

Annual Report

April 2024 - March 2025



**HOME
START**
Hampshire

Helping turn tough days
into better tomorrows.

Home-Start Hampshire

Home-Start Hampshire is a people led charity, providing support to families with children aged 0-11 years who, for a myriad of reasons are finding life challenging.

Our trained volunteers, supported by our dedicated staff team work with families 1-1 in their own home or in small group settings in the community. Together we help families address the challenges they face and take positive, sustainable steps; our goal is to empower parents and help them build confidence and resilience for the long term benefit of the whole family unit.

Our Mission

Families feel supported and empowered to face and resolve their problems, because no family should feel isolated or helpless in challenging times.

Our Values

Open Minded - Excellence - Integrity - Kindness

"You really have made a difference to my family and given me the confidence to continue with all the skills and strategies you have helped support us with."

Our Impact

In 2024-2025 Home-Start Hampshire supported 650 children from 381 families.

Our work was supported and made possible by 113 volunteers who donated their time, energy and skills. Volunteers donated over 12,500 hours during this period.

Our support to families included home-visiting, group support, and seasonal family events, such as Christmas parties, summer days out and family social days.



Journey of Change

Support offered to families is as unique as they are.

We work with each family to co-create a support plan that is tailored to their individual circumstances. Using the Family Star Plus from Outcomes Star, we work with families across up to ten outcome areas. In 2024-25, 93% of supported families made progress in three or more outcome areas (an increase from 89% the previous year) and on average, families made positive progress in 5.6 outcome areas.

- how I feel
- home & money
- our family routine
- friends & community
- work
- *my children's emotions*
- *my children's health*
- *my children's learning*
- *my children's behaviour*
- *keeping my children safe*

The outcome areas that saw the most positive progress over the past twelve months were; how I feel, friends & community and my children's emotions.

Our Families

"I can't thank you and (the volunteer) enough. I have needed something like the walking group for a long time, but my confidence wouldn't allow me to branch out. I appear to be chatty and confident, but I am a normal Mum who has her insecurities and struggles. You have helped me through a challenging time with my relocation."



"Thank you so much for the kindness and support you have shown me and x."

"Having friendly support and someone my children enjoyed too was very appreciated, we're better for having Home-Start involved."

"My daughter and I look forward to attending the Home-Start sessions. It is a space where we feel comfortable to speak with other parents which helps my mental wellbeing as before attending this group I felt alone and isolated. It is great to be able to share daily thoughts, and I leave the group feeling uplifted. My daughter gets excited to see everyone and the interaction is beneficial for her"

Ian Wollam & Karen Cracknell

Co-Chairs

Over the past twelve months we have continued to see a high demand for support from families across Hampshire; in many areas' referrals have exceeded our capacity to support based on staff hours and volunteer availability. The ongoing cost of living crisis created an increase in the demand for our services as well as presented more complex issues for our teams to support.



We have continued to receive referrals from a variety of sources, with Health Visitors remaining our leading referral partner. Self-referrals have increased across all areas, which is reflective of an increased awareness of our service, and we hope, a step away from asking for help being stigmatised.

In 2024/25 we maintained our focus on supporting as many families as we could; but this was only possible through the passion, enthusiasm and commitment of our amazing volunteers, supported by a dedicated staff team.

Our volunteers are the heartbeat of our charity, and we continue to explore ways to engage and develop them, to ensure we can better support them so they, in turn, may support more families in the future. The charity places much reliance on the services of unpaid volunteers, and we remain grateful to our network of volunteers for their ongoing support.

Clare Kennedy,

Company Secretary & Treasurer

2024/2025 has once again been a very challenging year. The economic climate has not improved, and funding and fundraising has continued to be extremely difficult. We evaluated our traditional income streams and continued to strive to diversify our income in line with our funding strategy.



The trustees have established a policy of both unrestricted or free reserves and restricted reserves. Restricted reserves are made up of any funding received in the current financial year that is for a specific project or work to be delivered in a future financial year.

As of 31 March 2025, we held total reserves of £181,983. Of these, restricted reserves amounted to £61,540 for use in financial year 2025/2026 with additional designated reserves of £101,819 and further unrestricted reserves of £18,624. Unrestricted or free reserves come from unutilised donations and surplus funds, and the trustees established that the free reserves of the charity should be sufficient to cover the costs for a designated period of operation and allow for an orderly wind down of the charity, if necessary. Unrestricted reserves at the end of the financial year 2024/2025 were £120,443.

2024-2025 Summary

Throughout 2024-2025, Home-Start Hampshire has continued to provide the core service of volunteer led emotional and practical support to families with children aged 0-11 years across Hampshire via 1-1 support in the home. This has been enhanced by projects, some of which have been county wide where others have been location specific.

Projects include our ongoing work with the Royal Navy Royal Marines Charity (RNRMC) in Gosport, work with the Armed Forces Covenant in Rushmoor and Hart and a project in the New Forest focused on mental health for children and young people. We also commenced a new group in Bordon and delivered a Walking for Health group in Rushmoor & Hart.

Without our volunteers (home -visitors, group support, administration, trustees) we could not function and thus we cannot thank them enough. Their commitment is a lifeline for families struggling to cope with life's challenges, especially during the current difficult time.



We have welcomed new volunteers across all areas and continued to work with our existing volunteers to expand the opportunities available to them to meet their goals as a volunteer. This has included providing mental health, first aid unconscious bias and gender awareness training and exploring opportunities outside of our traditional volunteer roles; we now have a volunteer supporting us with group registrations, input of other volunteers' expenses and so much more.

We have also been hosting regular in-person volunteer meetings, which has seen firm friendships form within our volunteer groups and given us the opportunity to celebrate our volunteers even more.

Groups

Groups continue to be a significant part of our work; this year we have increased our group provision, with new groups in Gosport, Bordon, Rushmoor and Meon Valley.

One of the key challenges families are experiencing is isolation and loneliness; groups offer an excellent opportunity for families to socialise in a safe environment, whilst also receiving tailored support.

Volunteering at groups has also been popular with existing and new volunteers – the opportunity to work as part of a team and with less pressure to commit weekly has been welcomed.

Seasonal Events



We have continued to hold seasonal events for families across the county, including Christmas Parties, another trip to the Farm to see Father Christmas in the New Forest and a series of summer outings in partnership with other community organisations at Hogmoor Inclosure in the Weywater area.

These events offer families and volunteers the opportunity to come together in an informal setting and enjoy being a family.

With support from partners such as Waitrose, John Lewis, local Rotary and Lions Clubs and some local schools, been able to provide families with gifts, including presents for children and hampers of food. As always, these activities have been supported by our network of trained volunteers.

Over the Summer we held our annual event at Bucklers Hard in the New Forest in partnership with The Villagers Open Air Shakespeare Group.



Our Funders

Home-Start Hampshire is reliant on funding to operate; we are fortunate to have support from a range of different grants and trusts, including national organisations and parish, town and borough councils.

We work with local businesses and this year have been fortunate to be charity of the year for Elliott's Building Merchants, Coomer's Timber and Building Supplies and YEM Theatre School, plus several other organisations that believe in what we do and support us with financial and in-kind donations.

We are also supported by regular donors and our Community Teams; volunteers who work tirelessly to raise awareness and fundraise in the communities in which we operate.

Our Community Teams were successful in securing local funding through events and activities and we continue to work with them to review our community fundraising and ambassadorial work; to support this each Trustee is now a member of a Community Team to enhance communication and information sharing.



Amy Williams,

Head of Services

The past twelve months at Home-Start Hampshire have brought significant challenges, yet our dedicated staff and volunteers have demonstrated remarkable resilience and determination. While there is still a mountain to climb, we end the year feeling optimistic about reaching the summit.

In my role, I have the privilege of working across all the areas we support and hearing the stories of our families, their starting points and the incredible progress they make with the help of our wonderful volunteers and staff. I am continually moved by the generosity of our volunteers, who give their time and skills so freely, and by our staff team, who work tirelessly day in and day out.

Working for a charity is never easy. Resources are limited, and in the current climate, uncertainty about the future is real. However, our team has remained focused and positive, supporting one another and me throughout.

Home-Start Hampshire remains committed to the future and to ensuring that every young family has access to the support they need, when they need it most.



Home-Start Hampshire
www.home-starthampshire.org.uk

Registered Charity: 144661



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