



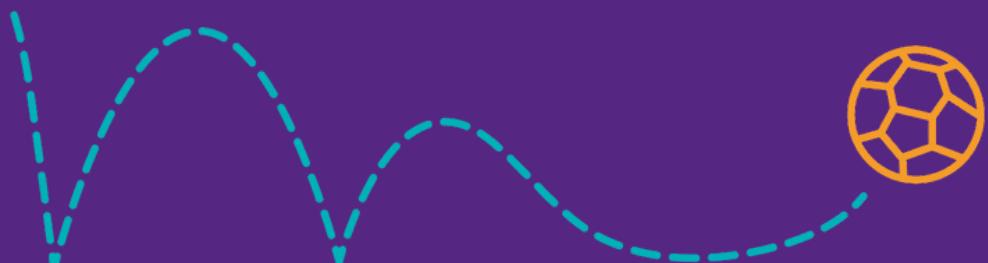
Northampton

Annual Reports and Accounts

2024/2025



**For parents,
when they need us most,
because childhood can't wait**



Registered Address - Annex Community Centre, Spring Lane, Northampton, NN1 2JW

Home-Start Northampton is a registered charity in England & Wales (1116665) and a company limited by guarantee, registered in England & Wales (5836827)

Home-Start Northampton

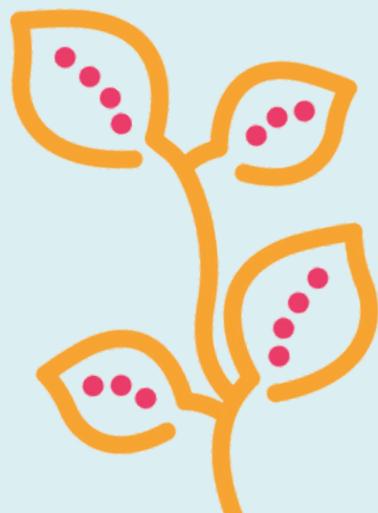
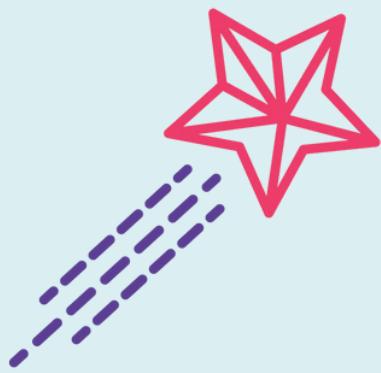


What we do

Home-Start Northampton is a local charity committed to supporting families with young children during times of stress, difficulty, or uncertainty. Through home visits by trained volunteers, guidance from a Family Support Worker, group sessions, and telephone support, and events, the organisation offers compassionate, confidential, and practical help tailored to identify the individual needs and strengths of the family. By supporting parents to give their children the best possible start in life, Home-Start helps families build resilience, strengthen bonds, and create a positive foundation for the future.

Our Mission

To improve early years of children across Northampton by empowering and enabling families in need with the skills, knowledge and confidence they need to thrive, through non-judgemental and welcoming support services.



Our Values

- **Listening & Understanding** - We listen to & amplify the voices of our families. We understand their circumstances & work together to create lasting positive change.
- **Accessible & Inclusive** - We treat everyone with kindness & respect. We value different beliefs & work with families to remove barriers, helping them reach their full potential
- **Welcoming & Supportive** - We support our teams & families to face challenges & celebrate successes together. We provide welcoming, safe spaces & offer friendly, unbiased guidance to parents. We value the skills & experience of our team and encourage growth & development for both staff and families.



Chair's Report

Once again it is with great pride that I write this statement for the Annual Report as Chair of Trustees for Home-Start Northampton. We continue to grow, innovate and adapt our offering to address the ever-changing climate. I cannot thank the volunteers and staff enough, they are wonderful, dedicated, and continually go above and beyond and it is a real honour to be part of the team.

The year 2024–2025 is one that I look back in admiration and appreciation at the difference a dedicated and inspirational team of staff and a small army of volunteers can achieve. Our overarching aim is to increase capacity to meet demand and to diversify our offer to meet the needs of all families in our communities.

We all know that being a parent has never been easy. It can be lonely, frustrating, heart-breaking and overwhelming. Life-changing events can happen to anyone. All parents struggle at one time or another. We are doing all we can to be there to support families through their toughest times to make their children's future just that little bit less uncertain.

A success has been the impact of our support for families and volunteers. The data and feedback in this report speaks for itself. As always, my gratitude and thanks go to the children and families that allow us to come into your homes and lives, trust us and believe in us to help you, thank you!

We have a range of groups within the community, focusing on getting school ready with themed sessions, which cleverly get the children and parents working on areas of importance whilst having fun. We continue offering support to our group of Ukrainians, I had the pleasure of speaking to a 10-year-old Ukrainian boy who spoke perfect English, albeit with a Northampton accent, to the amusement of his mum! We have introduced a new Dad's group and a young mum's group. Don't worry, we have many more ideas for the coming year, there is so much more we can do, we just need a bit more funding and more volunteers!

This annual report highlights so many successes, but above all, I couldn't be prouder of the strides we have made to enable greater impact for the families we support. We developed new types of family support; for example, short-term targeted support, telephone, video support, along with our face-to-face support, to work with the national challenge of recruiting volunteers. This allows us to work with as many families as we can.



With grant funding from West Northants Council and in partnership with Home-Start Daventry and South Northants, we've been able to expand our support for dads and partners, focusing on their mental health. The project continues to grow, already delivering positive outcomes for a group that has historically been underserved.

We undertook a very thorough and onerous Home-Start UK Quality Assurance process during the year. Along with submitted evidence there were interviews with volunteers, the team, Manager and some Trustees. It gave us the opportunity to make sure we were up to speed with all the requirements. We self-assessed our practice against 10 areas of the HSQA Standard. We have received the highest level of accreditation. A huge thank you to Zoe and everyone involved.

Whilst we constantly try to predict our charitable income in a world of funding uncertainty, one thing we are sure about is that our amazing funders and supporters in 2024-2025 have enabled us to continue to provide our services and empower families.

We experienced staff changes in the past year, including departures, new arrivals and reshuffles, creating opportunities and new passion. New Trustees have joined us, with enormous experience and such great ideas and positivity. Through these changes, we worked hard to make it another successful year.

As a charity, we have refreshed so much work on governance, sustainability, volunteer support, training and quality in our work and are looking forward to getting to know and working with many more family groups in our community.

One personal highlight was accompanying families on a trip to a mini farm, to see the joy on the children's faces, and to hear from volunteers:

- As a mum, I don't know how they do it
- As a volunteer it makes me feel better about myself, it puts things into perspective
- We just have a chat and fun, they open up, it is so rewarding

and from families:

- Outings make a real difference to me, I don't feel anxious, I can relax knowing someone will be there
- I don't like asking for help, it makes me feel as if I'm not coping, but it is amazing, it has made a real difference to our whole family
- They are always there for a chat, especially when I am feeling low

My absolute thanks and gratitude go to all the amazing, talented and selfless volunteers, staff and families that make our work not only possible but utterly rewarding. The success of the families is awe-inspiring!



Together we can make a difference!

People and families :

We will keep supporting families, listening to their feedback & ensuring diversity and inclusion for all, including minority & under represented individuals

Finance, funding and costs:

Secure & sustain funding to maintain and grow the scheme with a focus on long-term sustainable funding

Developing our capacity:

We will invest in our organisation by living our values & developing our volunteers, employees and Trustees with the skills and resources needed, to continually improve systems & processes, enabling us to support more families in more ways

Increase awareness:

Increase awareness of our services and expertise among partners, stakeholders and referrers

Partnerships:

To improve current partnerships and drive forward new ones that are aligned with our values





Managers Report



This year has been one of real progress and transformation for Home-Start Northampton. We've grown as a team by welcoming new staff and roles, strengthened our partnerships, and taken steps to bring our support into the community. Moving out of Martin House and into a more flexible, community-based way of working has allowed us to be present, more responsive and flexible in meeting the unique needs of local families.

We've supported over 70 families and reached more than 450 children this year, despite this, there is still a growing need for Home-Start support in Northampton. We recognise that families require support in different ways, depending on their individual circumstances. We've continued to develop a flexible model of delivery that goes beyond our core volunteer home-visiting service. By offering group-based support, virtual support, and staff-led intensive interventions, we've created a pathway that allows families to access the right level of help at the right time. This has also helped us address the ongoing challenge of volunteer recruitment, ensuring that families continue to receive timely and appropriate support even when volunteer capacity is limited.

As part of our ongoing commitment to quality, Home-Start Northampton successfully completed the Home-Start UK Quality Assurance process this year. The assessment examined key areas of our work, including governance, safeguarding, service delivery, volunteer management, and financial oversight. We received positive feedback that recognised the strength of our systems and of the team. Achieving this standard reinforces the quality and safety of our services and provides a solid foundation for continued growth and development.

Collaboration has been a real strength this year. We've launched new projects with partners such as Kids Aid and Spring Charity to support young parents by building social support networks, improving parental and infant mental health, and providing education and parenting guidance. Alongside this, we developed a food and nutrition programme with Food4Heroes and the University of Northampton to tackle food insecurity, provide education and support to improve the long-term health outcomes for children.

Our new focus on supporting fathers across West Northamptonshire, funded by WNC, through the delivery of Dad Matters, offers tailored one-to-one support by staff and dedicated volunteers, and group support. The programme places a strong emphasis on mental health prevention, helping fathers feel more confident, connected to their children, and supported to access services throughout their parenting journey.

Funded by West Northamptonshire Council through the UK Government's Household Support Fund, this initiative has been a valuable addition to our support offer which has enabled us to provide energy-saving items, essential items such as white goods, food and utility vouchers to families in need during the ongoing cost of living crisis. In the year ahead, we will remain focused on providing early emotional and practical support to families. Our overarching aim continues to be to improve children's health, development, and wellbeing to foster resilience and helping them thrive. Thank you to the staff team, our volunteers, trustees and supporters who have, and continue to make this possible.

Zoe Reynolds

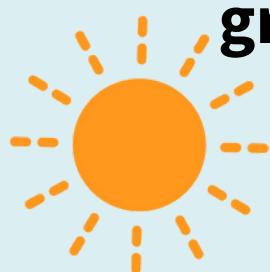
Annual Report and Accounts 2024/2025 Page 5

Our Impact

**182 families
supported**



**366 parents
and children
under 5 have
attended
groups**



**436
children
supported**



**39 volunteers
supported
families**

**Parents
felt less
isolated
and lonely**



**Parents
reported an
improvement in
their mental
health and self
esteem**



**Children showed
improved physical
and emotional
development and
wellbeing**

**Parents felt more
involved in their
children's
development and
learning**

**Parents felt more
able to cope with
financial and
household
challenges**

**366 parents and
children have
attended our
events**





Community Supporters Review

We have had yet another great year of fantastic support from our local community and volunteers.

We started off the year with an Abseil where we had 20 volunteers bravely abseil down the lift tower in Northampton. One notable event on that day was where a Health Visitor and the mother of a family she supported abseiled down together, a great example of communities working together. We raised an amazing £8,000 on this event. Another event that raised money was the Amazing Northampton Run. We only had 4 representative this year but managed to raise £1515, a great achievement by all the participants.

Generous donations this year were received from Pertemps and Waitrose. We are so grateful for their support.

We continue to build a solid relationship with Mothercare who come in each year to do our Christmas gift-wrapping and hold sample sales which we attend; all proceeds made on the day come directly to Home-Start Northampton. This money enables us to give that little bit extra to our families, like the Christmas party and various summer events which we believe to be crucial for our supported families.

Our relationship with John Lewis continues to flourish and our families benefit from this relationship directly by receiving slightly damaged or returned homeware items that help make their house a home. We are also very thankful for the Christmas gift tree that John Lewis does for us each year. Their partners are very generous with their gifting, and our children are delighted to receive these gifts from Father Christmas each year at our Christmas party.

We are also very lucky to be able to call on local supermarkets such as Waitrose, Asda, Morrisons and Tesco, to help make our events successful and supply various items of food. It ensures that each child leaves our events with a full tummy and a smile on their faces.

We continue to make new relationships and to nurture existing relationships with local businesses; without their support we wouldn't be able to offer so many 'add-ons' to our service by giving that little bit extra. Our heartfelt thanks go out to each and every one of our supporters!



Angela Draper

Moments of 2024/2025 for our Families

1

Easter Event



2

Summer Picnic



3

Mini Meadows supported by
Waitrose



4

Craft Event





5

Family Christmas Party



Home Visiting Case Study.



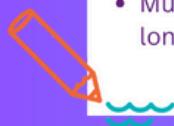
Family Dynamics

Mum
Dad
2 Children under 11



Family background

- Mum is not from the UK and has no local family.
- Dad worked shifts so was often out of the house.
- Dad was diagnosed with cancer during the COVID lockdowns. His treatment was successful and he is cancer free. Mum was left with lifelong significant health issues after developing Long COVID.
- Mum was coming to terms with her health conditions and the impact it will have on their lives. She was also feeling lonely.



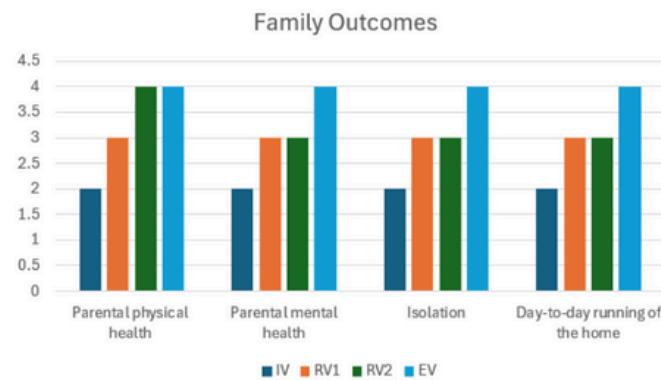
Support needs identified on initial visit

- **Coping with parental physical health** - Due to mum's significant health condition she was struggling with her physical health.
- **Parents emotional health and wellbeing/isolation** - Adult company and a listening ear for mum.
- **The day-to-day running of the home** - Due to the physical symptoms of mum's condition she was struggling to do simple household tasks.



Support family has had to date

- 6 months of weekly visits from a volunteer.
- Adult company and listening ear.
- Support with practical tasks in the home.
- WNC moved mum and children into emergency housing following conflict within the family home. Through donations and the use of the WNC Household Support Fund, HSN provided a large number of household items to support with the move.
- A team volunteer day helping to clear mum's allotment.



Outcomes

- Mum has grown in confidence, leading her to take the difficult step to leave the family home. Since this move, both mum and the children are more settled and relaxed. Despite finding 'going it alone' daunting, mum is more empowered.
- Mum has built up a good support network of friends.
- Mum and the children are much happier.



Family quotes

- 'someone I had that I could talk to.'
- 'made a huge difference in the quality of life for me and my children.'
- 'the Home start team has been a beautiful blessing in my life.'



Safeguarding Report



As Vice Chair and Safeguarding Lead, I'm proud to reflect on a year of remarkable progress and heartfelt impact at Home-Start Northampton.

Firstly, I want to acknowledge the hard work and commitment of Zoe, as Scheme Manager and her dedicated team around her of staff and volunteers; without them, a vital gap in support for local families would undoubtedly exist. The stories shared during board meetings continue to highlight the real difference this team makes in people's lives.

Our commitment to safeguarding families and children has continued to strengthen. The way our staff have responded to concerns swiftly, compassionately, and with unwavering professionalism has supported to ensure people are safe and protected.

One of my personal highlights was leading a mental health workshop, where the curiosity and engagement from both staff and volunteers was deeply moving. Their eagerness to learn and support those in emotional distress speaks volumes about the culture in Home-Start Northampton.

We marked the successful launch of our Dads Matters project, an initiative designed to strengthen support for dads within our community with a particular focus on their mental health. Too often, dads are overlooked in support services and their needs often underserved, yet their presence and involvement is pivotal. This project aims to ensure fathers are not only acknowledged but actively supported, helping them build stronger connections and contribute meaningfully to family life.

This year also saw a bold operational shift, as we moved from a dedicated building to a shared community space. This transition reflects our agility and adaptability, enabling us to stay closely connected to the families we support whilst strengthening a more integrated approach to our delivery.

Looking ahead, I am confident that the coming year will be just as impactful. We will continue to reach out, listen, and walk alongside families—making a meaningful difference.

Wayne Lawrence



Treasurer Report

Incoming Resources

Total income for the year amounted to £179,762 (2024 - £160,294), an increase of 12%.

During the year we were awarded several grants from West Northamptonshire Council, amongst others to fund the scheme and its service offering.

Our fundraising and trustee team also continued their great success in securing additional small grant funding, donations and events to enable us to provide on-going family support.

Donations and fundraising amounting to £34,263 (2024 - £53,214) were received, with continued support from the Sudborough Foundation, along with £5,000 donated by Charities Aid Foundation and £8,000 raised through a sponsored abseil event.

We are extremely grateful as the donations are a much-needed source of income for the scheme.

Outgoing Resources

As with prior years, due to the nature of the services we provide the majority of our costs are fixed.

Our main expenditure continues to be staff costs and volunteer expenses, totalling £119,286 for the year (2024 - £124,747), which accounts for over 70% of total expenditure for the year.

Continued cost scrutiny has resulted in overhead costs remaining consistent and in line with expectations.

Due to a largely fixed cost base a surplus has arisen for the year of £17,942 (2024 - Deficit of £12,305) which will be used to fund expenditure in the coming year.

We continue to have a strong balance sheet, with net assets of £142,510 (2024 - £124,568), which will fund the scheme in the short to medium term.

As trustees we continue to explore additional funding opportunities to maintain our high-quality service to ensure the scheme remains sustainable and available to the families who need our support.



Robin Draper

Financial Statement

Incoming Resources	24/25	23/24
Donations & Gifts	£34,263	£53,214
Grants	£143,798	£105,800
Investments	£1,701	£1,280
	£179,762	£160,294

Outgoing Resources	24/25	23/24
Staff Costs	£119,286	£124,747
Premises Expenses	£8,310	£8,614
Administration	£32,688	£34,491
Depreciation & Repairs	£1,536	£4,747
	£161,820	£172,599

Net Movement in Funds	£17,942	(£12,305)
Opening Fund Balance	£124,568	£136,873
Closing Fund Balance	£142,510	£124,568

Our grateful thanks for all their support goes to



Sudborough Foundation

ASDA



Denton Village Community



Cadent
Your Gas Network

JOHN LEWIS & PARTNERS

Morrisons



Northampton Cathedral

DavidWilliams

— IFA —

Lisa Campbell
Hairdressing

B&Q

Weston Favell Parish



Nationwide

barclaycard

Rotary Club



Barratts Foundation

SHOOSMITHS

Dennis Alan Yardy
Charitable Trust



Our amazing Volunteers and Community Supporters

Yvonne
Ingrid
Eileen
Jaime
Peter

Angela
John
Helen G
Emma

Mike
Roanne
Sarah S
Paula M
Kayley

Steve
Jo
Celia
Kate
Sophie



Kayley
Tanith
Agnieszka
Cheryl
Kat

Claire
Leona
Michelle
Jenny

Sophie
Paula B
Olena
Jaida
Sara

Mo
Oksana
Sarah W
Serana
Mairead

Laura
Alan
Lyn
Helen E

Gary
Mandy H
Carla
Nina

Mandy M
Cath
Bernie
Jenna

Governance Statement



Governance and Legal Status

Throughout the year, Home-Start Northampton continued to operate under its existing governing document and legal framework. The organisation maintained full compliance with charity governance standards. During the year, our registered address was updated from Martin House, Hazelwood Road, to the Spring Community Annex on Spring Lane, Northampton, a move that better reflects our close connection with the local community we serve.

Leadership and Trustees

The Board of Trustees met eight times over the year, supported by active sub-committees overseeing key areas of governance and operations. Daniel Roberts, Treasurer, started a sabbatical, and Robin Draper was appointed as his successor, bringing continued valuable financial and strategic experience to the role. We extend our sincere thanks to Daniel for his extensive contribution to HomeStart Northampton.

Wayne Lawrence was elected Vice Chairperson by a unanimous vote; as an existing trustee, no re-election process was required.

A full list of trustees is on page 19 of this report.

Risk and Policy Oversight

Trustees maintain regular oversight of organisational risk through a standing review of the Risk Register at each board meeting. All core policies, including those covering Safeguarding (Children and Adults) and Financial Controls, are reviewed annually to ensure they remain robust, compliant, and reflective of best practice.

Staff and Volunteers

Our dedicated staff team and volunteers remain at the heart of everything we do. Staff roles and new appointments are listed on page 19 of this report. All volunteers are recruited, trained, and supervised in line with Home-Start UK's national standards and policies, ensuring the highest quality of support for families across Northampton.

Carole Dehghani

Board of Trustees

Name	Role	Status	Date Appointed
Julia Halliwell	Chair	Independent	February 2018
Wayne Lawrence	Vice Chair	Independent	January 2024
Robin Draper	Treasurer	Independent	February 2025
Sam Boniface	Trustee	Independent	January 2024
Carole Dehghani	Trustee	Independent	November 2024
Peter Greenham	Trustee	Independent	January 2024
Fiona Seymour	Trustee	Independent	January 2024
Dan Roberts	Treasurer	Independent	November 2007

Advisors to the Board

Name	Role
Angela Draper	Corporate Liaison/Volunteers
Maxine Clarke NCC	Safeguarding Advisor
Ross Davidson	Digital Advisor
Syrah Nazir	Diversity & Inclusion Advisor



Staff

Name	Role
Zoe Reynolds	Scheme Manager
Kerrie Purr	Lead Family Support Worker
Maia Aldridge (until January 2025)	Family Support Co-ordinator
Anna Kryvenco	Family Support Worker
Jessica Cardoso	Family Support Work/Group Coordinator
Aimee Emmett	Family Support Co-ordinator/Dads Co-Ordinator
Krystina Stevens	Office Manager and Adminstrator
Mike O'Dell (Until July 2025)	Dads Co-Ordinator
Heidi Galway	Family Support Worker

