world.

If you are reading this and thinking about volunteering, then please go for it! Don't feel as though you need to be an expert or knowledgeable about any particular issues. I wasn't sure when I started volunteering if I could offer a family the support they needed, I'm just a mum after all, but I've realised that the most important skill you need is being able to show empathy and being there to listen and not judge



## What we did...

53

Families supported this year

144

Children supported this year

12

Families with a disability supported

44

People volunteering for Home-Start Kettering Area

24

Children treated to a traditional Christmas party and gift from Santa

82

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

Volunteer hours  
provided last  
year...  
**over 2000!**

Cindy Wrighting– Youth Works

CONGRATULATIONS Home-Start Kettering on reaching your Silver Jubilee!

Youth Works are, in comparison, adolescents! Throughout our 13 years in operation, we have been happy and privileged to work alongside Home-Start at the William Knibb Centre.

We very much admire and value the work that Home-Start do. Our work with young people in the local community means that we come in to contact with many families and young people who have benefited from the support of Home-Start volunteers. Our joint work as part of the Kettering Together partnership gave us a fantastic opportunity to work together to provide wraparound support to families in the Kettering area. Home-Start have also been very supportive of our young people, giving them opportunities to help with Christmas collections and fundraising events.

As the last two remaining community facilities at the William Knibb Centre, we continue to support the work of Home-Start and their fantastic volunteers.

Well done and here's to the next twenty five years!

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



I am delighted to report that The Friends of Home-Start Kettering have had a successful fundraising year. Thanks to the splendid efforts of the Friends team, we have exceeded our target for the year. However, there is no room for complacency. Many companies complain that they are experiencing very competitive trading conditions.

---

Home-Start Kettering Area

---

For example in the supermarket area, Sainsburys, Morrisons, ASDA, Tesco and Waitrose compete with Lidl and Aldi. Seven competitors! In the Kettering area we compete with over 100 charities, all trying to persuade people and companies to support them. Our competitors include massive national charities such as RSPCA, Barnados, Cancer Research, significant local charities such as Cransley Hospice as well as any number of small local charities along with schools, sports clubs and Amateur Dramatic societies. It is tough out there!

So, we must not relax if we are to continue to support the families and notably the children of these families, who need the help of our wonderful volunteers. These volunteers are not paid for their fantastic efforts, thus minimising our costs, but essential costs such as staff salaries, legal and accounting charges, computing facilities, plus occasional treats for the children mean that funds have to be raised.

Our efforts this year included a Golf Day in memory of our much loved and much missed Treasurer, Trevor Lloyd who died in 2016. His golfing colleagues at Kettering Golf Club have been incredibly generous supporters, for which we extend a massive Thank You. Our excellent administrator Donna and local councillor Maggie Don organised a very successful swimathon to mark our 25 year anniversary, raising £2875. Donna also persuaded a group of intrepid men and women to compete in the Dragon Boat Racing at Wicksteed Park. We weren't very successful at rowing, but no-one drowned and money was raised! In addition Quiz Nights, Coffee Mornings, Garden Parties, Raffles, plus support from Trust Funds, including The Wilson Foundation and Maud Elkington helped us to support 50 families and 118 children during the past year. (A full list of donors can be found on page 14)

The challenge is to continue to raise sufficient funds to support local families and to give their children a chance to fulfil their potential. We get no support from National or Local Government! Every family we help reduces the danger of a child or children being taken into care, thus saving the County Council huge sums of money. The cost of fostering a child is more than £30,000 per year. Being taken into residential care costs more than £130,000 per year. Our main aim is to help families to cope, and to stay together. The financial benefits to the council are a by-product of that. Mention that to politicians who knock on your door looking for your support. Suggest that they help themselves by helping Home-Start!



We are always pleased to welcome new Friends, and delighted to discuss and support potential fund raising activities with any individual or organisation. Every charity is worthwhile, but Home-Start Kettering is special. Please support us!

Statement of financial activities for the year ended 31<sup>st</sup>  
March 2019.

		2019 Total (£)	2018 Total (£)
<b>Incoming Resources</b>	Grants	32,708	28,842
	Donations and Fundraising	34,838	34,406
	Gift Aid	1,514	
	Bank Interest	167	58
	<b>Total Income</b>	<b>69,227</b>	<b>63,306</b>
<b>Charitable Expenditure</b>	Service Delivery	57,366	55,424
	Fundraising Activities	3,846	3,973
	Administrative Overheads	5,333	7,529
	Depreciation	597	619
	<b>Total Expenditure</b>	<b>67,142</b>	<b>67,545</b>
<b>Net Incoming (outgoing) Resources</b>		<b>2,085</b>	<b>(4,239)</b>

## Financial Report – Nikki Farrar-Hayton

On behalf of the Trustees of Home-Start Kettering I am pleased to present the Annual Finances Report for the year ended 31<sup>st</sup> March 2019.

Income for this year was £69,227 some 10% increase compared to 2017-18 and with total expenditure of £67,142 I am pleased to present a surplus balance of £2,085.

Of the total income, £34,838 came from fundraising activities which is primarily down to the extremely hard work of John, Donna and the team of Friends of Home-Start Kettering Volunteers. John has presented his report on page 11 and we have an impressive list of donors on page 14.

Throughout the year we have been thrilled once again to work alongside Baby Basics Northampton to offer baby starter packs to new mums and KCU who have provided food parcels for families who are struggling. The Emmanuel Church has yet again supported us by regularly dropping off quantities of extra essentials such as toilet paper and washing powder.

Our Children In Need award which started in October 2017 fully funds 25 hours a week of scheme costs. This equates to £28,099 in 2018/19 and will be £28,854 in 2019/20. This award will end in September 2020 and it is essential that we secure suitable funding to replace it. To this end, Trustees and Staff are currently working on several funding applications and are hopeful that they will be successful.



The Trustees review the charity's need for reserves regularly and have taken the decision to increase the money placed in the reserves account to £40,000 to ensure there are sufficient funds to enable the Home-Start Kettering team to deliver high quality support to children.

We enter this year in a strong financial position, however it is essential that we secure continuation funding as described above and with our wonderful fundraising volunteers I am confident that Home-Start Kettering will be delivering support to children and their families for another 25 years.

*“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.”*

**Home  
Start**  
Support and friendship  
for families

Home-Start Kettering Area



## Our grateful thanks go to...

All Saints Church Kettering	Argos	Baby Basics Northampton
Barton Seagrave Infant School	Boots Kettering	Children In Need
Chris Prout	Cllrs Anne Lee, Linda Adams, Maggie Don, Mick Scrimshaw	Connect FM
Constance Travis Charitable Trust	Cranford Primary School	David Laing Foundation
Disney Store	Dunelm Kettering	E.E Kettering
Emmanuel Church	Faraway Children's Charity	Frederick & Phyllis Cann Trust
Geddington School and Church	GMB Union	In Kind Direct
K.C.U Kettering & District Network Foodbank	Kettering Golf Club	Kettering Science Academy
Kettering Tresham Rotary Club	Kino Lounge	Lady Gayle Robinson
Limitless Gym	Linus Project	Loddington Church, School and Coffee Mornings
Maud Elkington Trust	Haddonstone	Market Harborough Building Society
Mawsley Church and School	Mercedes	Millbrook Infant School
Morrisons Kettering	Park Infant School	Poppy Design Studio
Rushden Chichele Rotary Club	Seventh Day Adventists	Soroptomists International Kettering
St. James Place	St. Mary's Church, Ringstead	St Peter's Church and Walgrave Baptist Church
St Peter's School	Stewart Robinson	Tesco Bags of Help and Groundworks
Timson Trust	Timsons Engineering	Tracy Bayes
Unison	Unity Lottery	And everyone who donated raffle prizes.

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 6 months running costs at any one time to safeguard the Charity's service commitment in the event of delays in receipt of Grants or long term staff sickness. This figure has been agreed as £40,000 for the upcoming financial year

As at 31st March 2019 the Charity's unrestricted general reserves amounted to £35,580 which represents just over 6 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  
Jane W  
Sarah F  
Mary  
Lucy W  
Georgie  
Gill P  
Julie  
Chris L  
Mick  
Helen H  
Sarah O  
Trudy

Chris A  
Helen S  
Berta  
Sue  
Dorothy



---

### Home-Start Kettering Area

---

Lucy T  
Jayne  
Sam  
Lisa  
Denise W  
Claire  
Diane

John  
June  
Bea  
Jane G  
Vera  
Robyn  
Elaine C  
Liz  
Carla  
Chloe  
Gill H  
Rayna  
Wendy  
Maggie  
Serena  
Sarah B  
Kamlesh  
Bee

...Thank you