

HOME-START BRISTOL

ANNUAL REVIEW 2019—2020



“I needed someone to talk to who wouldn't be there to judge me and tell me what to do. My volunteer was great and would come, offer advice, support what I do and interact with my child, which meant a lot”

Message from the Chair

We were expecting a challenging year, with experienced staff leaving and one of our main grants coming to an end. Would we ever replace such brilliant staff? Would we get the money to keep going at the same level?

As the year began we were sad to say goodbye to staff we had known well (but we enjoyed the farewell parties!) Then, one by one, we recruited new people who immediately absorbed the Home-Start ethos. They all – Andrea, Susannah, Beth and Marie – hit the ground running and took obstacles in their stride. We owe massive thanks to them, and equally to our “old” staff who welcomed them and shared their expertise.

Meanwhile the trustees were putting together a very complex bid for more lottery funding and just in time for Christmas we were delighted, and very relieved, to learn that we had succeeded.

We supported a total of 157 families this year, more than meeting our targets. Thanks are due most of all to the volunteers who offer their time and support and friendship to families going through a difficult time. They are at the heart of Home-Start's work.



As the year ended coronavirus reared its ugly head, making home visiting impossible. We are rapidly learning how to adapt to new ways of working and respond to new challenges that lie ahead of us.

Katherine Martin (Chair with lockdown hair)

Farewells and New Beginnings



Hello, I am Andrea Priest and I was successful in taking over as Home-Start Bristol Manager and having the huge task of following in Beverley's foot prints, a step not to be taken lightly.

This year HSB has not only seen the departure of Manager Beverley Symonds, but also of three additional long-serving staff members: Maryon Shearman and Jill Britten have both retired and Louise Allen was successful in gaining a position with South Gloucestershire's social care team; we wish her luck and each will be hugely missed.

With departures though come new arrivals; it has been great to welcome the arrival of two new Coordinators, Beth Milne and Susannah Holmes, and Marie Wathen, our new Early Intervention Worker.

I really enjoy seeing the difference our work has on families and the people who work with them, which is why I was drawn to Home-Start, as their ethos touches people's lives. This has been even more necessary with the unprecedented arrival and devastation of the Covid-19 pandemic. Our staff, volunteers and trustees have been amazing throughout. Thank you all for your continued support—keep safe. **Andrea Priest (Manager)**

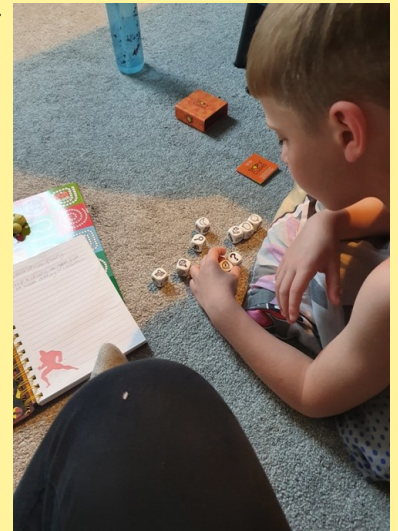
During this year we received 253 referrals of which—49% came from Health Teams; 12% from Social Care; 18% from Children's Centres; 8% were self-referrals and 13% from other support services

Case study: One volunteer talked about working with a very young mother and an asylum seeker, arriving to the UK seven months pregnant, and overwhelmed. The mother reported to the volunteer that sometimes she "chats" to the baby but felt it was silly. The volunteer was able to inform her that those instincts were completely correct and would support the baby's development. When the volunteer next visited, the mother was sitting reading a book to the baby aloud.

"Mum has started to play with her children instead of forcing them to play (mum realised this and now understands the difference)."

coordinator feedback

"I have seen a mum build a stronger relationship with her autistic son, because she had the time to spend quality time with him while I played with her younger son." **volunteer feedback**



"I needed someone to talk to who wouldn't be there to judge me and tell me what to do. My volunteer was great and would come and offer advice, show me how to do things, listen to me and also interact with my child, which meant a lot." **feedback from family**

"I have seen a family's confidence in their own ability grow through the encouragement of a Home-Start volunteer and the varied support they offer. Learning to believe in themselves, their ability as a parent and being reminded that their child/children relies on them and loves them unconditionally has an impact on every aspect of their life and empowers them." **volunteer feedback**

"Being matched with the wonderful [volunteer] was great, she helped me practically and emotionally with my twins. I did not believe that I could do this and [volunteer] was there showing me that I can." **feedback from family**

"[Volunteer] is so good and kind, she made me feel better and happy, I am stronger and more confident and know it's ok to ask for help." **feedback from family**

"I really bonded with my volunteer and so did my baby. She came to us when my baby was very young and I wasn't leaving the house, it was amazing the way that small gestures and talking through things helped. We now go out regularly as a family and I feel much more like a mum." **feedback from family**

"I have seen a positive change in mum's mental health, she needed someone to support her and this is what happened. Mum appreciated the support she received." **SENDCo Bristol Children's Playhouse**

Meet the new additions to our staff team, left to right: Beth Milne, Coordinator, Susannah Holmes, Coordinator and Marie Wathen, Early Intervention Worker. All joined us during 2019/2020



Publicity for HSB

Home-Start Bristol has a new publicity group made up of trustees, Katherine, Chris and Sarah; advisers, Maroussia, Janet and Celia and our manager Andrea.

One of the main functions of the group is to publicise the volunteer preparation courses, which we run three times a year. These are advertised especially in the local areas where they will be delivered but also publicised online, on our website and on social media (Facebook).

Our volunteers are fundamental to the success of HSB and so it is crucial that we continue to recruit good numbers of volunteers to support our families in need across Bristol and South Gloucestershire. Courses are planned to run in different localities so that potential volunteers can access them easily; however, due to Covid19, our next course, due in September, is being adapted to run online. Details are being made widely available and on the Home-Start Bristol website—please take a look!

HSB's reach area is large and complex and we're aware that we may not be accessing all areas with our publicity, especially on the outer fringes of the city and up into South Gloucestershire. At our Awayday in March we undertook a mapping exercise to identify where our contacts, links and information are thin on the ground and we are gradually building up a picture of how and where we can be more effective.

If you feel that your area is one of those not well covered by HSB, please feel free to contact me at: sarahb@homestartbristol.org.uk with information on local websites, publications and locations where we might post our information so that more volunteers and families can find out about and access services.

On top of publicising our courses the PR trustee, supported by the publicity group, generates press releases, editorial for local newsletters, responds to relevant newspaper, TV and radio items and makes contact with local media. The publicity group also organises HSB stands at events, fairs, supermarkets and other community venues in order to raise both vital funding and the profile of Home-Start Bristol.

Sarah Birch (PR Trustee)

Home-Start Bristol's Covid-19 Projects

During Lockdown our service has had to adapt and develop alternative ways of being able to support families. We have linked with other agencies and funding streams, such as the John Lewis crisis fund and our own HSUK covid-19 support fund. Staff and volunteers delivered fresh food boxes from Trent's Food & Beverage Hall; they also planted seedlings for families to grow on in their own homes.



This year 2019-2020 we were able to support 157 families—37 of these were supported on a more in-depth 1-1 basis by either our Family Support or Early Intervention Worker

Grants: This was a year in which 2 large grants were due to end – always a worrying prospect! However, a parting gift from our previous manager, Bev, was a successful application to Children in Need for another 3 years of funding - £79,330 in total. During the year we worked hard to build the case for further grants from the National Lottery Community Fund for supporting South Glos families. We were rewarded in December with a promise of £233,980 over the next 5 years. We are so grateful to these funders and to Bristol and South Glos Councils for their continued support. Many thanks too for grants from The Quartet Foundation, The Van Neste Foundation and the Society of Merchant Venturers

Annual Accounts

INCOME	19/20	18/19	EXPENDITURE	19/20	18/19
	£	£		£	£
National Lottery Community Fund	102,065	107,941	Payroll and Pension Costs	140,403	128,636
Bristol City Council	24,378	26,355	Staff/volunteer expenses	5,239	5,021
Children-in-Need	21,746	15,919	Publicity, recruitment and training	5,746	12,692
South Gloucestershire Council	13,706	13,386	Rent, heat and power	13,910	14,295
NHS	9,044	6,977	Administration	11,628	17,358
Other Restricted Income	13,000	9,000	Office expenses	8,416	6,734
Other grants, fundraising	31,661	22,512	Depreciation	100	100
			Fund raising, other	9,114	3,426
TOTAL INCOME	215,600	202,090	TOTAL EXPENDITURE	194,556	188,262

We thank all of the statutory bodies, Trusts, Businesses and individuals who have enabled us to achieve our goals this year. Full accounts are available on our website and via the Charity Commission website (Trevor Leonard, Treasurer)

Staff Team

Andrea Priest (HSB Manager)
 Alex Wyatt (Coordinator)
 Ina Hume (Coordinator)
 Beth Milne (Coordinator)
 Susannah Holmes (Coordinator)
 Katherine Stephens (Administrator)
 Marie Wathen (Early Intervention)
 Liz Barnett (Family Support Worker)
 Plus all of our amazing Trustees

Home-Start Bristol

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