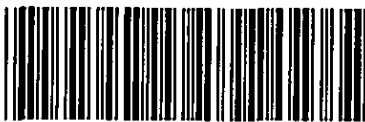


SEPARATOR SHEET



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DIRECTORS' REPORT FOR THE YEAR ENDED 31 MARCH 2012

INTRODUCTION

Home-Start is the UK's leading family support organisation working with nearly 36,000 families and almost 77,000 children each year. It is a voluntary organisation offering friendship, emotional and practical help to young families who are experiencing stress and difficulties. Support is given by specially trained volunteers and is available to any family with at least one child under 5 years of age.

Home-Start was founded 39 years ago and works across the UK, with a proven track record of making a difference. The Munro Review of Child Protection: Interim Report (February 2011), specifically mentions the value of Home-Start's work with vulnerable families.

In Redbridge we have been supporting local families since 2002. The majority of our volunteers and many of our trustees are parents who themselves struggled when their children were younger and found Home-Start's support helped them to make lasting positive changes in their lives.

The families that we work with tell us they value our services and that they know of nowhere else that they can go to get this kind of support. The ethos of Home Start is that volunteers who are themselves parents support other parents - not by offering 'expert' advice but by sharing their experiences and building confidence and networks of support to avoid families becoming unable to cope.

Home-Start is now a vibrant community resource, helping to develop and deliver effective services for Redbridge parents and their children.

Redbridge is an area of mixed affluence with a diverse population of estimated 281,400 in 2011.

We want:

- Parents and carers in Redbridge with children under five, who are marginalised, socially and economically excluded, to feel more confident in their parenting.
- Families to feel less isolated and for parents and carers to have better support networks which reduce their isolation and their experiences of depression;
- Children under five to gain confidence and social skills and be better prepared for school;
- Volunteers, many of whom will at one time have been users of our services, to gain skills and experience which will help them contribute to their local communities and ultimately secure employment.

Home-Start is about parents supporting other parents. This is a key element in establishing links, particularly with families who are socially isolated or disadvantaged and seen by some agencies as 'hard to reach'.

We achieve our outcomes by:

- Providing weekly home visits to parents to help them in coping with depression, exhaustion, loneliness, domestic violence, ill health/disability and multiple births.
- Providing a befriending service to parents offering emotional/ practical support, including someone to talk to, discuss concerns with & put things in perspective.
- Signposting parents to other services, to improve their health and services reduce their poverty and economic exclusion. We are particularly keen to develop links with training and employment providers to help parents into work.
- Running a weekly family group (39 weeks a year), in a safe environment, where children can play and parents can share experiences and obtain some respite. This is particularly importance for families in overcrowded housing without access to parks or gardens so children's play is severely restricted
- Offering confidential support & help to women experiencing domestic violence, assisting them in accessing services to protect themselves and their children.
- Training and supporting volunteers, many of whom were once users of our services, and developing their skills and confidence in their capacity to change the communities in which they live through helping families overcome isolation, develop support networks and gain confidence in their parenting.

Home-Start also works hard to help families achieve the following targets as outlined in the Every Child Matters programme, the purpose of which is to allow every child, whatever their background or their circumstances, to have the support they need to:-

- Be healthy
- Stay safe
- Enjoy and achieve
- Make a positive contribution
- Achieve economic well-being

The scheme's Senior Co-ordinator and Management Committee are responsible for the effective running of the scheme and for ensuring that the scheme operates within national guidelines.

We have signed an undertaking to work to a set of Standards and Methods of Practice and are externally reviewed every three years against Home-Start Quality Assurance Standards.

Management Committee Members

The following people were on our committee during the year, helping to ensure the efficient management and administration of the scheme

Aniela Akram	- Treasurer
Muri Alade	- Trustee
Jane Ajao	- Chair
Pat Cowell	- Trustee
Diane Giles	- Trustee
Ann Marsden	- Trustee
Nicola Marshall	- Trustee
Diana Mears	- Trustee
Suzanne Wilebore	- Trustee

New trustees are required in order to share the work and responsibilities of running the scheme. We would love to hear from you if you can volunteer 3-4 hours a month and:-

- can work as part of a team
- have knowledge of the voluntary sector
- have fund-raising and/or business skills
- have enthusiasm

Funding

We had secure funding from Redbridge Children's Trust which enabled us to support Redbridge families for another year. In addition we received funding from the Early Intervention (Aiming High) Funding which allowed us to work with Children with Special Educational Needs and Disabilities. However, like many other schemes, funding is an ongoing concern.

We would like to take this opportunity to thank our funders for supporting us this year.

ACTIVITIES

Our services benefit.

- Families with at least one child under 5 years old who are isolated and struggling to cope. Every member of the family benefits from our interventions: parents, carers, children under 5 years of age, siblings of these children and the extended family
- Diverse families including those with children with disabilities/special needs, families from diverse cultural, ethnic and religious backgrounds and single parent, nuclear and extended families
- Volunteers, who are parents themselves and many of whom were users of our services. They gain training; skills & experience which can help them find work.

- The wider local communities as we are active members of the Early Intervention Strategy and Children's Centre Advisory Group and our work informs the development of local strategies and practice with isolated and vulnerable families

Home-Visiting

Supporting families in their own homes continues to be our core service. Of the 186 children supported during this period, through both our home-visiting and family group services, 133 were aged 0-5 years.

Last year Home-Start Redbridge worked with many families from the most deprived areas of the borough. Over 75% of the 90 families we worked with were from BME communities. 8% were families with children with disabilities. The families that we are working with are from diverse ethnic backgrounds. When we undertook a service review in 2011, the main issues for families were:

- Isolation (lack of family or friends network support),
- Depression, particularly among mothers,
- Lack of parenting skills or lack of confidence in parenting skills;
- Domestic violence;
- Income deprivation and unemployment;
- A lack of resources to support children's early learning and the development of their social skills

We support any family who fits within our acceptance criteria, subject to resources being available and the support provided is free and confidential. Most of the referrals we receive are from statutory groups although we get many from families wishing to refer themselves.

Our parents self-esteem and self-confidence is promoted and positive parenting is encouraged to aid those parents dealing with behavioural issues

Family's Story

I was referred to Home-Start by my Therapist because I was suffering from Postnatal Depression and a lone parent with no family support

I felt that I needed some practical help and I contacted several organisations who could not provide the help that I needed. They only gave me phone numbers and leaflets or referred me to other services.

I was anxious at first when I was told someone would be coming to my home and I felt it was very messy and not up to my usual standard of how I kept my house

When the Senior Co-ordinator came to explain what Home-Start did I was still worried that a stranger was coming into my home and wondered how they would cope with the state of mind I was in at the time

Once my volunteer started visiting me, I felt very comfortable with her especially as she was an older woman and had a lot of experience of bringing up her own children. She was non-judgemental and very patient with my son

Whenever I wanted to talk she allowed me to, without criticising and listened intently. When I had my moody days she allowed me to be myself, did not take it personally but let me work through whatever I was going through.

Home-Start is the only organisation that gave me the help that I needed and I felt that other organisation whom I contacted was very patronising. My volunteer plays with my son and gives me a break to do other chores in the home or just to have a rest

As my son is not well she helps me to get out to appointments, shopping and to have regular tests in the hospital. She provides reassurance to me and I feel that I have gained a lot of confidence in my role as a parent

In my opinion if there is funding available for organisations that help parents, the one that deserves this funding is Home-Start.

The whole experience has been a very positive one and for that I am extremely grateful. I would highly recommend any parent with young children to Home-Start

My experience of having such invaluable support from Home-Start has made me decide that when my son is older I will consider volunteering for Home-Start or any other organisation that provides practical support to parents.

Family Group

The Family Group continues to be an integral part of the service we provide. Home visiting is not the ideal for all families and, for them, attending a group is the preferred option enabling parents and their children to socialise as well as access Home-Start's support. For the year 2011/2012 a total of 39 families were registered.

Meeting weekly, during term-time only, the group's main aim is to provide a welcoming non-threatening environment where children can play and parents can have a little respite from the demands of their young children. Most important of all, families can enjoy being together.

The group complements the support offered to families in their own homes and its objectives are to:

- Give the extra support a group provides
- Offer support to those families who find group support preferable to having a volunteer visit them at home
- Help parents who are feeling isolated by giving them the opportunity to meet others in a stimulating environment
- Encourage parents and children to play or to provide play experiences not readily available at home
- offer a safe environment
- give parents the opportunity to learn parenting skills from each other

Several of the parents who have been positively influenced by the support have expressed their desire to give in return, by assisting in the group. Another reason in their ambition to help is the opportunity to gain new skills.

The 2 hour session is fun packed and educational offering every child the opportunity to explore role play, socialise, and build self-esteem and confidence. This is achieved through structured play and craft activities all of which aids preparation for children heading for pre-school.

Finally, a sure sign that the group is a vitally significant part of the empowering work Home-Start offers is that parents have begun to support each other with ideas/information on cooking, other services within the community, share problems such as issues around boundaries, sleeping and eating.

Advice obtained from staff members on a one-to-one basis and group-work has also produced great results, whereby unsettled children were able to respect staff and peers, interact more positively with parent, participate in play and make friends.

Volunteers

Volunteers are at the heart of Home-Start. We depend on their skills, their generous offers of time and 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.

We know that because they are volunteers and they offer their services because they want to, that their offer of help is different from that of a paid worker who is deployed to undertake the tasks. We know that this is especially important for vulnerable and isolated parents. We aim to build recognition of the contribution of volunteers, developing their roles internally and externally.

Home-Start volunteers are parents or have parenting experience and derive great benefit from the ten week training course they participate in. It instils confidence to a group of people that have spent time bringing up their own families and often do not realise they have a wealth of life experience to share with others.

We ask our volunteers to commit to at least 3-4 hours a week (for a minimum of 1 year) to Home-Start. In return, they receive training & support, out of pocket expenses, the knowledge that they'll make a real difference by helping another family as well as obtaining new skills and experiences.

Training is a vital part of preparing volunteers for home visiting and all volunteers *must* attend our Volunteer Preparation Course. The subjects dealt with on the course are both comprehensive and diverse and ensures that the volunteers are well prepared for the role they have undertaken.

Before being matched with a family, we carry out Criminal Records Bureau (CRB) and Social Services checks. We also ask for two referees.

Once matched, either the Senior Co-ordinator or Co-ordinator has formal 6 weekly meetings with each volunteer in order to monitor progress as well as informal 'chats' as necessary.

A Volunteer's Story

I have been a volunteer for Home-Start Redbridge for four years I was a stay at home mum, looking after my grandchildren and also volunteering for the Homeless I also volunteered at the Community Links where I used to help people fill in forms etc It is on the Community Links job club online course where I saw Home-Start being advertised

I became a Home-Start volunteer as I was able to give something back to the community. When my children were younger I myself found it a struggle being a single-mum with three children I felt that if I could help someone, encourage them, be there to listen to them it would make such a difference to those families who are finding a little difficulty coping.

I enjoyed attending the preparation course, where I was able to learn and refresh on things that I may have not known before, or needed to refresh myself on. In the four years I have been with Home-Start I have supported four families. I am looking forward to supporting another family very soon, as I find it so rewarding being able to help others.

One of the mums I supported was able to get back into the working world She also went back into studying and was able to pass her driving test, as all she needed was some encouragement. Her whole outlook was changed as she had lost confidence in herself She began to believe in herself again She became independent and realised she didn't need to rely on anybody, she was able to things for herself.

Another mum I supported was able to get household chores done during my visit as she had three very young children and needed help with day to day routine. I would also accompany mum to exercise classes, which we both thoroughly enjoyed Mum was more comfortable attending classes with me as she was very nervous going on her own She liked the fact that I provided her with a much needed 'listening' ear.

I feel volunteering for Home-Start has benefited me as I see that it's very rewarding seeing families grow in confidence. To see such changes are very satisfying, I feel I have accomplished something.

Donations

We would especially like to thank everyone who has donated any money to help us continue our work supporting young families. It really is appreciated.

Future Plans

Working in partnership with the Local Authority, Children's Centres and other statutory, voluntary and community organisations Home-Start has the experience and knowledge to provide a cost effective outreach service to families. This fits in with the government's commitment to building on existing services and strengths in a community and its recognition that the voluntary sector is a vital partner in the delivery of public services.

Within the next year we plan to:

- obtain secure funding to enable the scheme to continue its work in the future.
- acquire new funding in order to be able to increase the work of Home-Start Redbridge and provide much needed support to other families in the Borough
- increase the number of trustees
- recruit more volunteers and staff in order to meet the demands for the service.

Thanks

We would like to thank everyone who has given their time over the year to help us continue to offer an excellent service to local families. These include:

- Our greatest asset - our fantastic group of volunteers
- Volunteer Preparation Course speakers
- those individuals who support Home-Start as Trustees and members of our Management Committee
- all other agencies and organisations who support our work

RESERVES POLICY

The Reserve Fund has been set at £32,690 and will continue to be regularly reviewed and adjusted in light of the current year's budget and budget forecast

INVESTMENT POLICY

In order to generate additional income, funds have been invested in a Club & Societies Deposit account

RISK REVIEW

The Management Committee has conducted their own review of the major risks to which the charity is exposed and systems have been established to mitigate those risks. Policies and procedures are periodically reviewed to ensure that the needs of the Charitable Company are met.

STATEMENT OF MANAGEMENT COMMITTEE'S RESPONSIBILITY

The Management Committee acknowledge their ultimate responsibility for ensuring that Home-Start Redbridge has in place a system of controls that is appropriate to the business environment in which it operates. These controls are designed to give reasonable assurance with respect to. -

- the reliability of financial information used within the Charity or for publication
- the maintenance of proper accounting records, and the safeguarding of assets against unauthorised use or disposal

The following key elements of internal control have been in place for all or part of the financial year 2011/2012:-

- Formal policies and procedures are in place, including the documentation of key systems and rules relating to the delegation of authority, which prevent the unauthorised use of the assets of Home-Start Redbridge
- Forecasts and budgets are prepared which allow the Management Committee to monitor the key risks, financial objects and progress towards the business plan.
- Regular management accounts are prepared providing relevant, reliable and up-to-date financial information, variances are investigated.
- All significant new initiatives, major commitments and investment projects are subject to formal authorisation by the Management Committee.

As an incorporated company, Home-Start Redbridge is required to prepare financial statements for each financial year, which gives a true and fair view of the state of affairs of the charitable company as at the balance sheet date and of the surplus or deficit for the financial year.

In preparing the financial statements the Management Committee is required to:-

- select suitable accounting policies, apply them consistently and state them in the financial statements
- make judgements and estimates that are reasonable and prudent; and
- state whether applicable accounting standards have been followed.

The Management Committee is responsible for ensuring that arrangements are made for keeping proper books of account with respect to the charitable company's transactions and their assets and liabilities such as to enable every revenue account to give a true and fair view of the income and expenditure for the period, and the balance sheet to give a true and fair view as at the balance sheet date, of the state of affairs of Home-Start Redbridge

The Management Committee is also responsible for establishing and maintaining a satisfactory system of control over the charitable company's books of account and transactions and for safeguarding the assets of the organisation and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities

RESULTS

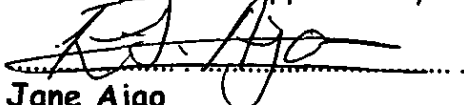
As at 31st March 2012 our unrestricted general reserves amounted to £39,466. The trustees have examined the requirement for free reserves which are those unrestricted funds not designated for specific purposes or otherwise committed. The trustees consider that, given the nature of the charitable company's work, free reserves should be a minimum of three months revenue expenditure, but with the intention of achieving a level of six months.

Efforts will be made to identify and apply for suitable fundraising opportunities to ensure the maintenance of healthy reserves.

Going Concern

After making enquiries, the Management Committee have a reasonable expectation that Home-Start Redbridge has adequate resources to continue in operational existence for the next financial year. For this reason they continue to adopt the going concern basis in preparing accounts

This report was approved by the Management Committee and signed on it's behalf by.


Jane Ajao
Director & Chair

Date: 11/12/12

HOME-START REDBRIDGE**INDEPENDENT EXAMINERS REPORT TO THE MANAGEMENT COMMITTEE OF HOME-START REDBRIDGE**

I report on the accounts of Home-Start Redbridge for the year ended 31st March 2012 which are set out on pages seventeen to twenty one.

Respective responsibilities of Trustees and Examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that that the audit requirement for this year under section 43(2) of the Charities Act 1993 does not apply and that an independent examination is needed.

It is my responsibility to

- Examine the accounts (under section 43(3)(a) of the Act)
- Follow the procedures laid down in the General Directions given by the Charity Commissioners (under section 43(7)(b) of the 1993 Act) and
- State whether particular matters have come to my attention

Basis of Independent Examiner's Statement

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the view given by the accounts.

Independent Examiner's Statement

In connection with my examination, no matter has come to my attention.

1 which gives me reasonable cause to believe that in any material respect the requirements

- to keep accounting records in accordance with section 41 of the 1993 Act, and
- to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the 1993 Act

have not been met: or

2 to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached

Signed: 

Date: 10th December 2012

Karen Burnett, MAAT

Community Accountant & Consultant

103 Wellesley Road, Ilford, Essex IG1 4LJ

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2012

		Unrestricted Funds £	Restricted Funds £	Total 2012 £	Total 2011 £
	Notes				
<u>Incoming Resources</u>					
Donations	2	736		736	569
Activities to further charity's objects					
Grants Receivable	3	55,698	37,278	92,976	80,876
Fundraising	4	358		358	83
Other	5	2,080		2080	2080
Deposit Account Interest		12		12	10
Total Incoming Resources:		58,884	37,278	96,162	83,618
<u>Resources Expended</u>					
Charitable expenditure.					
Costs of activities in furtherance of					
Charity's objects	6	29,980	49,102	79,082	68,680
Management & Administration	7	2,776	5,067	7,844	6,912
Total Resources Expended:		32,756	54,169	86,926	75,592
Net (Outgoing)/Incoming Resources		26,128	(16,891)	9,236	8,026
Total fund. 1 April 2011		13,338	23,576	36,914	28,888
Total fund. 31 March 2012		39,466	6,685	46,150	36,914

BALANCE SHEET AS AT 31 MARCH 2012

	Notes	£	£ 2012	£ 2011
<u>Fixed Assets</u>				
Tangible assets	8		1,195	556
<u>Current Assets</u>				
Prepayments		454		152
Deposit account		37,716		32,704
Bank		8,804		6,254
Cash		186		20
		<u>47,160</u>		<u>39,130</u>
<u>Creditors amounts falling due within one year</u>				
Accruals	9	<u>2,204</u>		<u>2,771</u>
Deferred Income - prior year adjustment			44,956	36,358
<u>Net Current Assets</u>				
<u>Total Assets Less Current Liabilities</u>			<u>46,150</u>	<u>36,914</u>
<u>Represented by</u>				
<u>Funds Held</u>				
Restricted			6,685	23,576
Unrestricted			<u>39,466</u>	<u>13,338</u>
			<u>46,150</u>	<u>36,914</u>

For the year ending 31 March 2012 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies. The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006. The Directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts. These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

ON BEHALF OF THE MANAGEMENT COMMITTEE.

Chair & Trustee ELIZABETH JANE AJAO
 Treasurer & Trustee ANIELA AKRAM
 Date 7/1/13

NOTES TO THE ACCOUNTS

1. ACCOUNTING POLICIES

The financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standards for Smaller Entities (effective June 2002), the Companies Act and the Statement of Recommended Practice, Accounting and Reporting by Charities (SORP 2000) issued in October 2000

Taxation

As a registered charity, the company is not liable to taxation on its income

Incoming Resources

Income represents revenue grants received and receivable from Redbridge Children's Trust and other donations and interest received

Resources Expended

Resources expended are recognised in the period in which they are incurred and are inclusive of VAT.

Tangible Fixed Assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life. Items under the value of £200 are not capitalised

Office equipment & furniture. 33.33% straight line

Pension Costs

The cost of providing retirement pensions and related benefits is included in Staff Costs and is charged to the income and expenditure account over the periods benefiting from the employee's services.

Designated Reserves

Home-Start Redbridge may designate reserves for particular purposes with the expectation that such reserves will be transferred back to general reserves to match expenditure in the Income & Expenditure account

Unrestricted Funds

Unrestricted funds are received in furtherance of the objects of the charity and are available for use as general funds

Restricted Funds

Restricted funds are to be used for specific purposes as laid down by the donor

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2012

	Unrestricted Funds £	Restricted Funds £	Total 2012 £	Total 2011 £
2 Donations				
Volunteer	226		226	
Other	510		510	569
	<u>736</u>	<u>0</u>	<u>736</u>	<u>569</u>
3 Activities to further charity's objects				
Redbridge Children's Trust	55,698		55,698	80,876
London Borough of Redbridge		37,278	37,278	
	<u>55,698</u>	<u>37,278</u>	<u>92,976</u>	<u>80,876</u>
4 Fund-raising				
Quiz Night & Table Top	358		358	40
				43
	<u>358</u>	<u>0</u>	<u>358</u>	<u>83</u>
5 Other				
Havering College (Student Placements)	2,080		2,080	2,080
	<u>2,080</u>	<u>0</u>	<u>2,080</u>	<u>2,080</u>
6 Costs of Activities in furtherance of Charity's objects				
Family Group		1,805	1,805	1,587
Fundraising	974		974	20
Head Office Levy	1,350		1,350	1,852
Premises Costs		1,667	1,667	158
Co-ordinator expenses		573	573	245
Staff Costs	27,656	42,524	70,180	63,203
Training		739	739	623
Volunteer Expenses		1,516	1,516	647
Volunteer Recruitment		278	278	344
	<u>29,980</u>	<u>49,102</u>	<u>79,082</u>	<u>68,680</u>
7 Management and Administration				
Professional fees		350	350	750
AGM Costs		581	581	137
Governance	87	-	87	203
Depreciation	1,153	-	1,153	556
Insurance	502	100	602	597
Office Costs	425	1,000	1,425	967
Payroll Expenses		440	440	462
Postage		-	-	298
Printing/Stationery		2,030	2,030	2,304
Telecoms	609	567	1,176	640
	<u>2,776</u>	<u>5,067</u>	<u>7,844</u>	<u>6,912</u>

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2012

£

8. Tangible Fixed Assets**Office Equipment**

Cost b/f	1,667
New purchases this year	1,792
	<u>3,459</u>

Depreciation charge b/f	1,111
Depreciation charge this year	1,153
	<u>2,264</u>

Net book value as at 31 03 12	1,195
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9. Accruals

Professional fees	350
Management & Admin (Payroll)	37
Room Hire	165
Staff Costs	1,562
Telecoms	62
Volunteer Expenses	29
	<u>2,204</u>