



Support and friendship  
for families

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Home-Start Lambeth

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# Annual Review

Home-Start Lambeth 2016-2017



## Chair's report

We continued to see the level of need increasing across the borough in 2016/17 reflected particularly in the increasing complexity of the needs of families.

Volunteer recruitment remains a challenge. However, this year we did substantially increase the number of volunteers we recruited and trained, running five preparation courses and training a total of 44 volunteers. This will enable us to increase support for families in the coming year. Unfortunately recruiting volunteers is an ongoing problem and there is no easy answer. Volunteers come to us via many different routes making it difficult to target recruitment and we are constantly exploring new ways of attracting volunteers.

A new avenue opened this year when psychology students from London South Bank University (LSBU) completed a training course and were successfully placed with families. A LSBU social work student also completed a placement.

The Domestic Abuse project, funded by Lloyds Bank Foundation and the Pilgrim Trust, has continued to develop over the course of the year. There has been a steady stream of referrals showing the high level of need. As part of this project 10 Freedom Programmes have been delivered across the borough supporting 50 women, with continued requests from Children's Centres to host the courses. Outcomes are positive, and referrers have given us feedback about changes to families where the mother is attending.

This year we began working with Help for Children who are funding a Home-Start post focusing on preventing child abuse- in this case neglect. We are very happy to be working with them to support marginalized and vulnerable children.

We are grateful for the Walcot Foundation's funding of our Start-Right Project which continues to produce positive results. Volunteers work with families on developing speech and language skills and school readiness.

We continue to work closely with the Children's Centres and referring agencies across Lambeth to ensure joined-up working, synergies and good information sharing.

Funding from the Henry Smith Charity continues to provide us with stability by meeting many of our core costs. This has enabled us to attract funding from other sources and we continue to further diversify our funding base and investigate other possible sources of support.

We have now received support from Hymans Robertson for seven years and once again they organized a great Christmas party for our families. The hospitality and wonderful entertainment was much enjoyed by both adults and children.

Stephen Bellas, our committed Chair for a number of years, stood down at our AGM and I stepped in as interim Chair. It has been a challenging year – and I'm sure next year will be equally stretching – but the Home-Start team and all our volunteers are ready to respond with the high level of support for which Home-Start Lambeth is known.

*Frances Bates*

*Interim Chair*

## 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. 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 and practical support.

A nurturing, loving and stable family and home environment strongly determines a child's future life chances. But being a parent isn't easy. Children whose parents are struggling to cope often miss out on the love, routine and support that are vital for their future.

Members of the small, but highly experienced team are responsible for running the comprehensive training courses for volunteers. Other projects they manage include the Freedom Programme which aims to help women who have experienced domestic abuse.

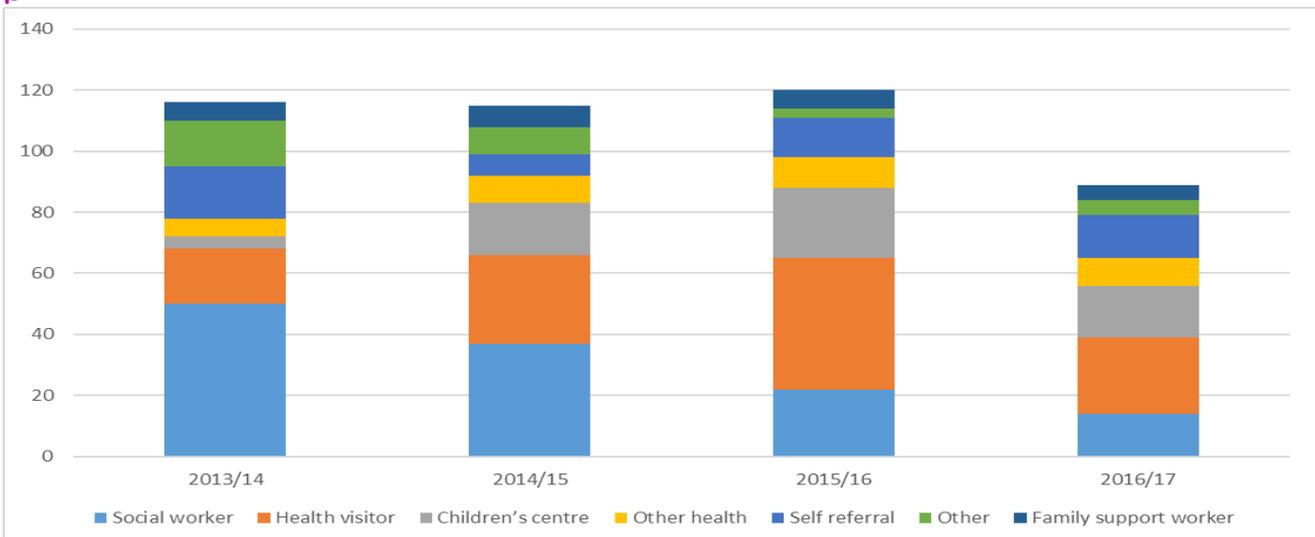
Home-Start helps parents build better lives for their children, aiming to transform the life chances of some of the most socially excluded children and families in Lambeth. It believes that it is important to uphold the rich cultural diversity which exists within Lambeth and to provide support and friendship for parents which fully recognises this.

## Home-Start Lambeth this year

### Key statistics

- The scheme received 90 referrals for families needing support (120 in 2015/16)
- 80 families were supported by volunteers visiting (58 in 2015/16) and 190 children (138 children in 2015/16)
- 44 volunteers were recruited and trained (36 in 2015/16)
- Of referrals received 16 (18%) were Child in Need or Child Protection status (18% in 2015/16)
- Of referrals received 23 (26%) were for families which had experienced domestic abuse (16% in 2015/16)
- We ran 10 Freedom Programmes supporting 50 women
- 59 (66%) of total referrals received were for BAME families
- 56% of our volunteers are from BAME communities

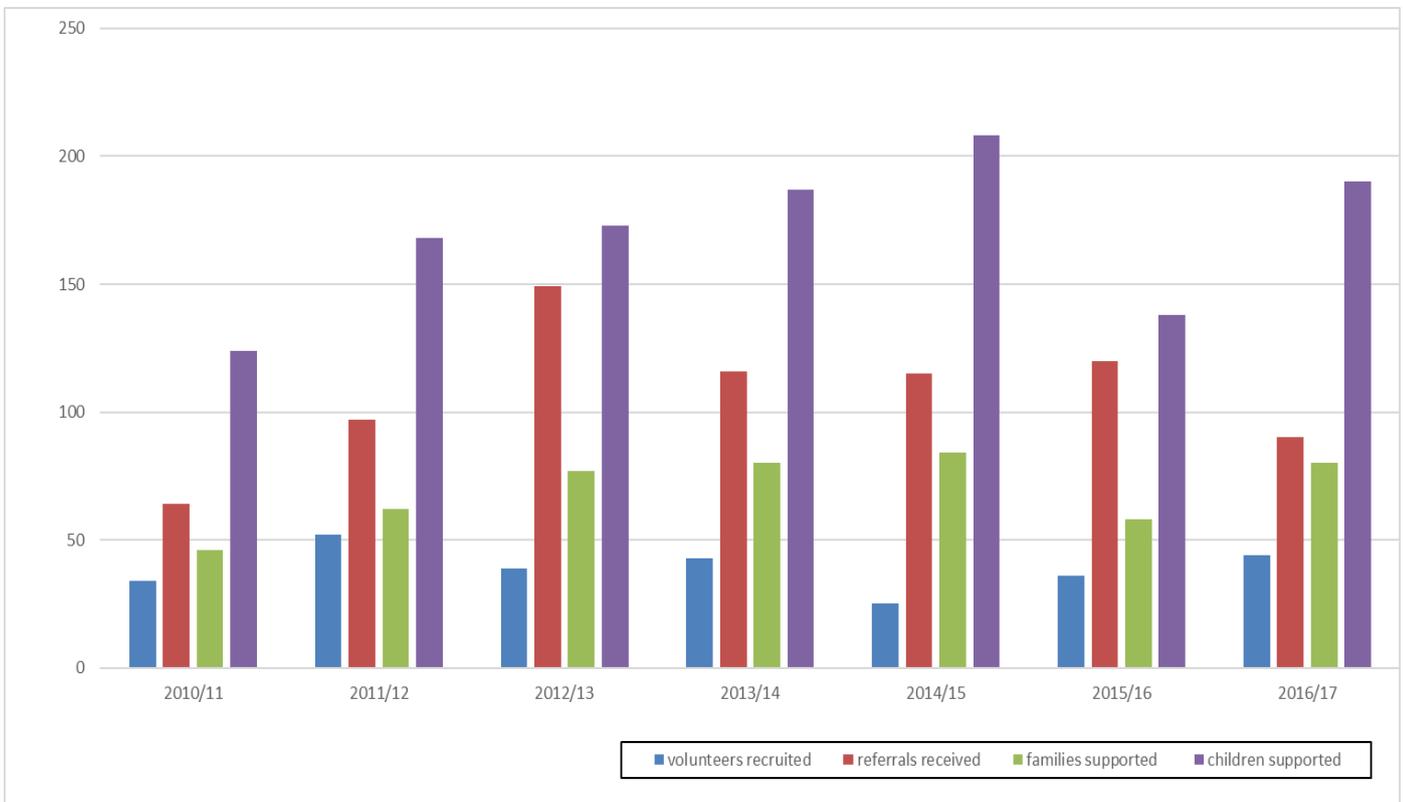
### Source of referrals



## Outcomes for Home-Start Lambeth supported families

In 2016/17, after having a volunteer visiting some of the outcomes for our supported families were:

- 92% of those who had needed help with services were using more services
- 90% of those who had difficulties coping with multiple births/children under 5, said that this had improved
- 90% of those who identified stress caused by conflict in the home as a problem said that this had improved
- 89% of those who had identified the day to day running of the home as a problem said that this had improved
- 90% of those who had identified managing their household budget was a problem said that this had improved
- 100% of those who had identified coping with their child's mental health as an issue said that this had improved
- 89% of those who had identified coping with their child's physical health as an issue said that this had improved
- 100% of those who had identified their own self esteem as a problem said that this had improved
- 94% of those who were initially isolated were less isolated
- 94% of those who had identified their own mental health as an issue said that this had improved
- 95% of those who had identified that coping with their physical health was an issue said that this had improved
- 88% of those who had wanted to be involved in their children's learning and development said they were now
- 91% of those who had identified their children's behaviour as a problem said that this had improved



# This year's news

## Volunteer training

Although remaining a challenge we are delighted that we have been successful in increasing our recruitment of volunteers this year. We continue to target this as an essential piece of work, vital to the ongoing success of Home-Start Lambeth. For the first time this year psychology students from London South Bank University completed a training course and were successfully placed with families. A first-year social work student from LSBU also completed a placement with Home-Start and worked supporting local families. Although not officially beneficiaries of the work of Home-Start, many of our volunteers report that they gain a huge amount – including a boost in confidence and help towards opening new career paths - from their volunteering experience.

## Matching work

This year our ability to match families for support was improved as we recruited – with much effort - more volunteers than the previous year. The average length of support was 8.5 months as volunteers dealt with the complex needs of the families being referred to Home-Start Lambeth.

The support is shaped by initial discussions with the families but changes depending on their needs. Generally there is a focus on 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. Support is often aimed at ensuring families are making use of local services, in particular making sure they are linked in with their local Children's Centre, but also with other services which will be of benefit to the particular circumstances of the family.

## Family Support Project

This year we have collaborated with Help for Children to deliver this project, working to tackle neglect with some of our most vulnerable families and children. Within this project volunteers are finding that they are focusing on a wide range of social issues facing local families, and often also on parenting, taking an enabling role and modelling how small changes can make a huge difference to outcomes for children.

## The Start-Right Project

The project continues to receive a steady stream of referrals. Volunteers work with the families with an emphasis on developing early speech and language skills and school readiness. Although their needs are often quite complex, many of these families are not working with other services and Home-Start Lambeth might be the only support they are receiving. We continue to see really positive results for both parents and children. The Walcot Foundation funded this project.

## Domestic Abuse Project

Funded jointly by Lloyds Bank Foundation and the Pilgrim Trust, this project has become more established within the borough. As well as maintaining support to families through providing volunteers, the DA co-ordinator has continued to work closely with Lambeth Children's Centre staff to deliver the Freedom Programme within the borough. This programme helps women who have experienced domestic abuse to make sense of, and understand, what has happened to them, helps them to recognise potential abusers and empowers them to make different decisions in the future. It is particularly effective in helping survivors recognise methods of psychological and coercive control and the impacts that these can have on them. The need within the borough remains very high and there are currently no other providers running the course in Lambeth. It is also attracting families from all over London.

## Working with other charities

We would like to thank Buttle UK for supporting families by providing essential items.

Thank you also to the Al-Mizan Charitable Trust with whom we have worked to distribute new baby packs containing essential items to families in need to support them through the early months with their new baby. The charity has also been providing Back to School backpacks containing everything from stationery to vouchers for school uniforms.

## A family's story

J and her family were referred to Home-Start Lambeth by their Health Visitor. J was feeling overwhelmed as she waited for her three-month-old baby to have cardiac surgery. "[The volunteer] helped me on an emotional level at the hardest time of my life," says J, who also has a two-year-old daughter.

None of the grandparents live in the UK and J's husband works long hours. She was tired and anxious about the baby's pending surgery, which has a 50 per cent survival rate, and was struggling to manage her daughter's challenging behaviour.

During the time the volunteer worked with the family the baby had several hospital admissions and canceled hospital appointments due to infection, but he did have surgery and is now a healthy baby. Through the volunteer J learnt positive parenting and she gained in confidence while her daughter's behaviour improved and she was less tearful and more cheerful.

The volunteer also worked to help J realise that some of what she had experienced with her children was normal but she had also coped with the extraordinary demand of a newborn baby with ill health. J has now returned to work.

J stressed that having a constant visitor each week allowed strong relationships to be formed and offered consistency. "I really appreciated the emotional support, having someone to listen when things have been hard, or just give me a hug, has been so valuable. She was so supportive and encouraging and such good support when at the time I felt rather alone.

"She loved my children and they loved her. She was loving and firm, offered advice, never judged and role modelled how to discipline and to encourage."

## What our volunteers say

Home-Start volunteers regularly report that working with the charity has been a valuable experience for them both professionally and personally and that they have gained in confidence.

"Home-Start has been so good for me," says volunteer G, who found the training provided excellent. "It is a really good organization and it has been the start of a new career for me. I have completed my level 2 and 3 Health and Social Care Diploma and will continue to level 4. I now have a job working with adults in the community and I wouldn't have got this if I hadn't worked as a Home-Start volunteer. I now get allocated clients with communication difficulties as they respond well to me and this is due to my experience with Home-Start."

Volunteer, 2016

"[There was] a perfect opportunity to start working in a school. So I applied, and got the job! What really impressed the head teacher was all the training I had from Home-Start. It was due to all my experiences here at Home-Start that I managed to get the job and within the first week I was offered a six-week stint for one to one support for an autistic child. Home-Start has helped with my self-confidence and has given me a sense of pride and fulfilment."

Ex- volunteer

# Governance Statement

## Legal status and objectives

Home-Start Lambeth is a company limited by guarantee and a registered charity. The charity was incorporated in 2005. The Board was established so it can conduct its business in line with its Memorandum and Articles of Association. Our principal objective is to safeguard, protect and preserve the good health, both mental and physical, of children and parents across the Borough of Lambeth. The trustees have a duty to report how the organisation has met its principal objectives which is set out in this report.

## Governance framework

The board of trustees is made up of 10 trustees, including the Chair, who bring with them a range of experience from the private, public and voluntary sectors. The terms of the Articles of Association do not specify a length of service for trustees, they can continue in their role until they resign or their membership is terminated.

The trustee board has ultimate responsibility for the governance and strategic direction of Home-Start Lambeth, ensuring that the charity upholds its purpose and delivers its strategic objectives. All trustees abide by Home-Start Lambeth's code of conduct and legal obligations imposed on them by charity law. The trustee board held six meetings in 2016/17 and considered a number of matters including:

- The policies and procedures of Home-Start Lambeth
- The strategic direction and objectives
- Membership and recruitment of the Board of Trustees
- The audited Annual Report and Accounts 2015/16
- Regular reports on funding matters
- Regular reports on projects and volunteer recruitment
- Regular reports on financial matters
- Regular reports on staffing issues

The Board of Trustees also held a strategy away day to review the strategic direction of the charity including the charity's mission, vision and values. Trustees also spent time reviewing the organisation's purpose, external environment and the charity's public benefit.

## Trustee recruitment and training

Home-Start Lambeth recruits trustees with particular skills who have an interest in safeguarding, protecting and preserving the good health, both mental and physical, of children and parents across Lambeth. A skills audit of the trustees is used to identify any gaps in experience and representation at board level and forms the basis for recruitment. All new trustees are provided with a structured induction and training programme depending on their knowledge and experience. The new trustees receive a comprehensive induction pack on Home-Start Lambeth and guidance on their legal duties and responsibilities. They are also provided with the opportunity to attend appropriate training events. We offer trustees internal and external guidance relating to the charity's operations and strategic direction. Trustees hold regular planning meetings with the Home-Start Lambeth Scheme Manager and staff.

## Statement of financial activities, year ended 31 March 2017

|                                    | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total Funds<br>2017<br>£ | Total Funds<br>2016<br>£ |
|------------------------------------|----------------------------|--------------------------|--------------------------|--------------------------|
| <b>INCOME FROM</b>                 |                            |                          |                          |                          |
| Donations and legacies             | 8,567                      | -                        | 8,567                    | 25,913                   |
| Charitable activities              | 51,349                     | 102,511                  | 153,860                  | 163,614                  |
| Other trading activities           | -                          | -                        | -                        | 59                       |
| Investments                        | <u>20</u>                  | <u>-</u>                 | <u>20</u>                | <u>45</u>                |
| <b>TOTAL INCOME</b>                | <u>59,936</u>              | <u>102,511</u>           | <u>162,447</u>           | <u>189,631</u>           |
| <b>EXPENDITURE ON</b>              |                            |                          |                          |                          |
| Charitable activities              | 51,580                     | 113,728                  | 165,308                  | 155,645                  |
| <b>TOTAL EXPENDITURE</b>           | <u>51,580</u>              | <u>113,728</u>           | <u>165,308</u>           | <u>155,645</u>           |
| <b>NET INCOME/(EXPENDITURE)</b>    | 8,356                      | (11,217)                 | (2,861)                  | 33,986                   |
| Transfers between funds            | -                          | -                        | -                        | -                        |
| Net movement in funds              | 8,356                      | (11,217)                 | (2,861)                  | 33,986                   |
| <b>RECONCILIATION OF FUNDS</b>     |                            |                          |                          |                          |
| Total funds brought forward        | <u>97,931</u>              | <u>31,727</u>            | <u>129,118</u>           | <u>95,132</u>            |
| <b>Total funds carried forward</b> | <u>105,747</u>             | <u>20,510</u>            | <u>126,257</u>           | <u>129,118</u>           |

## Balance sheet 31 March 2017

|  | 2017<br>£      | 2016<br>£      |
|--|----------------|----------------|
| <b>FIXED ASSETS</b>                            |                |                |
| Tangible assets                                | <u>2</u>       | <u>2</u>       |
| <b>Total Fixed Assets</b>                      | <u>2</u>       | <u>2</u>       |
| <b>CURRENT ASSETS</b>                          |                |                |
| Debtors  | 1,319          | 939            |
| Cash at bank and in hand                       | <u>173,281</u> | <u>174,654</u> |
| <b>Total Current Assets</b>                    | <u>174,600</u> | <u>175,593</u> |
| <b>LIABILITIES</b>                             |                |                |
| Creditors: Amounts falling due within one year | <u>48,345</u>  | <u>46,477</u>  |
| <b>NET CURRENT ASSETS</b>                      | <u>126,255</u> | <u>129,116</u> |
| <b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>   | <u>126,257</u> | <u>129,118</u> |
| <b>Total Net Assets</b>                        | <u>126,257</u> | <u>129,118</u> |
| <b>THE FUNDS OF THE CHARITY</b>                |                |                |
| Restricted income funds                        | 20,510         | 31,727         |
| Unrestricted income funds                      | <u>105,747</u> | <u>97,391</u>  |
| <b>Total Charity Funds</b>                     | <u>126,257</u> | <u>129,118</u> |

The information on this page is an extract of the Trustees Annual Report and Accounts for the year ended 31 March 2017. Copies of the financial statements and report, approved by the Board of Trustees on 23 October 2017 are available from our registered office and have been delivered to the Registrar of Companies and the Charity Commission.

## Key statistics

Nearly a third of a million people live in Lambeth: it is one of the most densely populated places in the country. It has a complex social and ethnic mix with large African and Portuguese populations in particular. 26 % of the population is born outside the EU.

Approximately 140 different languages are spoken in the borough, with the most common languages after English being Portuguese (7%), Spanish (5%), Somali (4.5%), French (3.7%), Yoruba (3.6%), Akan/Twi-Fante (2.8%), Polish and Arabic (both 2.4%) and Bengali (1.5%).

Deprivation data ranks Lambeth as the 9<sup>th</sup> most deprived borough in London and the 29<sup>th</sup> most deprived local authority in England. Data for child poverty ranks Lambeth as the 12<sup>th</sup> most deprived borough in London with a rate of 34% of children living in low income households. The borough is ranked 1<sup>st</sup> for underage pregnancies.



Support and friendship  
for families

## Volunteers

Thank you to our  
Volunteers from 2016/17

|              |            |             |
|--------------|------------|-------------|
| Aleasha      | Janette S  | Morlyn      |
| Anna         | Jeanette B | Olga        |
| Caroline     | Karina     | Pamela      |
| Cathy        | Kate       | Pauline     |
| Celestine    | Keisha     | Roshni      |
| Charlotte    | Laila      | Sandra C    |
| Christina    | Lucy       | Sara S      |
| Danny        | Maleeka    | Selamawit   |
| Dorota       | Marisa     | Sewande     |
| Elaine       | Mary A     | Sharna      |
| Gerry        | Mary B     | Sharon S    |
| Gloria       | Michelle A | Sophia      |
| Helene       | Michelle F | Sylvia      |
| Hilary       | Miranda    | Trevorniese |
| Jackline R   | Monika     | Vicky       |
| Jacqueline M | Naomi      | Virginie    |
| Jahanara     | Naz        | Wendy       |
|              | Nina       | Winifred    |
|              |            | Winsom      |

## Staff

**Liz Ranger**

Scheme Manager

**Melissa Nicholas**

Family Co-ordinator

**Jenny Cunniffe**

Family Co-ordinator

**Deborah Jordan**

Family Co-ordinator (DA)

**Bolu Heather**

Volunteer & Training Co-ordinator

**Abe Sampson**

Scheme Administrator

## Trustees

**Chair: Stephen Bellas**

**Interim Chair: Frances Bates**

**Treasurer: John Wagener**

### Trustees:

Sian Sinclair

Shubulade Smith

Mary Bell

Eva Wickham

Jacqueline Mair

Lucy Alexander

Sophia Symons

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[www.homestarlambeth.co.uk](http://www.homestarlambeth.co.uk)

@homestartlam

Registered charity no: 1112014

Company limited by guarantee: 5363089

al-mizān  
charitable trust



The Pilgrim Trust

HYMANS ROBERTSON

WALCOT FOUNDATION  
Changing Lambeth Lives

LLOYDS BANK FOUNDATION

England & Wales



The  
Henry Smith  
Charity

founded in 1628



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COMMUNITY  
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