

Annual Review

Home-Start Lambeth
2011-2012



Chair's report

This year has been a year of growth and success for Home-Start Lambeth. We have continued to work closely with the borough forging closer links with professionals and local services but also been successful applying for additional funding. This has enabled us to build our service and respond to the increased need we are finding in the borough. We have again exceeded our targets in both volunteer training and support to families and we remain confident that the service we are providing is meeting the needs of families in a needs led and effective way.

During this year we have been successful in being commissioned by London Borough of Lambeth to pilot work with families where there is a Child Protection Plan. This has given us a third coordinator and increased our work with families with a high level of need. It has also been instrumental in further building our links with professionals across the borough. Given the positive outcomes achieved through this piece of work we are hopeful that his contract will be renewed.

Funding has once again been a challenge this year but we have been fortunate to have secured the support of some trusts which have made a huge difference to the viability and capacity of the scheme. Both Four Acre Trust and the Laing Family Trusts have provided unrestricted income which has helped us cover our core costs and increased our management capacity for further fundraising. Other funding raised includes Team London, Evening Standard Dispossessed Fund, the Peter Minet Trust, and the Greggs Foundation.

Aided by additional funding we have continued to recruit and train more highly resourceful volunteers to assist families and their children tackling the challenges which they find themselves facing. I have met a good number of volunteers during the Preparation Courses and I believe that they are at the core of what we do. The feedback they give from the preparation course is consistently positive: volunteers reap benefits for themselves and their own families as well as feeling confident to be able to support a local family in crisis. This year the team has continued to develop the content and delivery of the course, aided by the commitment of trustees who have been able to input their own areas of expertise into the training.

We have continued to work with the wonderful team of volunteers from Hymans Robertson, a city firm who supported us last year. 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.

The demand for our service continues to increase. This year we received 97 referrals – an increase of 52% on the previous year. This reflects the new gaps appearing in the voluntary sector and the services available for families and also the increased need arising from the wider current economic situation. Unfortunately we expect that this rise will continue for the foreseeable future and as a scheme we aim to be able to increase our capacity to respond.

Never has the need for our services been more prevalent. We are receiving more referrals than ever before, more volunteers are looking to increase their skills and apply these in a meaningful way, and there is more pressure on the public sector to share the task of delivering vital services with the voluntary sector. We have demonstrated at Home-Start Lambeth 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 a national 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.

The impact of Home-Start Lambeth

We visit families regularly to ensure there is progress towards agreed goals. An ideal ending is when a family says 'we really like our volunteer visiting, but we're not struggling any more and we don't really need support now'. When the support is ending we assess what outcomes the support has produced. For almost all families there has been a change and they report that they no longer need support for some areas of their lives. There are usually also some areas where they have ongoing needs and we try and make sure they have sources of support for these for the future.

However the statistics do not illustrate the human element of the support which many of the families talk about when we ask for feedback. They have usually got on very well with their volunteer, enjoying having someone to talk to and who will encourage them in their parenting and together find ways to make life better. The situations below illustrate just some of the ways support from our volunteers has had a positive impact on the families.

'I have been matched with a lovely volunteer. [The coordinator] has really listened and worked hard to find the right volunteer. She also referred me to [another voluntary organisation] and helped with my housing issues'.

A single parent of three children having previously escaped a domestic violent relationship was living in unsuitable temporary accommodation and experiencing debilitating health problems that prevented her from going out with her children. The volunteer helped the parent access the right support to speed up her application to move to more suitable housing, assisted her on days out, to hospital appointments and the Children's Centre. The parent benefitted from having the volunteer visit on a weekly basis and listen to her in a non-judgemental way.

'Home-Start has changed my life, gave me a new hope, put a light in my life. It's like I was in the dark and Home-Start opened the door. I never celebrated Christmas in eight years, but this year I went to a party, the children had presents and [the volunteer] visited.'

A father who was the main carer of three children under 5, one of whom had autism, was struggling to leave the house with all three children, and was trying to understand more about autism. The volunteer accompanied the family on trips out to the library and the park, helped the parent to understand the children's developmental needs, and was pro-active in finding out practical ways of supporting the family, such as suitable services in Lambeth for families who have a child with autism.

'The volunteer has helped me overcome so many barriers. Having this support has been great and the children have enjoyed it a lot. I now feel confident I can manage by myself. I've learned about what parents can do with their children. I am planning a holiday for us this summer.'

Key statistics for Home-Start Lambeth 2011 - 2012

52 volunteers recruited and trained – an increase of 53% on 2010/11
 62 families supported – an increase of 35% on 2010/11
 45 of these were new families – an increase of 64% on 2010/11
 97 referrals received – an increase of 52% on 2010/11

Comparing the second half of 2009 with the same period in 2011, Home-Start Lambeth saw a 634% increase in referrals for whom domestic violence is one of the issues they are living with (and a 600% increase in the number of referred children in such families).

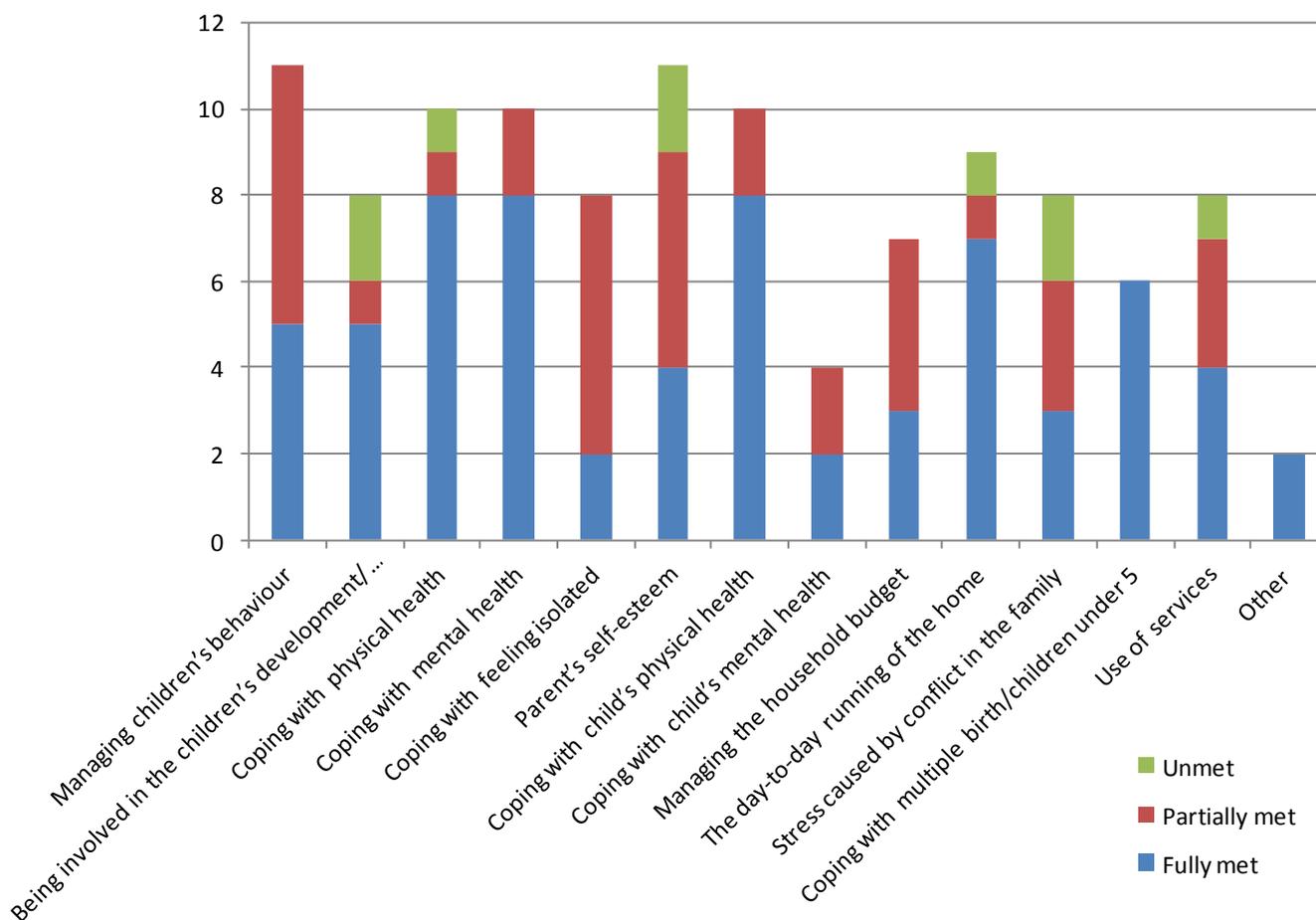
Money raised through trusts and donations: £46,900 (an increase of £191% on the previous year)

61% of our volunteers come from BAME communities, 30% are under 40

In year 2011/12:

- 100% of those who were initially isolated were less isolated
- 88% of those who had needed help with accessing local services were using more services
- 80% of those who identified their own mental health as being an issue stated that this had improved
- 81% of those who had identified their own self esteem as a problem reported an improvement
- 100% of those who had identified their children's behaviour as a problem said that this had improved
- A majority of volunteers went on to further training and 30% entered employment.

Outcomes for families at the end of support



A volunteer's story

“

I'm waiting at the entrance to a local park, for a very special day out with my Home-Start family. The trip to the park has been long planned and looked forward to by all four children aged 2yrs -11yrs. This is my final visit and we're going to visit the Park Zoo. Two years ago a trip like this would have been unimaginable, too overwhelming to get everybody ready, dressed, double buggy manoeuvred and everyone on the bus, extra money found for the fare and picnic for the children packed. But today the excitement on the children's faces as they arrive at the park and big smile from Mum makes it clear they've managed it with ease.

I reflect on how far we've ALL come. I remember my first visit - a nervous volunteer wanting to get it right, worrying whether I'd remember my Home-Start training and all the good advice to 'offer help and support and remember to listen, listen, listen.' I needn't have worried. Home-Start's professional, knowledgeable and experienced staff ensures careful matching of families and volunteers. Mum and I hit it off straight away, sharing a similar sense of humour and down-to-earth approach to what life sometimes throws at us. Drawing on my own years of parenting, I quickly found myself playing with the children and finding ways to keep them occupied so Mum could get on with daily chores.

Over that first year I got to know the family - all their ups and downs and challenges: managing on a tight budget, living in poor housing, coughs and colds, the knockbacks and setbacks and the constant battle with the Council to get moved to less cramped housing. But I'm impressed by their resilience: the older children are doing well at school, Mum sometimes in chaotic circumstances, making sure homework gets done and on time and reading and chatting about school encouraged. The visits settle into a routine, the smaller children responding well to painting and being read to, and enjoying playing out in the backyard making playhouses out of sheets and clothes pegs! The older children joining in when they return from school, and Mum and I chatting easily about any stresses and worries over a cup of tea.

Over the two years of visits what strikes me constantly is how a little support can have such a big impact. Short visits once a week (usually 2hours) carried out regularly, consistently and with commitment over a long period (average placements around 18months/2years) can make such a difference to families like these, who just need a little help to get back on their feet.

So our day out in the Park comes to an end and it's time to say goodbye. We agree to stay in touch at birthdays and Christmas - I will always want to know how they are all getting on, but another family somewhere needs another volunteer. ”

Sheila, Home-Start Lambeth volunteer

Matching work

This year 62 families were supported by a volunteer. This included 45 new families. Total children supported during the year was 168 (112 children under 5, and 56 over 5 years). The average length of support during the year was nine months.

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 in their 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

During 2011-12 Home-Start Lambeth continued to deliver Family Support Groups at Lambeth Children's Centres. During the year we worked in seven different centres. The groups provided parenting advice and support for families with children 0-4 years, and an opportunity to meet other parents in a safe and friendly environment. The children were able to play and take part in learning activities in which parents are also encouraged to engage and play with their children.

Professionals from various services such as Speech Therapists, Nutritionists, Oral Health and Child Development Advisors, and the Families Information Service have visited the groups to offer advice and support to families who attend.

New Family Mentoring contract for Lambeth

This year the scheme was successful in a commissioning application for a pilot project to support families where there is a Child Protection Plan in place. This was for eight months. The aim was to provide volunteers to work with families for a three month period to move them towards the point where the Child Protection Plan can be removed. This has been a new way of working but has proved successful with positive outcomes for families and some families then needing less intervention from statutory services. We are hopeful that Lambeth will extend this contract.

The Start-Right Project

This two-year project started December 2010 and is funded by the Walcot Foundation and Lloyds TSB. The focus is on parents under 30 and who are in receipt of benefits or on a low income.

This project has continued to target our work towards families in the greatest need. The level of need amongst the referrals we have received has been significantly higher than the scheme had seen previously. This has demanded more of the volunteers who we have matched with these families, as they take on the provision of support for families with a wide range of severe and sometimes chronic support needs. It has been challenging but a very positive move for the scheme and we are pleased to be working with these funders to meet the needs of some of the most vulnerable families in the borough.

Volunteer training

As a result of additional funding received we ran two extra volunteer preparation courses this year and trained 52 new 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.

Fundraising

During this year we have significantly diversified our funding, raising money from a wide variety of trusts and grant makers. Amongst these were grants from The Dispossessed Fund, Team London, and core funding from the Four Acre Trust. These grants have enabled us to improve the financial stability of the scheme and increase the capacity of the work we are doing.

We will continue to actively pursue further possible funders and are currently awaiting the outcome of several bids to trusts. It remains a commitment of the Board to further diversify our funding sources.

Statement of financial activities, year ended 31 March 2012

	Unrestricted Funds £	Restricted Funds £	Total Funds 2012 £	Total Funds 2011 £
INCOMING RESOURCES				
Incoming resources from generating funds:				
Voluntary income	109,227	48,055	157,282	130,441
Investment income	1	-	1	2
TOTAL INCOMING RESOURCES	109,228	48,055	157,283	130,443
RESOURCES EXPENDED				
Charitable activities	(88,046)	(36,741)	(124,787)	(128,960)
Governance costs	(1,800)	-	(1,800)	(2,671)
TOTAL RESOURCES EXPENDED	(89,846)	(36,741)	(126,587)	(131,631)
NET (OUTGOING) INCOMING RESOURCES FOR THE YEAR/NET (EXPENDITURE) INCOME FOR THE YEAR				
	19,382	11,314	30,696	(1,118)
RECONCILIATION OF FUNDS				
Total funds brought forward	41,270	2,659	43,929	45,117
TOTAL FUNDS CARRIED FORWARD	60,652	13,973	74,625	43,929

Balance sheet 31 March 2012

	2012 £	2011 £
FIXED ASSETS		979
Tangible assets		1,958
CURRENT ASSETS		
Debtors	12,081	8,488
Cash at bank and in hand	82,377	51,875
	<u>94,458</u>	<u>60,363</u>
CREDITORS: Amounts falling due within one year	<u>(20,812)</u>	<u>(18,392)</u>
NET CURRENT ASSETS	<u>73,646</u>	<u>41,971</u>
TOTAL ASSETS LESS CURRENT LIABILITIES	<u>74,625</u>	<u>43,925</u>
FUNDS		
Restricted income funds	13,973	2,659
Unrestricted income funds	60,652	41,270
TOTAL FUNDS	<u>74,625</u>	<u>43,929</u>

The information on this page is an extract of the Trustees Annual Report and Accounts for the year ended 31 March 2012. Copies of the financial statements and report, approved by the Board of Trustees on 23rd November 2012 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 nationally and the 8th most deprived borough 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% of family households are headed by lone parents compared to 8% in London and 6% nationally.

38% of the population 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.

66% of our current volunteers come from BAME communities. 99% are women. 36% are in their 20s or 30s.



Support and friendship
for families

Staff

Liz Ranger
Scheme Manager

Melissa Nicholas
Family Coordinator

Jenny Cunniffe
Family Coordinator

Tania Turner
Family Mentoring Coordinator

Abe Sampson
Administrator

Nicola Vincent
Temporary Coordinator

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 2011-2012

Aster	Kerry	Rachel A.
Cecilia	Mary	Rachel Mc.
Claire	Mauline	Sasha
Doretta	Modinat	Shahaira
Elaine	Myrtle	Shane
Ena	Nadine	Sophia
Eva	Nancy	Stephanie
Jacqueline	Natascia	Theresa
Jenni	Nicola	Venessa
Julia O.	Ophelia	Yasmin
Karen	Penny	



**The London
Community
Foundation**

 **four acre trust**

 **Lloyds TSB Foundation**
for England and Wales

WALCOT FOUNDATION
Changing Lambeth Lives

HYMANS  **ROBERTSON**

Home-Start Lambeth, Unit 2 Holles House,
Overton Road, London, SW9 7AP

020 7924 9292

info@homestartlambeth.co.uk

www.homestartlambeth.co.uk

Registered charity no: 1122014 Company limited by guarantee: 5363089