

Home
START

Support and friendship
for families

Home-Start
Lambeth

Annual Review

Home-Start Lambeth 2012-2013



Home-Start Lambeth Annual Review 2012-2013

Chair's report

We started this year with success, being commissioned by London Borough of Lambeth to continue providing services through one of their Children and Young People's Service contracts. This has enabled us to continue our core work with vulnerable families in the borough. To deliver this contract we have worked closely with the children's centres and a wide variety of local professionals and other voluntary organisations.

We have exceeded our targets for support delivered to families and also for volunteer training. At the same time we have seen a dramatic rise in referrals: the need for support for vulnerable families grows. We aim to respond to this by increasing the number of volunteers we train and the families we are able to support. The Board and staff team are working hard to attract the funding to enable this.

During this year we have been successful in providing support specifically for families where there is a Child Protection Plan in place. The Family Mentoring Project was re-commissioned by Lambeth to build on the work with families with this higher level of need. This project continues to yield outcomes for the families involved and demonstrate the strength of volunteer involvement in bringing about change for families in need.

Funding continues to be a challenge but this year we have had fantastic support from The Walcot Foundation, and Lloyds TSB allowing us to continue our Start Right project, from Four Acre Trust and Ward Blenkinsop Trust which have made vital contributions towards our core costs. Grants from Team London and The Evening Standard Dispossessed Fund have enabled us to run extra training and boost our volunteer numbers, and the Greggs Foundation paid for us to run a very successful cinema trip for families we are supporting.

The volunteer training continues to evolve, responding to the needs of the families and the volunteers that support them. We are also now offering more comprehensive ongoing training for volunteers, led by their feedback and needs highlighted during their regular supervision sessions. We continue to receive very positive feedback from volunteers who find their Home-Start experience positive and rewarding. Many go on to use their new-found confidence and skills to work in the children and families field.

We have enjoyed a third year working with the wonderful team of volunteers from Hymans Robertson. Once again they provided an excellent Christmas party for many of our supported families, complete with Father Christmas and singing. Again we look forward to continuing our association with this company in the coming year.

For another year the demand for our service increased dramatically. We received 149 referrals compared to 97 in 2011/12: an increase of 54% on the previous year. This reflects the shrinking services and increasing need arising from the wider economic situation. We expect this will continue and as a scheme we aim to respond by continuing to increase our capacity to support families.

The need for our services has never been more prevalent; there are more families who require support in our community than ever before, more volunteers who want to acquire volunteering skills and apply these skills in a meaningful way, and more pressure on the public sector to share the task of delivering vital services with the voluntary sector. At Home-Start Lambeth we have demonstrated that we are a model of good practice in what we do and this is so because of the need in the community, the dedication and commitment of our staff and trustees and the continued faith that our supporters place in us.

Home Start Lambeth staff have continued to perform highly in their work by delivering professional and sensitive services to funders, volunteers, families and stakeholders. As Chair, I am very proud of the staff we are fortunate to have engaged.

We look forward to another successful year working with you all, building on our strengths and continuing to deliver a first rate service.

Stephen Bellas

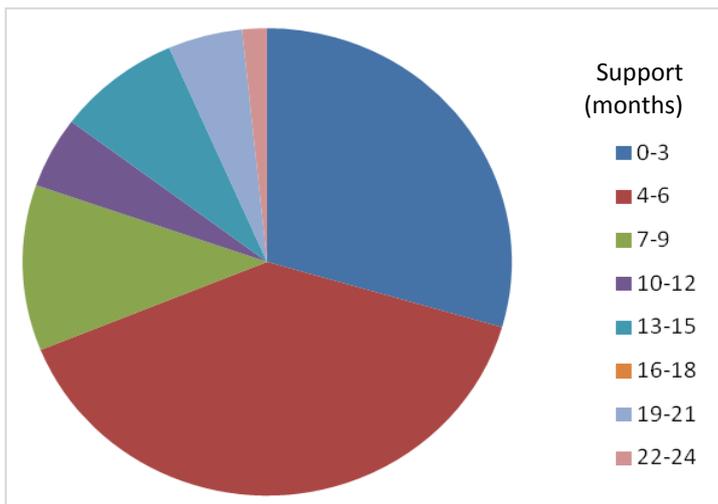
Home-Start Lambeth

Part of the national Home-Start charitable network, Home-Start Lambeth supports vulnerable families with children under 5 by training volunteers who befriend and visit families for a few hours each week in their homes, and by running family support groups in the borough of Lambeth. Families may need our help for a variety of reasons such as the disability of a child or parent, postnatal depression, a multiple birth or social isolation.

Home-Start Lambeth supports parents to grow in confidence, strengthen their relationship with their children and widen their links to the local community. Volunteers model positive methods of behaviour management, ways to improve children's early learning and development and spend time listening to parents and offering emotional support. We believe that it is important to uphold the rich cultural diversity which exists within Lambeth and we aim to provide support and friendship for parents which fully recognises this.

Home-Start Lambeth this year

Length of support for families



Key statistics

- ◆ The scheme received 149 referrals for families needing support. This is a 54% increase on the previous year.
- ◆ 77 families were supported by volunteers visiting (62 in 2011/12) and 173 children (168 children in 2011/12).
- ◆ 39 volunteers were recruited and trained.
- ◆ We raised £36,329 through awards from trusts and donations from supporters.

Outcomes for Home-Start Lambeth supported families

For year 2012/13, after having a volunteer visiting:

84% of those who were initially isolated were less isolated

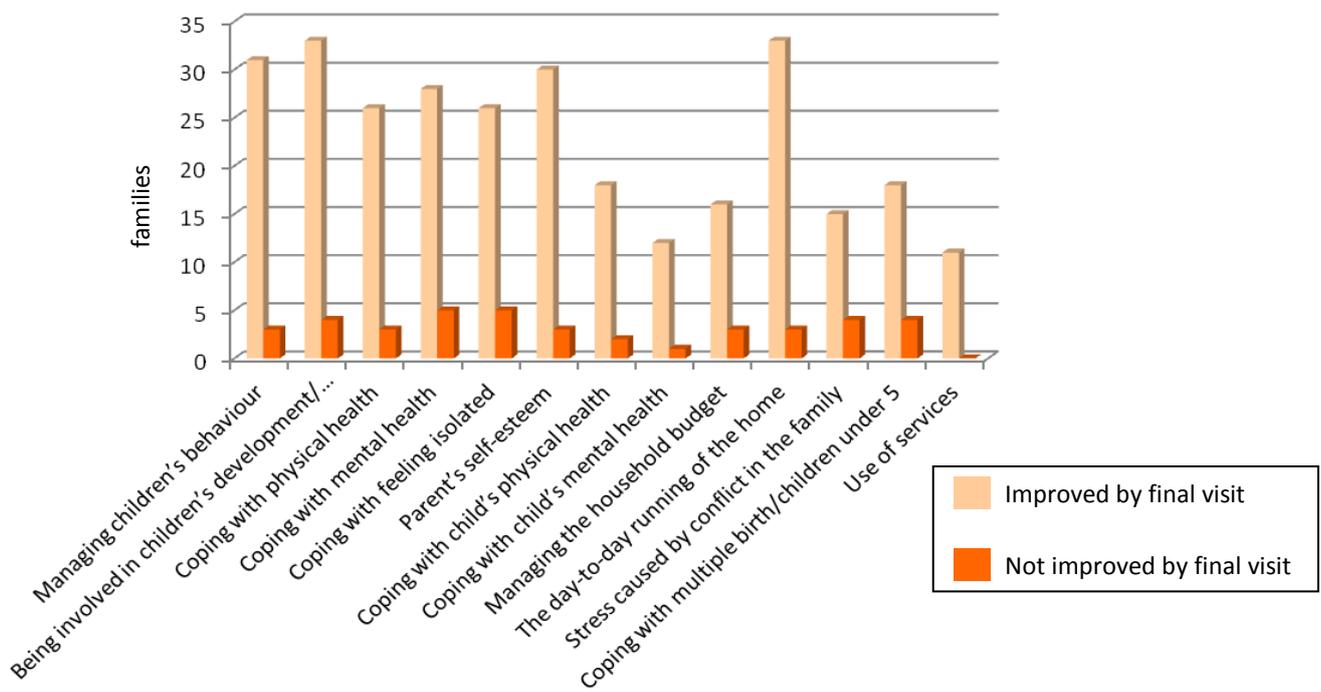
85% of those who had needed help with accessing local services were using more services

85% of those who had identified their own mental health as an issue stated that this had improved

91% of those who had identified their own self esteem as a problem reported an improvement

91% of those who had identified their children's behaviour as a problem said that this had improved

89% of those who had wanted to be involved in their children's learning and development said they now were.



Comments from our supported families

"Having Home-Start has saved my life. My volunteer is amazing..."

"When the volunteer came I was not sure what she could do for me – but she surprised me. She did a lot!"

"This is an extremely supportive and personal service. The volunteers help and support – they are not there to judge or criticise."

"Home-Start helps by giving a little time to myself, enabling me to do the things I need to do. My volunteer helps me to get things done, otherwise I would leave them undone."

"Thank you Home-Start. Talking about my problems makes me feel relieved and there are things you can't tell anyone else: issues that you can't discuss with anyone else but you can tell your volunteer because she won't tell anyone."

"I look forward to the day my volunteer comes. She helps me with the children, reminds me of all the things I need to do like paying bills and keeping appointments. But best is having someone to talk to. We talk about ways to cope. She makes me feel stronger and I make decisions on the things I didn't think I could."

This year's news

Family Mentoring contract for Lambeth

This project works with families where there is either a Child in Need status or a Child Protection Plan in place. The success of the pilot year led to it being re-funded and expanded by Lambeth. The aim of the support is to work with families for a three month period to move them towards the point where the Child Protection Plan can be removed. Despite the limited time available to each family there are substantial positive changes for families resulting from the support offered by the volunteer. For some families this has contributed to the ending of the Child Protection Plan.

Matching work

This year 77 families were supported by a volunteer. These families comprised 173 children. The average length of support during the year was six and a half months. This is reduced from the previous year where average support was nine months, in part because of the Family Mentoring Project for which support is limited to three months for each family.

The co-ordinators assess the needs of each family at an initial visit and we match them with a volunteer who we think will be able to work well with the family. Progress is assessed at regular review visits to the family and through supervision sessions with the volunteer.

Volunteers visit families in their homes regularly, for 2-3 hours per week. Support includes help to: access local services and Children's Centres; attend medical and other appointments and to get out of the home more easily. Volunteers also support families with parenting, behaviour management, positive play with their children, money management and looking after the needs of the parent, as well as being a listening ear.

Family support groups

This year the way we have delivered groups in Lambeth Children's Centres has changed. We have worked in four different children's centres running peer support groups for parents. The Children's Centres have provided a crèche whilst the groups have run. They have catered for a wide variety of parents with a range of support needs. Co-ordinators have provided support and information for families on subjects such as domestic violence, housing, finance and benefits, parenting and weaning.

The groups have also served as a source of peer support for parents, allowing them to meet others in their neighbourhood in similar circumstances, helping to combat isolation. The groups have facilitated parents getting involved in creative activities (learning to knit or crochet etc) whilst they talk and get to know each other.

"Home-Start found me at exactly the right time! Gives parents an oasis away from the 'non-stop of parenthood'! Also gives the children a chance to learn how to be away from mum/dad and be amongst other children which aids in their development. It is somewhere to learn new skills, learn how to gain access to needed services in the community and can be vital in preventing the onset of postnatal depression- which is all so common but all so forgotten about. Thank-you so much Home-Start! "

The Start-Right Project

The funding for this two-year project came to an end in December. However, the results were so positive that the Board made the decision to continue to fund it from unrestricted income while seeking ongoing funding to secure its future. We were successful in this and the project has been partially refunded by the Walcot Foundation.

The project continues to target families in the greatest need. Volunteers work with the families with an emphasis on developing early speech and language skills and school readiness. We continue to work closely with a local Speech and Language Therapist to both support parents with skills and knowledge for their children's development and also to measure outcomes for the children.

Volunteer training

We continued to work with the Children's Centres using the training facilities at Stockwell to deliver the Volunteer Preparation Course. During the year we recruited and trained 39 volunteers. All are resident within Lambeth and all have parenting experience. They are a diverse group, reflecting the population of the borough. They bring a wide variety of experience but all have a strong commitment to supporting local people. The most frequently cited motivation is that they 'don't want other parents to have to struggle as they did'. Together they are the scheme's most valuable asset.

Although not officially beneficiaries of the work of Home-Start, many of our volunteers report that they gain a huge amount; new skills, increased confidence and hands on experience of supporting families. Many have not worked for several years since they had their first child, or have very limited work experience. We know that approximately 60% go on to further training or education and approximately 30% leave us because they find work.

A family's story

The scheme received a referral for a single mother of two children, both of whom had behavioural and communication disorders. Mum was exhausted from lack of sleep and was struggling to manage her children's behaviour. In addition she had experienced domestic abuse in the past and this was still affecting her and was influencing her ability to be a parent. The volunteer helped her with strategies to manage her children's behaviour. They also spent a lot of time talking with the volunteer being a listening ear for Mum.

Mum also felt anxious and overwhelmed by the number of appointments she had connected to the needs of her two children. She and the volunteer discussed simple tools that she could use to make paperwork more manageable. The home environment improved. They built a trusting relationship.

Mum:

“ The volunteer helped me to put positive boundaries in place and provide a consistent routine. I find that I can manage their behaviour better. I'm a more positive parent. I feel less anxious and calmer. We are all calmer. My eldest with Aspergers is also less anxious and his attendance in school has improved dramatically. The speech and language of my youngest has improved, he gets on really well with the volunteer and they enjoy playing together. My volunteer listened to me. She gave me space to do chores and sort paperwork. I'm much more confident since having a volunteer and feel clearer and calmer; I really feel I've benefitted from the practical and emotional support. ”

The volunteer:

“ I found out about Home-Start through a friend who said she was on the training course and it helped to improve her parenting skills by teaching different ways to set boundaries. It is very rewarding to see the change that can happen in a family. We built up a trusting relationship. I praised and encouraged her and she picked up praising positive behaviour and she started encouraging her children. The youngest became able to express his anger without breaking his toys and was a lot calmer. ”

The family's social worker:

“ My experience of working with Lambeth Home-Start has been very positive. As the social worker for the family, where confidentiality allowed I was kept up to date on relevant information such as review dates and progress of the family. Home-Start's support was extremely beneficial for this family and although support is for 5 years and under the Home-Start Lambeth Coordinator was more than willing to identify services for the older child of this family. The family has improved confidence and less anxiety. Mum is now able to set boundaries and routines for the children. She recognises the impact of domestic abuse on her parenting and has accessed support for this. ”

Following support from their Home-Start volunteer the Child Protection Plan was downgraded to a Child in Need.

Statement of financial activities, year ended 31 March 2013

	Unrestricted Funds £	Restricted Funds £	Total Funds 2013 £	Total Funds 2012 £
INCOMING RESOURCES				
Incoming resources from generating funds:				
Voluntary income	92,299	36,473	128,772	157,282
Investment income	<u>14</u>	<u>-</u>	<u>14</u>	<u>1</u>
TOTAL INCOMING RESOURCES	<u>92,313</u>	<u>36,473</u>	<u>128,786</u>	<u>157,283</u>
RESOURCES EXPENDED				
Charitable activities	(90,608)	(35,763)	(126,371)	(124,787)
Governance costs	<u>(1,800)</u>		<u>(1,800)</u>	<u>(1,800)</u>
TOTAL RESOURCES EXPENDED	<u>(92,408)</u>	<u>(35,763)</u>	<u>(128,171)</u>	<u>(126,587)</u>
NET (OUTGOING)/INCOMING RESOURCES FOR THE YEAR/NET (EXPENDITURE)/ INCOME FOR THE YEAR RECONCILIATION OF FUNDS				
Total funds brought forward	(95)	710	615	30,696
	<u>60,652</u>	<u>13,973</u>	<u>74,625</u>	<u>43,929</u>
TOTAL FUNDS CARRIED FORWARD	60,557 =====	14,683 =====	75,240 =====	74,625 =====

Balance sheet 31 March 2013

	2013 £	2012 £
FIXED ASSETS		
Tangible assets		2
CURRENT ASSETS		
Debtors	1,353	12,081
Cash at bank and in hand	<u>77,770</u>	<u>82,377</u>
	79,123	94,458
CREDITORS: Amounts falling due within one year	<u>(3,885)</u>	<u>(20,812)</u>
NET CURRENT ASSETS		<u>73,646</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>75,240</u>
		=====
FUNDS		
Restricted income funds		14,683
Unrestricted income funds		<u>60,557</u>
TOTAL FUNDS		<u>75,240</u>
		=====

The information on this page is an extract of the Trustees Annual Report and Accounts for the year ended 31 March 2013. Copies of the financial statements and report, approved by the Board of Trustees on 11 November 2013 are available from our registered office and have been delivered to the Registrar of Companies and the Charity Commission.

Key statistics

Lambeth is the 14th most deprived borough nationally and the 8th most deprived in London. A recent report has calculated that about 21% (21,000) of children and young people in Lambeth could be living in severe poverty. Just over a third (34%) of children live in families on key benefits compared to 24% in London. Lambeth has a high proportion of single parent households – over 10% compared to 8% in London and 6% nationally.

38% of the population of Lambeth is from Black and Minority Ethnic (BAME) communities, and more than 130 languages are spoken. Our volunteers are uniquely placed to support parents with limited English and to work with them in the home to support them and their children in the crucial early years.

64% of our current volunteers come from BAME communities. 99% are women. 41% are in their 20s or 30s.

Home Start

Support and friendship
for families

Staff

Liz Ranger
Scheme Manager

Sarah Parkhouse
Scheme Manager (Maternity cover)

Melissa Nicholas
Family Co-ordinator

Jenny Cunniffe
Family Co-ordinator

Tania Turner
Family Mentoring Co-ordinator

Abe Sampson
Administrator

Trustees

Chair: Stephen Bellas
Vice Chair: Frances Bates
Treasurer: Kim Duong

Trustees:
Bridget Beilby
Frances Dudley
Sian Sinclair
Sheila Boswell

Volunteers

Thank you to our volunteers
from 2012-13

Ann
Cecilia
Claire
Daiva
Danny
Dionne
Elaine
Esimi
Eugenie
Eva

Jenni M
Jennifer H
Jenny K
Jenny M
Joanna
Joyce
Julia J
Karen
Lorna
Mabi

Mary
Nadia
Natasha
Nicola
Pansy
Rebecca
Roshni
Shane
Shikira
Venessa
Vicky

**The London
Community
Foundation**



**MAYOR OF LONDON
REUBEN FOUNDATION**



 **four acre trust**

 **Lloyds TSB Foundation**
for England and Wales

WALCOT FOUNDATION
Changing Lambeth Lives

HYMANS  **ROBERTSON**

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Registered Charity no: 1112014 Company limited by guarantee: 5363089