

A Journey with Home-Start Colchester

Home-Start annual review 2011/12



Support and friendship
for families

Home-Start Colchester



Contents

Description	Page
Home-Start	3
Support from Home-Start U.K.	4
The difference we can make	5
Home-Start Colchester	6
Home-Start Colchester's Team	7
Home-Start Support	8
Chairperson's Report	9
Managers Report	10
The Healthy Living Pack	12
Volunteer Training	13
Group Support	14
MESH	15
Evaluation	16
Party Time	17
Monitoring & Evaluation	18
Positive outcomes	21
AGM 2011	22
December 2011	23
Volunteer Social events	24
Training Volunteers	25
Placement Experience	26
Volunteers Story	27
Continued Support	28
Treasurers Report	29
Income & Expenditure	30
Legal and Administration	32
Thank you!	33

Home-Start

Background

What is Home-Start?

Home-Start's unique offer of support to families is recognised nationally and internationally as an effective means of family support. To Home-Start every family is unique and we respond to each family's needs through a combination of home-visiting support, occasional group work, social events and tailored projects.

Home-Start schemes are rooted in the communities they serve - managed locally but supported by a UK wide organisation which offers training, information, and guidance to schemes to ensure consistent and quality support for parents and children wherever they are.



Lead body Home-Start U.K



Examples of support our scheme receives from Home-Start U.K

Home-Start Colchester is an independent small local charity managed locally but supported by Home-Start U.K. Examples of support we receive from Home-Start U.K.

Legal Helpline:

Home-Start UK's Legal Helpline was launched in 2011 and is available to us every Tuesday and Thursday from 9.30am to 12.30pm.

Family Services Specialist:

A team of **safeguarding specialists** advise schemes on safeguarding and child protection issues and good safeguarding practice. They update and develop Home-Start safeguarding resources; respond to more complex scheme queries relating to safeguarding incidents or concerns; support schemes where self-assessments or reviews have indicated safeguarding practice needs to improve; track and monitor serious incidents, providing a key contact and ongoing support and advice to the scheme.

Learning and development specialists provide schemes with a range of learning and development opportunities for staff, trustees, volunteers and families. These include: a range of recruitment and induction resources for staff and volunteers; national training on key areas of practice; ongoing training opportunities for scheme staff and volunteers; trustee governance resources; accreditation resources for volunteers and scheme staff

Home-Start UK Intranet:

In addition to the above support, we have access to a range of central information and resources including policy and practice guidance, volunteer development resources, funding information & news, research & data about Home-Start's work, details of courses & events and media updates.

Accountability, Security and Quality:

Home-Start ensures accountability, security and quality to its service users and funders through the implementation of robust policies and procedures.

Quality Assurance:

To ensure consistency of governance, operation and management within Home-Start a bespoke system has been developed based on the Home-Start Agreement, acceptance of which is a requirement of all schemes and Home-Start UK.

Working with Charities Evaluation Services (CES) the Home-Start quality assurance system was introduced in 2005. It incorporates the elements of PQASSO (CES's quality assurance system for small organisations and recognised as the industry standard in the voluntary sector). The system has also been designed to include and reflect the requirements of Investors in People and other national quality and occupational standards.

The difference we make together

From U.K statistics 8,971 families of which no longer needed Home-Start support:

- 94% felt more involved in their children's development.
- 93% felt their self-esteem had improved.
- 93% felt more able to cope with twins, triplets or several children under five.
- 92% felt less isolated.
- 92% felt their children's emotional and physical health and wellbeing had improved
- 92% said their emotional health had improved.
- 91% felt more able to cope with the day-to-day running of the house.
- 91% said their physical health had improved.



Home-Start Colchester

Home-Start Colchester

Home-Start Colchester has been operating as a company limited by guarantee since 13th Feb 2006 but has been supporting families in the locality since 1993 (20 years!)

The scheme covers the whole of the borough of Colchester and is therefore widely accessible, even to those living in isolated or rural areas.

For 20 years we have been making a significant difference to the lives of young children and families across the borough.

Home-Start Colchester offers practical one to one, personal support for parents; reaches out to families at risk of social exclusion and includes those who do not engage with other services. Home-Start provides practical support in the home where families need it most. Trained staff visit families at their home and they jointly identify the support required and create bespoke plans. The plans focus on the needs of the families and how to best reach the desired outcomes.



North East Essex

North East Essex incorporates the boroughs of Colchester and Tendring. National and local indications are that the economic climate is beginning to impact on the population. The boroughs are made up of areas of affluence and of extreme deprivation. Colchester is the most populous borough in Essex with an estimated population of 177,100 of which 58,300 are aged 0-16, with an even gender split. Colchester houses four wards identified as “most deprived” which sit within the top 30% most deprived in the country. The percentage of children living in poverty in both Colchester (16%) and Tendring (21.4%) exceed the Essex average (15.2%) and both districts have pockets of significant deprivation which rank as some of the worst in the country.

Home-Start Colchester's Team

The Management Committee

Kellie Norris - Chair
Linda Steers - Treasurer
Katie White - Trustee
Sara Kulikowski - Trustee

Scheme Manager **Shelley Henderson**

Co-ordinator
Pauline Hillman

Co-ordinator
Lucy Hughes

Admin Assistant
Keira Lawson

Volunteers

Patricia, Lynda, Linda, Carol, Margery, Bonnie, Mina, Elizabeth, Sue, Heather, Molly, Pat, Jenny, Bridget, Linda, Deborah, Claire, Gemma, Jennifer, Vicky, Sharon, Natalie, Gillian, Mary, Carol, Claire, Sarah, Karen, Ann and Val

Why do Parents ask for Home-Start Support?

- They may feel isolated in their community, have no family nearby and be struggling to make friends.
- They may be finding it hard to cope because of their own or a child's physical or mental illness.
- They may have been hit hard by the death of a loved one.
- They may be really struggling with the emotional and physical demands of having twins or triplets - perhaps born into an already large family.



Chairperson's Report

Welcome to Home Start Colchester's annual report for April 2011-March 2012.

This year was a relatively stable year for us. Our newly appointed senior Co ordinator; Shelley has been busy settling us into our new premises in Thomas court. This new office is fantastic for us as it is on the ground floor and easily accessible for families and volunteers. We can also deliver our volunteer training here which is important because all our volunteers can meet with the staff & see what we do.

As with every year we had some staff changes. Lucy joined us as a co ordinator supporting volunteers and families which meant we were back up to a full complement of staff.

We were also able to offer a placement to Kate Wallis a student social worker from Anglia Ruskin University. This is the first time Home-start Colchester has been able to do this and we feel it was beneficial to both the scheme and hopefully to Kate our first student. It's always useful to have someone asking why you do things the way you do and makes everyone think a little about what they do. The placement worked well and we hope to continue to offer work placements in the future.

2011-2012 also saw the successful completion and evaluation of two of our main projects, the Healthy Living Packs and the Post Natal Depression groups. Whilst we were stable in the scheme, the environment around was not. The Health service, one of our key funders, was beginning one of the most extensive structural reforms in history. Our other statutory funder Essex County Council found itself in the position of having to make some very tough budgetary decisions.

Therefore although we bid for funding, at the end of March 2012 we found along with many other Home-Starts we had been unsuccessful which would have resulted in a loss of 50% of our funding. But that's another story.

I can reassure you that following some very hard work and the need to look flexibly at our services we have managed to secure funding from other sources.

I would like to extend my personal thanks to the volunteers and staff who work so hard at Home Start Colchester to ensure families' continue to be supported.

Kellie Norris

Chairman

Scheme Manager's Report

Home - Start Colchester worked so hard this year. The scheme quickly picked up momentum to deliver on the schemes new strategic plan. We improved our schemes accessibility and environment and moved to a new accessible office.

We met or over performed on our funders Home-visiting Service level targets, which assisted our monitoring to reflect the positive outcomes for families and highlighted our great value for money.

We identified families and volunteers unable to receive our support due to barriers and worked towards eliminating the barriers, for example, we applied for grants that included funds to cover volunteer's child care and interpreter costs.

We raised our profile by creating our own scheme leaflets that promoted our local services. As well as this, we fully embraced the new Home-Start U.K. MESH evaluation system which supports our strategic aim to the raise our profile and produce powerful reports.

We supported staff and volunteers to continue to develop their skills and deliver a high quality service.

Home-Start Colchester committed to Essex and Thurrock (SET) Procedures and the national guidance "Working Together". The model provides a framework to develop a common understanding amongst professionals of children's needs and vulnerabilities, shared assessment processes and a platform for inter-agency and multi-agency working.

All staff completed the **integrated working training**. We supported a record number of families across Colchester and achieved fantastic outcomes for families.

The next few pages highlight some of the year's achievements and services.



Managers Report cont....

In 2011, Home-Start Colchester developed a new strategic plan, with set aims and objectives over a period of 3 years

This consisted of the following six aims:

- 1) To secure existing funding and secure new funding streams to add to our core work.
- 2) We will develop our service to support diversity and address any barriers to the provision of the services we deliver.
- 3) We will support staff and volunteers to continue to develop their skills and deliver a high quality service.
- 4) We aim to improve the scheme accessibility and environment.
- 5) We will continue to raise the profile of Home-Start Colchester.
- 6) We aim to work towards the expansion of services in all areas providing a quality service.



As this report reflects, in 2011 we achieved many outcomes and great outputs, over performing on Service level agreements, delivering the service within budget and working towards and meeting our strategic targets. Sadly our funding success did not reflect our achievement and the scheme went into 2012 with a 50% reduction in funding and uncertainty on our survival. However, a new survival plan was presented to the board, and the outcome of that plan will be demonstrated in our 2012-13 report.

The Healthy Living Pack



North East Essex **NHS**
Primary Care Trust

In January, Home-Start Colchester Scheme created a new concept: The Healthy Living Pack. Over the course of three months, the pack was completed and launched at the Home-Start opening day when we relocated our premises to Thomas Court.

The Healthy Living Pack was piloted by 10 children's centres in April, with the support of Home-Start Colchester. The packs also received major interest, from Dental therapists, to public nutritionists who were all in support of the concept. The Healthy Living pack was also distributed to the families being supported by Home-Start Colchester, with the objective to support healthy eating within the home.

Volunteer Training

April Course.

During the month of April, staff delivered a preparation course to increase our number of volunteers. The 10 week course was delivered at Home-Start Colchester utilising our own training room. On completion of this training course, Home-Start Colchester secured a total of 9 trained volunteers to add to the scheme.



Volunteer Bank = 36

October Course.

In October we delivered our second volunteer preparation course, and in total for 2011, 7 volunteers were added to the existing volunteer bank.

Feedback

“I have appreciated the opportunity to do something different and acquire new skills”.

“Very professionally delivered, interesting and informative”.

“Overall very good, with a relaxed atmosphere and excellent speakers”.

Group Support

Due to receiving Home-Visiting Core funding the scheme also secured some additional funding to offer 3 group support programmes 3 x 10 weeks.

The first Postnatal Depression Group commenced on **April 28th 2011** for a period of eight weeks, in partnership with Health in Mind and Ormiston Children's Centres.

Following evaluation in October 2011, we decided to respond to parent's comments to provide a holistic approach.

In October 2011, we delivered a second group where Children were able to benefit from fun activities in the soft play provision while the babies settled into the crèche provided by Toy Library. Both mother and child also shared the opportunity to bond through massage and yoga sessions.

In **February 2012**, we delivered our third group held at, Jungle Adventure- soft play space; mums also receive a social break with free beverages and snack. Home-Start Colchester provides a taxi for two mums to support our aim to reach isolated families.



Lloyds TSB Foundation
for England and Wales



This group gave me the opportunity to "take time to myself and meet new people and other mums. I hope many more Colchester families continue to benefit from your fabulous helping hands."

Feedback

“Knowing that there was support gave me a lot more confidence when I was feeling very vulnerable and ‘down’. I’ve certainly benefited from that & therefore so have my family”

MESH

In May 2011, the scheme adopted a new evaluating tool called 'MESH'.

MESH stands for “**Monitoring & Evaluation System in Home-Start**”. Home-Start Colchester converted to this new system in May 2011, to replace the existing monitoring and evaluation system which is used for our work with families. It is similar to the previous system and consists of referral form, initial visit form, review visit form and end visit form.



Using the new system, we will be able to chart the journey of change during support for each family. The support that the volunteer is going to provide to each family to address particular needs are identified and how this support will be provided is also recorded on MESH.

Evaluation

Family evaluation forms sent out

In June 2011, we distributed evaluation forms to the families which were receiving our support. The feedback was especially positive, and helped to demonstrate the difference that Home-Start Colchester can make to the lives of local families. The feedback which we received is below:

Feedback

“My volunteer has helped me to focus on organising and keeping on top of household chores, which in turn helps us as a family to be organised and have less stress in our lives! The volunteer is also lovely company, who is fabulous with my children and I look forward to her coming. She picks me up if I`m feeling low. Thank you”.

“An amazing support which has really helped me to stay well, during a fragile period. Thank you so much”.

“My volunteer helper gives me 2 hours of support a week every Tuesday morning which means that I can get my twin boys ready in time to attend twins club and baby clinic in the afternoon without this help I doubt I would be able to go out which means I can feel quite lonely and isolated”.



Party time!

Friends of Home-Start Colchester raised additional money to provide funds for events and small family grants

Disney Summer Party!



A great time was had by all at this year's summer event held at Jungle Adventure. 40 children and their parents came to this fun filled event to play on the Jungle Adventure frame, enjoy party games and feast on a party tea! A number of volunteers also kindly came along to support the team and families!

Christmas Party!



A total of 79 benefited from this two hour family event in December 2011.

Both parents and children received a free buffet lunch and the opportunity to meet other families. The children played in the soft play area supported by Home-Start volunteers providing a needed break for parents.

To complete a wonderful event the children visited Santa and received a Christmas present of a book.

A big thank you! Les Nichols the Community Fire Advisor volunteered his time to provide families with a great Santa!

Monitoring and Evaluation

Out performing on Service level agreements.

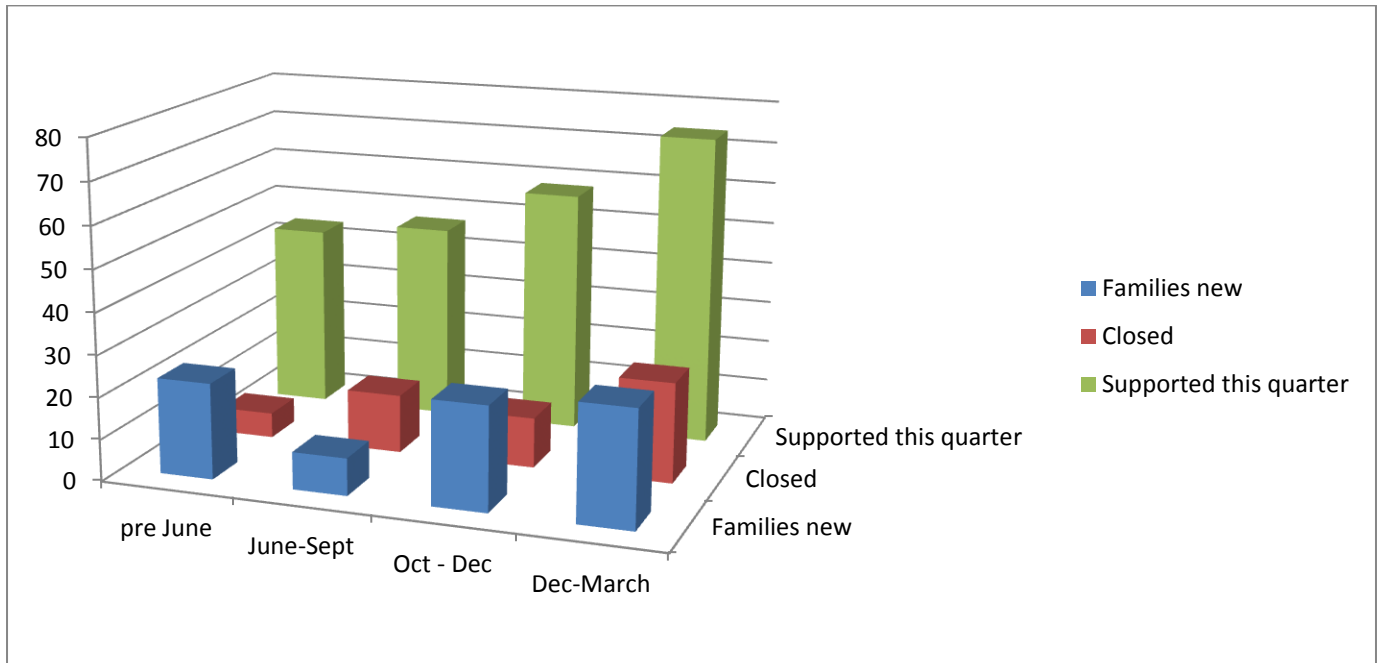
Description	Target	Actual
No of families on caseload at any one time	38 - 42	50 - 74
No of families who can be supported over the year	74	106



Essex County Council

North East Essex 
Primary Care Trust

Monitoring and Evaluation



Statistics

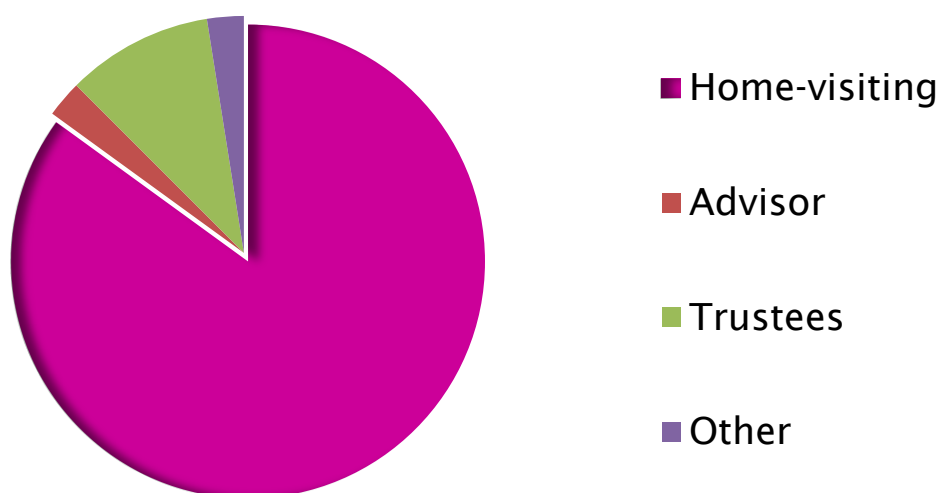
	Families carried over	New	closed	Supported with in each quarter.
Pre June	21	23	6	49
June-Sept	38	9	14	61
Oct- Dec	33	26	12	70
Dec-April	47	27	24	98

Annual statistics 2011-2012

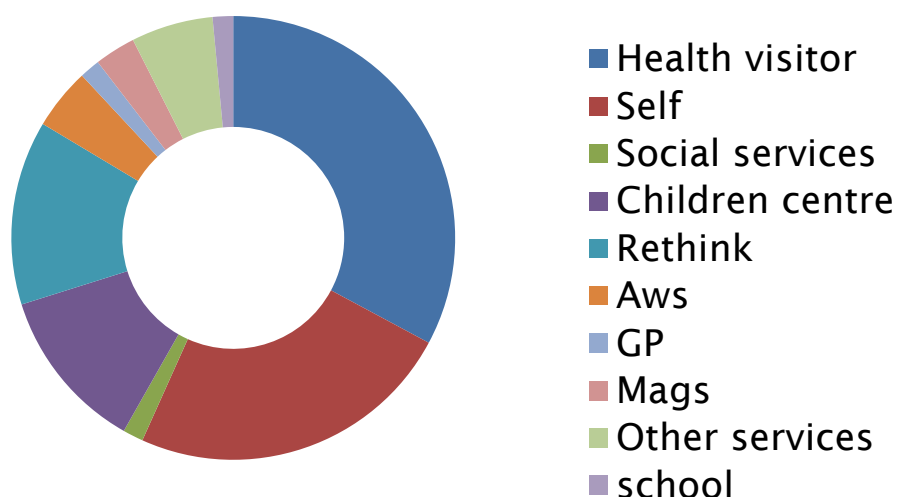
106 families supported.

Monitoring and Evaluation

Breakdown of volunteers



Breakdown of referrals



We can see a change in referrals from 2010/11 to 2011/12.

Positive Outcomes Families2011

Positive outcomes recorded on MESH forms included; accessing community services by having a volunteer to attend the provisions; Receiving emotional support for PND; Volunteer support with twins to give practical hands on support; Volunteer support to attend counselling, watching child so mum could attend; Volunteer support to attend Children centre, volunteer attending to give mum confidence; Volunteer support with parenting skills; Emotional support following a death in the family; Volunteer to play with child to prevent play deprivation following mums illness; Practical support to manage household chores; Support to reduce isolation; support to make house safe; Support to attend job club resulting in mum finding employment; support in the home to watch a child to give a parent some free time to manage house.

“I have more confidence in doing activities and getting out and about. I feel much more positive about how I cope and have become calmer and more able to stand back from situations.”



Outcomes for families due to staff support

Family receiving information on grants and benefits due to signposting; successful nursery placements for 2 year old due to staff writing applications; additional support due to EC999 referral; support to access dentist; counselling services, medical services due to volunteers watching children; parents building confidence due to staff acting as an advocate; Improved safety in the home due to staff carrying out risk assessment and developing a plan to support the changes; Parents receiving additional support by signposting family for one to one support to rethink; Mum re engaging with community services following disengaging previously, Home-Start delivering TAC meeting and bring Team back around child; families finding employment due to volunteers playing with child whilst family studies; Staff attending Family meetings to advocate for family.

AGM 2011

Annual General Meeting

In November 2011, we held our Annual General Meeting at Lexden Golf club where they kindly donated the use of the Marquee to Home-Start Colchester for this special occasion.



The 2010 - 2011 annual report was prepared in-house and presented at the AGM. The annual report highlights the progress that Home-Start Colchester has made throughout the year, together with a summary of our financial accounts.

The guest speakers:

Cheryl St George- Philip **Perinatal Mental Health.**

Touched the hearts of all attending the meeting, once again the importance of our work was highlighted.

A mum who had received Home-Start support:

Talking about the Home-Start support she received. A moving account of the appreciation for the support received when mum was struggling with mental health difficulties following a marriage breakdown and birth of a new child.

December 2011 – Photography

In December, families also received an additional treat; they were given the opportunity to receive a family portrait taken by a volunteer and professional photographer.

A total of 15 families took the opportunity of the session and a total of 67 individuals benefited from this event.

- The sessions also provided the opportunity for families to familiarise themselves with our office/scheme.
- They received a lasting image of their family.
- It was nice for Home-Start and families to meet on relaxed ground.
- Families the received digital copies of all their photographs and each family received 1 personal printed photograph.



Volunteer social events

An opportunity for volunteers to meet and socialise

The healthy truffle making session on the 28th Sept 2011



On Monday 11th June some volunteers attended a session where we shared ideas for PLAY with the under 5's.

December

Home-Start hosted a volunteer social event with an advent Christmas theme, reflecting on the connection between Home-Start British forces in Germany and Home-Start Colchester.

Following this event we also had a volunteer support sessions, this provides the opportunity for volunteers to talk about any issues or concerns in there role of volunteer

Volunteers enjoyed a German brunch and mince-pies and kindly helped decorate the Christmas Hampers kindly donated by The Rotary Club.

The scheme then delivered 25 food hampers to identified families. The hampers provided by the Rotary club, contain special Christmas treats.

To show our appreciation for the time that volunteers give to our scheme, we organised a Christmas volunteer meal: this year held at the Seige House and Bake house. The expense is covered by the Friends of Home-Start Funds.

Volunteer training

Whilst actively recruiting new volunteers, we also focused on continuous volunteer development for our existing volunteers by providing on-going training and regular supervision (every 4-6 weeks).

Existing volunteers received the following additional 3-hour in house support and training sessions:

- Listening skills training delivered by the Samaritans Feb 2012.
- Ministry of Parenting-Jeannie Gordon gave a talk about Incredible Early years & Toddler Training ideas for home-visiting.
- Deaf awareness training June 2012.
- Fire Safety – Community Fire Officer.
- Stop Smoking advisor.
- Perinatal Mental Health Cheryl St. George-Philip.
- Autism Anglia- provided helpful suggestion on engaging children with autism in effective play.



Placement experience

I joined the Home-Start team in November on a six month placement as a Social Work Student. Since then I have had the opportunity to take on a variety of different roles and enjoy different experiences as a member of the team. During my first few weeks I joined volunteers on the latest prep course to learn more about the culture at Home-Start and the important role that volunteers undertake. Since then I have been fortunate to work with and support a number of families which has allowed me to practically implement my skills and experience to benefit families.

The placement has taught me a great deal about the difficulties faced by parents raising young children in the local area. During my time with Home-Start I have also had the opportunity to work with volunteers from various backgrounds, both in the home and at Home-Start groups. This has given me an insight into their motivations and I have been able to witness first hand the positive relationships that they build with families.

My experience of the Home-Start team, volunteers and families has allowed me to appreciate the importance of this service; which works with families to address their unique needs and move towards positive outcomes.

Student Placement 2011- 2012 Kate Wallis

Volunteer's story

I have always enjoyed working with young children, and when I retired from thirty years of reception and early years teaching, I knew that I would like to put some of my skills to use with voluntary work. I had heard of Home-Start and after some research I decided that I would contact them.

I started the Preparation Course in 2009 and found it to be both informative and interesting. Over the next few weeks I learnt a lot and always found there to be a good balance of essential information alongside discussions and group activities. Some parts were more light hearted but were always thought provoking and made you aware of your own values and attitudes, and the importance of being non-judgemental. Other sessions were more serious, for example issues surrounding safeguarding and confidentiality, but these were made interesting by ensuring there was time for activities and discussions. Early in 2010 I was matched with my first family. Although a little anxious I felt well prepared and ready to meet them. This proved to be a wonderful introduction to my work with Home-Start, they were a lovely family and I always felt each visit was appreciated, and mum made such good use of the time catching up with housework while I had the pleasure of playing with her children.

Since then I have had several families, all very different, each needing some support in a variety of ways. Sometimes mum might like some ideas on keeping the children happy and occupied, how to try and give two children under three attentions while juggling a new baby!! (Help - not sure myself, but we try different things!) Sometimes I have given practical support, ideas for meals, where to go shopping etc. And sometimes, mum just having a regular person to visit and have a chat with, about any concerns and worries is of help.

During the years I have worked for Home-Start I have always felt well supported and just knowing that the Co-ordinators are always ready and happy to listen to any queries or problems has been very reassuring. I found the supervisions to be very useful to discuss just how the visits are going, not only from my perspective as a volunteer but the very important feedback that is given from the families.

I always enjoy the training days and try hard to attend; they are not only interesting, but they help to develop knowledge and skills as well as giving the opportunity to meet with other volunteers which is always welcome.

I have really enjoyed my time with Home-Start and look forward to meeting new families and working on different projects in the future.

I would also like to say that Home-Start has given me so much back, in fact, as I am also dealing with two in-laws in their nineties, and a father with dementia, it has been a life saver. It would be so easy to get very down hearted when dealing with the sick and elderly, but just being in the company of my families totally takes my mind off my worries and gives me just so much pleasure - **so thank you Home-Start.**

Heather

Continued support

Celia Allen Trust



Celia Allen Trust agreed to provide two of our supported families with a holiday for 2011. This was granted to two families who would otherwise not have any time away together and would not have the funds to do so.

Big thanks to the Celia Allen Trust for this wonderful gift to families.

Rotary club



The Rotary Club donated 25 food hampers to our supported families. During our home visits we were able to deliver these wonderful hampers to make Christmas Special.

Treasurer's Report

Our core funding from Essex County Council and the North East Essex PCT was kept at the same levels as our previous year.

Part of the Lloyds TSB Grant was brought forward from our restricted funds and we were given a further £5,200. This enabled us to run three successful courses this year. The increase in expenditure for salaries from £47,616 to £60,518 reflects the £11,029 costs allocated to the Lloyds TSB grant.

Further funds of £967 were received from an order for Healthy Living Packs.

We also received funds of £903 from Anglian Ruskin University to support the Student Social Worker Placement.

As always we are still seeking further funding in order to continue and expand the much needed work that Home-Start Colchester provides to the local community. With this in mind I would also like to thank our funders for their support throughout the year.

Finally, I would like to thank all of our unpaid volunteers and trustees, whom without, Home-Start Colchester would cease to exist.

Linda Steers - Treasurer



Income and Expenditure Account

Financial summary for year ending 31st March 2012 [£'s]:

Income:

Essex County Council – 40,786

North East Essex PCT – 43,638

Lloyds TSB – 15,700

Healthy Living Packs – 967

Miscellaneous income – 903

Total Income 101,994

Expenditure:

Salaries, National Insurance – 60,518

Staff and volunteer expenses – 3,453

Staff and volunteer training – 823

Prep Course – 722

PND Course – 5,282

Healthy Living Packs – 790

Rent, heat, light and power – 10,704

Insurance – 750

Printing, stationary and postage – 2,192

Telephone – 1,236

Office equipment rental, repairs and renewals – 990

Depreciation – 1,508

Accountancy – 350

Home-Start UK – 1,693

Miscellaneous expenses – 1,876

Total Expenditure 92,887

Surplus for the year 9,107

Income and Expenditure FOH

Friends of Home-Start

Income

Volunteers Expenses 72.75
Celia Allen 1348.00

1420.75

Expenditure

Family Expenses 439.74
Summer Outing 129.57
Christmas Party 507.26
Volunteer Meal 430.43
Family Holiday 1328.00
Miscellaneous 52.70
2887.70
Deficit of Income over Expenditure -1466.95
Balance brought forward 10443.51
less Deficits -1466.95
Balance to carry forward 8976.56

Year ending 31st March 2012

A full copy of the Trustees' Report and Financial Statements may be obtained on application to the registered office of Home-Start Colchester.

We would like to pass on a big thank you to all volunteers who donated their expenses to Friends of Home-Start Colchester.

Legal and Administration

Home-Start Colchester:

Registered Charity No. 1116639

Company No. 0570656

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East Street
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C01 2TR

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Email: team@homestartcolchester.org.uk

Website: www.homestartcolchester.org.uk

Management Committee Members:

Chair:	Kellie Norris
Treasurer:	Linda Steers
Trustee:	Kate White
Trustee:	Sara Kulikowski
Volunteer Advisor	Lynda Gould
Secretary	Val Halifax

The Trustee Board is legally responsible for the governance and management of Home-Start Colchester.

Independent Examiners:	Colchester CVS Winsley's House Colchester Essex CO1 1UG
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Banks:	Barclays and HSBC
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Home-Start Colchester would like to thank all those who have supported us during 2011/12.

It Only Takes A Moment

It only takes a moment
to reach out to be a friend,
but to the one who needs you
the memory never ends.

A simple act of kindness
to a person you don't know
may plant a seed of friendship
that for them will always grow.

We sometimes lose perspective
of the difference we can make,
when we care more of our giving
and care less of what we take.

So remember that your actions
may help change a life someday.
Always think about the person
that you meet along the way.

For it only takes a moment
to reach out to be a friend,
but to the one who needs you
the memory never ends.

2011/12