



**H&ME
START**

**Arun, Worthing
& Adur**

Strategy 2026 - 2029

**Charity No. 1132416
Company No. 7007031**

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Welcome

Home-Start Arun, Worthing & Adur has been alongside local families for 26 years, offering a listening ear, practical help, and compassionate, non-judgemental support when it is needed most. We are preparing to celebrate supporting our 10,000th child and, as we mark this milestone, our commitment to families remains as strong as ever.

We know that many parents and carers across our communities are facing growing pressures — from the cost-of-living crisis and rising mental health challenges, to the lasting effects of isolation. In this context, the need for kind, flexible, and reliable support has never been greater, and we continue to see demand for our services increase.

This strategy sets out how we will respond to that need: by evolving how we work, strengthening our organisation, and ensuring we remain sustainable, responsive, and rooted in the communities we serve.

We are deeply grateful to our staff, volunteers, trustees, partners, funders, and wider community. Your ongoing support, commitment, and belief in this work make everything we do possible.

Vince Mewett
Chair



Bridget Richardson
Chief Executive



WHO WE ARE — AND WHAT WE DO

Our Vision

Every family in Arun, Worthing & Adur that needs support can access help to give their young children the best possible start in life.

Our Mission

We help parents build better lives for their children by providing flexible, non-judgemental support shaped around what families need. This includes support in the home, by telephone, online, and through community-based activities. Our trained volunteers, supported by experienced staff, offer practical and emotional support to families with young children during times of difficulty.

Our Values

Positivity – We offer hope, encouragement, and belief in brighter futures

Integrity – We provide compassionate, respectful, and professional support

Inclusive – We welcome and support all families and volunteers across diverse communities

Openness – We create safe spaces where families can share and make informed choices

WHERE WE ARE — AND WHERE WE'RE GOING

Since 2000, Home-Start Arun, Worthing & Adur has supported 4,500 families and 10,000 children.

Today, families are experiencing increasingly complex and overlapping needs, including mental health challenges, financial hardship, and social isolation. In response, we are evolving how we deliver support to ensure it remains flexible, accessible, responsive, and shaped by emerging need.

While home visiting remains an important part of our offer, we are committed to evolving our delivery model over time so that support remains accessible, relevant, and effective for families — whether through home visiting, community-based programmes, digital support, or future approaches shaped by changing needs and evidence of impact.

How we are evolving our support

We will deliver a flexible family support model through a range of approaches, including:

- Home visiting
- Telephone and online support
- Family groups and peer support
- Buggy walks and community activities
- Practical support such as cooking and budgeting
- Counselling services
- Support at HMP Ford Family Days

Areas we hope to develop and expand include:

- More targeted support for fathers and male caregivers
- Cross-generational relationship-building approaches
- A focus on our school readiness programme
- Micro-volunteering opportunities to widen participation
- Organisational development priorities
- Rebuilding our volunteer base to meet demand
- Strengthening digital systems and internal processes
- Fully embedding our Equity, Equality, Diversity & Inclusion (EEDI) action plan
- Securing new multi-year funding as current streams end

Our ambition

We aim to support at least 180 families per year, helping parents build confidence, resilience, and stronger relationships with their children.

OUR PRIORITIES

1. Flexible and responsive support

Deliver and evolve a wide range of tailored support options, including home visits, telephone and online support, family groups, buggy walks, counselling, and practical help, in response to changing family and community needs.

2. Inclusive reach

Ensure our services are accessible and responsive to the diverse needs of all families in our communities.

3. Financial resilience

Secure new multi-year funding, diversify income streams, and strengthen long-term sustainability.

4. Early intervention

Support families early to prevent challenges escalating and reduce crisis-level need.

5. Volunteer-powered organisation

Rebuild and grow our volunteer base, ensuring we can meet demand while improving retention through listening, support, and recognition.

6. Stronger organisational foundations

Invest in systems, digital infrastructure, staff and trustee development, and leadership succession planning for CEO and Chair roles.

7. Equity, Equality, Diversity & Inclusion (EEDI)

Fully embed our EEDI action plan across governance, recruitment, service delivery, and organisational culture.

HOW WE'LL DELIVER

Supporting families

- Flexible support delivered through home, community, phone, online, and group-based approaches
- Expanded community-based activities and peer support opportunities
- Strong safeguarding and quality assurance across all delivery models
- Responsive services shaped by emerging family needs, community feedback, and evidence of impact

Volunteers

- Recruit at least 25 new volunteers in 2026/27
- Offer flexible and accessible volunteering opportunities, including micro-volunteering
- Further strengthen training, supervision, and recognition

Financial sustainability

- Develop and secure new multi-year funding relationships
- Reapply to current funders where appropriate
- Build relationships with trusts, corporates, and local partners
- Maintain strong financial management and reserves

Organisational development

- Improve website functionality and digital engagement
- Streamline internal systems and processes
- Invest in staff and trustee development
- Implement structured succession planning:
- Chair to step down later this year, remaining on Board during transition
- CEO to reduce hours in 2026/27 ahead of retirement

EEDI

- Embed EEDI across all areas of work
- Monitor progress and adapt actions to ensure impact and accountability

MEASURING SUCCESS

We will know we have succeeded when we have:

- Supported at least 180 families per year
- Increased our volunteer base to 50 active volunteers
- Secured 2 or more new multi-year funding partnerships
- Fully embedded and evidenced our EEDI action plan
- Strengthened leadership continuity and succession planning



EXECUTIVE SUMMARY FOR FUNDERS & PARTNERS

Home-Start Arun, Worthing & Adur's 2026–2029 strategy responds to growing and increasingly complex family needs through a flexible, holistic support model.

- Why Families Need Us More Than Ever
- cost of living
- isolation
- parental mental health
- increasing complexity
- reduced statutory provision

Our priorities are to:

- Support at least 180 families annually
- Deliver a flexible and evolving model of home, community, and remote support shaped by family need
- Rebuild and grow our volunteer network
- Embed Equity, Equality, Diversity & Inclusion across all work
- Strengthen financial sustainability through diversified funding
- Invest in systems, infrastructure, and leadership succession

We are committed to ensuring that no family faces challenges alone, and we are ready to respond to increasing demand with a skilled, adaptable, and community-rooted approach.