

Home-Start Deveron

Annual Report and Accounts



2012 - 2013

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Directors Report

I am delighted to have the opportunity to contribute to your Annual Report once again. It allows me the chance to say thank you to the volunteers, including home visiting, trustees and others, who contribute so much to Home-Start. Home-Start is all about volunteering. The rest of us just help to make this happen! So, a huge thank you to all of our 1500 volunteers in Scotland.

Home-Start remains a key provider of services in Scotland. Our government's agenda is very different to those in some of the other parts of the UK. Here, the focus is much more on preventative work. This is, of course, exactly what we do and means we are well placed to deliver services which are greatly valued. This applies both locally and nationally.

This is the year when Home-Start celebrates our 40th birthday, the first ever scheme having started in Leicester in 1973. I am delighted to note the continuing success of Home-Start Deveron and am confident that this will continue.

Dave Milliken
Director for Scotland
June 2013

Who we are at HSD

Trustees

Fiona Mathers

Chairperson,
Finance & Human Resources

Christine Cockburn

Minutes Secretary & QA Lead

Lorna Rennie

Treasurer, Payroll, Expenses &
Accounts Liaison

Alison Mair

Company Secretary & QA contact

Edie Stephen

Fundraising & Property Maintenance

Tracy Flemming

Marketing & Fundraising

Anne Robertson

Finance & Human Resources

Advisors

Det Sgt

Martin Macdougall

Child Protection

Staff

Reena Thom

Co-ordinator

Wendy Gray

Family Support Worker

Olive Bligdon

Administrator

Morag Wilson

P/T Family support worker (temporary
post)

Chairperson's Report

What a difference a year makes, last June I reported a year of stability and consistency this year has been the opposite.

Our 'workforce' at HSD of both home visiting volunteers and paid staff has been affected by health challenges and changes in personal circumstances.

We are extremely grateful to our trained volunteers for stepping up to the mark and giving more of their time to cover groups and activities to ensure we continue to deliver quality services.

In January 2013 we recruited Morag as our part time Family Support Worker on a temporary basis and she has settled into this role with enthusiasm and efficiency.

WE have all missed Wendy at HSD. Her capacity to 'listen and support' offering words of encouragement in a way that expressed warmth and understanding was always appreciated by HSD parents. We continue to wish her well with her recovery.

One of our Trustees Vivien stood down from the Board this year and one of our newest Trustees Tracy has taken on the roles of Marketing and PR. Vivien continues as a friend of HSD offering very valuable knowledge and support when needed.

Trustees and Staff have ALL been directly involved in reviewing our policies and in the preparation for our Quality Assurance inspection. The inspection process included documentation reviews, direct interviews and telephone interviews, with families, home visiting volunteers, professional referrers, staff and trustees.

The competence and perseverance necessary to complete all eleven standards prior to inspection, and following through on recommendations is reflected in our final report which confirms that 99% of performance indicators were met. This demonstrates HSD's approach to quality assurance and is underpinned by a genuine commitment to continual improvement.

During 2012/13 Home Start UK have significantly restructured, resulting in a reduction of staff posts throughout the UK. Within Scotland several positions have disappeared at present it is too early to measure the impact of these changes.

2013 has clearly been a very challenging year for all of us and we believe there may be more difficult times ahead that will require us to stay focused and committed to the core work of the organisation.

Home Start Deveron is unique in its credibility and ability to visit parents with young children in their own homes at a time when they feel the most vulnerable and we support them to be the best parents they can be. At Home Start Deveron we will continue to provide this valuable service for our local families.

Finally I would like to thank Reena for her belief in Home Start Deveron and her determination to 'get on with the work' on a weekly basis during this very difficult year. I know that she has appreciated the support of Olive as do we the Trustees.

I would like to acknowledge the commitment and dedication of my fellow Trustees, Christine, Lorna, Edie, Alison, Anne, and Tracy.

Fiona Mathers
Chairperson

Quality Assurance (QA) feedback

During the two day Quality Assurance 3 volunteers, 2 families and 3 referrers were interviewed. Here are some of the quotes:-

From volunteers



It's so good to notice the improvements in a family



I feel really appreciated

From families



They listen, and give me the support I need

My family has lots of needs, and they understand that

I would like to be a volunteer when I am ready

From Referrers



"I see it as an essential service and families benefit from the informal approach"

"They are easy to communicate with. A helpful and good service."

"I always think of Home-Start first when I am looking for support for a family."

"They are really valued in the community."

HSD Groups

Aberchirder, St Marnans Hall		
Monday	Stay & Play	1-3pm
Banff 5-7 Stait Path		
Tuesday	Twinkles (twins)	10-12noon
	Baby massage	1-2.30pm
	Booking required	
Wednesday	All Sorts	10-12noon
	Under 5's	
	Baby Buddies	1-3pm
	Under 19mths	
Thursday	Baby massage	10-11.30am
	Booking required	
	Bookbug	1-2.30pm
	Booking required	
Turriff, Turriff Resource centre		
Friday	Stay & Play	9.30-11.30am
	Under 5's	

Staff

Coming in to work at Home-Start Deveron is never boring or mundane and each day brings with it its own pleasures and challenges and I like to think that Olive, Morag and myself thrive on the variety!

There is no doubt that we have had to face many difficulties over the last twelve months. Wendy's illness has affected us all on both a personal and professional level; and with a shortage of new volunteers coming forward, and the constant need to raise funds, resources are indeed stretched. However, our band of dedicated volunteers, and our new recruit Morag have risen to the challenge and the services that we provide within the community has been maintained throughout this challenging period. But this is just life, and the one thing that we can never lose sight of is why we do this job, and the people we are doing it for –the children and their families. No matter how hard things are at HSD, there are families out there in our community who face far greater challenges on a daily basis, and we must never forget that.

Our core work is a reflection of this; we support families in their own homes, sending in our trained volunteers and also our FSW to befriend the family; to listen, to lend a hand and not to judge; to see them through a difficult time. The families that we support come from all walks of life and their reasons for needing support are many and varied; referrals in general come from Health Visitors, Social work, and other local agencies.

Thirty three families have been supported through home visiting over the past twelve months, and factors such as mental health issues, illness, learning difficulties, isolation and poverty feature on a regular basis. There are often sad stories, but people are incredibly resilient, and with a bit of help, lives can be turned around and families blossom!

There is also a great deal of fun and laughter at HSD and our well attended groups keeps the staff and volunteers on their toes! Our groups help alleviate isolation, help create friendships, and help new parents realize they are 'doing ok'

'Twinkles' our twins group continues to have on average 5 sets of twins, with the parents offering a support network to each other. 'Allsorts' and 'Baby Buddies' offers the chance for parents and children to 'Stay and Play', an opportunity to make new friends, to have a cuppa and a chat and to do activities with the children. Baby Massage continues to be very popular with two sessions a week being run out at present. Our FSW Morag and Nikki one of our volunteers recently completed their training in Baby Massage and this will increase our ability to offer this service. Book Bug sessions are also held weekly at HSD, encouraging parents to sing, recite rhymes and read to babies from an early age. Our 'Stay and

Play' sessions in Turriff and Aberchirder which are both run by volunteers offer the same friendly environment. Two staff members, and 4 volunteers are now trained in Book Bug, so 'enthusiastic' singing can often be heard at all of the groups!

Our profile is maintained in the local community through our fundraising activities and photos of our group work in the local press. I regularly attend meetings with other agencies and deliver talks promoting the work of HSD to local groups. We are a friendly face on the Strait Path, and people value the fact we are here. On a weekly basis lots of people pop into the office to ask for advice or support, to give us a donation of clothes/toys (sometimes money!) or just come in for a chat because they are lonely. Local businesses such as the Broken Fiddle, Mears and The Bank of Scotland have approached us with offers of sponsorship, fundraising and practical help this year, and all of these gestures are much appreciated.

Fundamental to the success of HSD, is our pool of willing volunteers that home visit, run groups, fundraise, attend training and help out at the office; not forgetting the board of trustees who are also volunteers. An incredible 1557 hours of voluntary support has been recorded over the past twelve months, and our volunteers need to be commended for all their hard work. In the current economic climate volunteering is not so high on people's priorities, and maintaining the number of volunteers we need is constantly an issue. This year to date we have recruited six new volunteers and with a second volunteer preparation course scheduled for late September we hope to double that number.

Our intention for next year is to focus on our core work; by increasing our pool of home visiting volunteers and by promoting our group work we aim to reach more families that need support within the local community. As a team we met the challenges of the last twelve months head on: and now we are looking forward to embracing the opportunities that present themselves to Home-Start Deveron in the coming year.

Reena Thom
Co-ordinator

Statistical Reporting From 01/04/2012, to 31/03/2013

Families Supported

No of families supported during this period:204
 No of families supported at the report end date: 67
 No of families supported by HV volunteer during this period:30
 No of families supported by a HV volunteer at report end date: 11
 No of families supported by groups during this period: 178
 No of families supported by groups at report end date: 55
 No of families supported by paid workers during this period: 3
 No of families supported by paid workers at report end:2

Hardiker level of Need:

No of families at Level 1: 201
 No of families at Level 2:0
 No of families at Level 3:0
 No of families at Level 4:0

Children Supported:

No of children supported during this period:229

Safeguarding:

No of children subject to assessment of needs at the report end: 15
 No of children in need at the report end:0
 No of children on CPP at the report end: 3

New Referrals	Total		Total
No of new referrals	125		
Health Visitor	16	Children's Centre:	0
GP:	0	Education.	0
Other Health:	0	Housing:	0
Self-Referral	103	Other	1
Social Worker	2		
Initial Visits	Total		Total
No of initial visits	122	Inappropriate Referral	2
Waiting for initial visit (at report end date)	1	Family declines support at initial visit	1
Support offered	116	HS not appropriate for family	0
Support not-offered	6	Support postponed	2
No of Life Events	13		
Volunteer Diary			
No of visits that took place	365		
No of visits that did not take place	68		
Duration of Support in minutes	47450		

Fundraising Report

Home-Start Deveron Trustees, Staff and loyal supporters have had a demanding year, trying to raise much needed funds to supplement our basic core funding. It is becoming increasingly difficult to create new ideas for our fund raising efforts, but we are indebted to everyone who has attended our events and given generously.

Our year started with the AGM and quiz at the Royal Tarlair Golf Club, Macduff in September 2012. Quizmaster was Alan Stephen of Turriff, and the evening generated £320.

A Brain Teaser quiz, set by one of the Trustees raised £140.

The Foggie group raised a healthy £452 at a well attended Coffee Morning in the Village; this money is used to fund their group.

The Banff Co-op High Street Store chose Home-Start Deveron as their local charity to support for a year, and held various events raising a total of £361.

In May, we hosted a very successful “Evening with Maureen Smith”, a local clairvoyant, followed by a disco at Macduff Bowling Club. The evening generated £993, and we are grateful to Kevin of Starlight Disco for giving his services for free on the evening.

Also in May, we participated in the Banffshire “Coast” event, opening our doors to families with young children to use our premises for feeding and changing. We used this event as a PR exercise too, telling interested parties of the work we do, encouraging support and recruiting volunteers. We raised £96.33 over the weekend.

June saw a return visit to Portsoy, to the Scottish Traditional Boat Festival, where we offered comfortable feeding and changing facilities for young families, which were much appreciated by those visiting us. This was another opportunity for a little fundraising and a chance to promote our services to a large audience. For those of us who helped out on the Saturday, we benefitted from lovely weather, while Sunday was rather wet. The sum of £155.31 was raised.

The Staff have been busy in their efforts too: Reena attended a table top sale, raising £35.10. A ‘Nearly New’ sale generated £413.64, and sales to the Ragman/Nathan Textiles have raised a further £205.

Throughout the year we have been very fortunate to receive donations from family celebrations and birthdays, Banff Academy pupils’ fundraising efforts, local businesses and from various organisations that have benefited from presentations about Home-Start Deveron by Reena and Trustees. There have also been donations from bereaved families. We are most grateful for these generous amounts and the continued support from the community.

Also ongoing is the percentage of sales we receive through our loyal supporters shopping online via www.easyfundraising.org.uk. So far this

year we have raised £150.75, and a total of £725.87 since first registration. Those of us who use www.homestartdeveron.easysearch.org.uk as our search engine have raised £5.93 since September 2012 and a total of £52.97 since first registration.

Looking forward, HSD will be providing the crèche at Turriff Show in August, and this year we are receiving an increased donation of £600, a respectable sum for two hard, fun filled days.

At present, we are all busy selling raffle tickets, the draw to take place at the AGM on September 20th. If we sell all the books, kindly sponsored by Kenny and Tracy of the Broken Fiddle, Banff, there is the potential to raise £1000.

We are committed to working hard to continue to raise much needed funds to boost our core funding, to maintain the high level of service that Home-Start Deveron provides.

Edie Stephen

Marketing Report

During 2012/2013 we have continued to build upon the marketing efforts of previous years. We have continued to develop online marketing and social media, as well as maintain the relations we have with local media publications.

The Home-Start Deveron website (www.homestartdeveron.org.uk) has been revamped with assistance from Neil Hedley of Hedley Enterprises. The website has great marketing potential as it provides information to families, potential volunteers and trustees and is also effective when applying for funding from national organisations. The new website gives a good insight into the services and support available from Home-Start Deveron and those who contribute to these efforts.

We continue to use Facebook as an effective means of marketing via social media. We find this is a good point of first contact for families as it is an easy and informal means of accessing information regarding the services we provide. It also allows us to link up with other local and national support organisations and share their information with our online community, encouraging family support networks.

We also continue to promote our services through the local media, especially local newspapers, sending on photos of Home-Start Deveron fundraising activities and group sessions. This keeps Home-Start Deveron in the local public domain.

We wish to thank everyone who has contributed towards and supported our marketing and advertising efforts to date.

Vivien Rae

Treasurer's Report

We have come to the end of another challenging year for Home-Start Deveron. Our core funding from Aberdeenshire Council continued but our income had to be boosted with fundraising in order to cover our Family Support worker, the volunteers' expenses and also the day to day running of the scheme. Our various fundraising activities brought in just over £2000.

We are currently trying to secure funds from various sources to enable us to continue supporting vulnerable families in the area.

Easy Fundraising continues to raise money from friends shopping on the internet and our donation boxes help with the day to day expenses of running the various groups.

We must once again thank the Companies, Groups and individuals who have contributed towards our funding be it through donation, grants or putting cash into the donation boxes. All of these gifts are greatly appreciated no matter how large or small and this year came to nearly £4,000.

The year ahead will be challenging and we will need to address the financial situation so that we can continue to grow and provide the much needed support to all our families and groups.

My thanks go to Lynn MacKinnon for auditing our accounts and to Rosemary McKay at Allathan Associates for managing the payroll, making my role as Treasurer that much easier.

I would also like to thank the staff, volunteers and members of the Board for their help, patience and understanding during the past year.

Lorna Rennie

Group Photos

Easter activity day -games



arts and crafts



Prince/princess and dragons



One of our baby massage classes



'Twinkles' snack time



Parachute game at Allsorts



Fundraising Activities

Portsoy Traditional Boat Festival



Six Harbour Walk



Turriff show



Turriff show creche

