

Home-Start North West Hampshire



Volunteers supporting at Big Hopes Big Future Group

ANNUAL REPORT 2017-2018

A YEAR IN PHOTOS...



Fundraising Wine/Water Stall
– Rotary Fun May 2017



Fundraising
Barn
Dance/BBQ

September
2017



Family Outing at Finkley Down Farm December 2017



The Giving Tree – December
2017



Food Hampers donated by the
congregation of St. Stephens Church,
Baughurst

A MESSAGE FROM JANETTE HEWITT CHAIR OF TRUSTEES

2017-18 was a year of change for Home-Start North West Hampshire. Following Philippa's departure in June we appointed Jools Anderson as the Scheme Manager in October and are very pleased with the way Jools has developed in the role. We have had other staff changes too for personal reasons and now have a new team running our groups and the BHBF project.

There have also been a few changes to the trustee board. Patricia Fox, who has been our treasurer since 2006, resigned from the trustee board following the AGM in July. We are indebted to Patricia for her dedication and commitment to Home-Start NWH over many years. She has made the financial reporting and the accounts understandable at trustee meetings and at the AGM and has ensured that we are prudent in our financial management. Ian Nicholson also decided to step down as a trustee in January – we will miss his insightful contributions to trustee meetings and his support for staff and volunteers.

We saw a reduction in volunteers in the year so have run two Volunteer Preparation courses and will be running another one in September to build back up to our target of 45-50. Despite this we have supported more families this year than in the previous year.

We were successful with our bid to the Big Lottery for a 3 year project to provide Mental Health Support in a Family Setting and were pleased to appoint Fran Huntley in September to lead the project. Fran 'hit the ground running' and has supported 29 families since the start of the project. The project was awarded jointly with Home-Start Rushmoor and Hart and Fran is working closely with Nikki from Home-Start Rushmoor and Hart on service delivery and joint training for volunteers.

We have introduced a new Wellbeing group as part of the Big Lottery project and are planning to start a new group for children with special needs in April. The Multiple Births Group and the Family Support Group continue to provide opportunities for families to meet and help the children with social skills and learning through play. The groups are key to reducing isolation and building parental self esteem for the vulnerable families we support.

BHBF (Big Hopes Big Futures), our school readiness project, was delivered in Bramley and South View schools and continues to show great results in helping children and parents prepare for starting school.

Funding the scheme continues to be a challenge and we were fortunate last year to be selected by the Grocers' Charity as one of the beneficiaries of their Fundraising Dinner. We are very grateful to them for their support. Our '200 Club' lottery continues to bring in a regular income and we have been awarded a 3 year grant by BDBC.

We could not provide any of this without our hard-working staff and the commitment and dedication of our volunteers, including the trustees. I would like to thank them all for the time and energy they have given to Home-Start North West Hampshire during the year and look forward to a successful year in 2018-19.

Janette Hewitt
Chair

***Story-time at BHBF led by a
HSNWH Volunteer.***



SCHEME MANAGER'S REPORT

The first six months of becoming Scheme Manger has been a whirlwind of staff recruitment, induction and volunteer recruitment and training. I'm so proud of the whole team, staff and volunteers, that the families have remained at the centre of the focus and the scheme has continued to deliver quality services. Our data for 2017/8 shows our outcomes have remained good and we have supported a higher number of families, despite challenging circumstances.

In February, we completed a service user survey. Overall, the results show a very positive picture of the family's experience of Home-Start NWH. 100% of respondents feel that their view has been considered in regards to the support that has been offered and 95% of respondents are satisfied or very satisfied with the support they have received.

The survey evidences that the service users value the support and feel that it's appropriate and important to their family.

The area of development that came from the survey was that a very small proportion of families find it difficult to approach staff or volunteers. This is an area we are working to improve by ensuring all families have up to date details of staff they can contact with concerns. Staff have also been taking the time during reviews to give the family more of an opportunity to discuss specifically the support they have received from us.

We sent out a similar survey to our volunteers. These results show our volunteers feel valued and supported. A small percentage feel they do not get enough volunteering variety and a small percentage feel neutral about ongoing training. These areas have given us ideas of how to improve the experience of volunteering with HSNWH and will be reflected in our strategic planning moving forwards.

Once again the year has shown how versatile Home-Start NWH support can be. In addition to the emotional and practical help in the home our volunteers have offered they have also supported to access special needs

sessions, meal planning, budget support, play ideas, support to access community groups, helped to understand immigration queries, cooking

lessons, benefit application support, house de-cluttering and intense support with a family where Mum is having cancer treatment. A mention must also go to the volunteers who offer help in our groups. The groups are a great way for families to gain confidence and resilience by accessing support and becoming more engaged with their peers. Our groups are well attended and our families say they come to our groups because they don't feel judged and the staff and volunteers are so welcoming.

A special thanks to the trustees who devote many hours to ensure a secure governance and sustainability of the scheme.

Thank you for all your support!

Jools Anderson
Scheme Manager



Left to Right:-

Jools Anderson – Scheme Manager

Anna Chiappetta – Scheme Administrator

We welcomed as permanent members of staff:-

Fran Huntley – Mental Health Co-ordinator

Katy Carter – MBG/ANG Group Leader

Claire Wooldridge – Co-ordinator

Dawn Lyon – Group Co-ordinator

THE MENTAL HEALTH PROJECT -

An Overview....

The Mental Health project has been running since September 2017 this is funded by the National Lottery through their community fund. This was a joint bid made with Hart and Rushmoor Home Start and we are working in partnership. This project supports families where the parents have been diagnosed with a Mental Health condition for example, Postnatal Depression, Anxiety, Bi-polar, Personality Disorder.

The first six months of my employment has been used to understand my role and Home-Start procedures. I have also joint facilitated a volunteer prep course and developed my skills in volunteer recruitment, support and supervision. Through links I have made with partner agencies and local organisations we have provided specialist Mental Health First Aid training to volunteers and staff. We decided early on that a weekly group session was going to be an important element to support families referred onto the project. The Wellbeing drop-in has evolved as we have had feedback from service users and as it's become an enjoyable and valuable part of the week for many families.

The nature of Mental Health conditions means that some of our families require additional support from me as a paid member of staff to help them get to the point that they can engage with the volunteers and group. The down side of the project is that unfortunately it can be challenging for those suffering with mental health conditions to engage in support. The national average for engagement for this group of service users is 19%. The project has supported a total of 35 families with a percentage of 85% engagement.

The project has a separate board to steer it and to ensure the criteria set out in the funding from the National Lottery is being met. The board is made up of senior workers from Home-Start NWH and Home-Start Hart and Rushmoor, Former Children's Services staff, Health and Mental Health professionals. The board meet three times a year.

Wellbeing group

The Wellbeing Group started at the end of October 2017 and runs weekly on a Monday morning, this is a drop in and parents are welcome to stay for part or the whole of the group. The first drop-in ran with one family attending, this has steadily increased each week with an average of 5 families regularly using the group.

The wellbeing group is run as a drop-in session. It's an informal session with a topic each week for the parents to take part in. Around half way through the session the room is divided and the volunteers and a member of staff stay with the children on one side while the parents use the other part of the room for the topic time. Some examples of the "wellbeing topics" we have held as workshops have been in: Art, Crochet, Tai chi, sugar craft and relaxation breathing. I involve the parents in the planning of these topics. All the parents are supportive of each other and they have started to build friendships and new social networks with their peers. This raises their self-esteem, increases their resilience and means parents are feeling less isolated.

"Friendly staff, Feel confident coming to the group, feel confident in talking to other Mums in the group, group very welcoming."

Fran Huntely
Mental Health Co-ordinator



Armadillo Art Workshop

GROUP SETTINGS REPORT

At Home-Start NWH, Group provision is an important part of our scheme.

Basingstoke Family Group

The Basingstoke Family Group, which meets each Wednesday during term time at Trinity Church, Sarum Hill, finished the year with 12 families on the register. At one point in the year, we were supporting 16 families within group.

Basingstoke Family Group has had a big impact on some of our families who had built enough confidence and felt ready to move onto the next stage of life starting school, nursery and for parents work and college. Some of the families who attend group have complex needs and home lives and the group gives an opportunity to be proactive in seeking support before a crisis occurs. It helps build their skills in recognizing when additional help would be useful because they feel they can speak openly with peers, staff and volunteers. The families from the Basingstoke Group often find it difficult to attend other toddler groups and say that they like to meet with other mums who understand their situations in a place where they do not feel judged. Within the group, parents have gained the confidence to support each other, which builds their resilience to cope with any future issues.

We have introduced healthy eating into the group to replicate what they can expect from Pre-School and school. Many of the children who previously would not drink water now enjoy a cup of water instead of a sugary drink.

This year the Basingstoke Family Group enjoyed a summer outing to Wellington Country Park and Christmas elves appeared at our annual

Christmas party as well as meeting the big man himself at the Christmas trip to Finkley Down Farm.

Here are some quotes from our families at Group:-

“Great place can talk to people”

“Feels really good “

“Always a friendly open atmosphere would be completely lost without these guys getting me through the group” “Dawn and her Lycra is priceless”

“Great fun, get fed, great games, good socializing for mum and child” “My daughter really loves the singing”

“Highlight of the week only time I get out”



Dawn Lyon – Group Co-ordinator
Claire Wooldridge – Co-ordinator

Multiple Birth Group

Multiple Birth group is a busy and happy place for parents to meet other families who understand the challenges of having twins or more. We supply lunch, craft activities and a music session at the end. I took over as group leader in November 2017 when Kerry Webb sadly left.

We have steadily increased the number of families on register over the last six months from 12 to 17, which has greatly improved the average attendance numbers. We feel the greater number of families attend the more opportunities there are for social interaction. This is only possible with the continued support from our dedicated volunteers. They do an amazing job of setting up, holding crying babies and cleaning away. They are a welcome support for our Mum and dads with their huge amount of experience and calming ways.

“I look forward to our Multiple Birth Group and the 3 of us love it. My two get to have lunch out and play with different toys with some lovely volunteers. I get to sit back a bit and enjoy lunch while having a chat with other mums who are having similar challenges. Considering there are sometimes, over 20 little ones in the room it always amazes me how relaxed and happy everyone is. Just brilliant” Quote from mum of 7 month old twins:-



Katy Carter
Multiple Birth Group Leader

A Supported Family's story...

The request for support came to HSNWH from Kim's Neurology consultant. Kim is the mum of two with a husband. When the referral was received the children were 1 and 2. Kim has MS and suffers from depression and anxiety. Kim's MS limits her mobility and causes exhaustion.

During the initial visit the HSNW Co-ordinator listened to Kim and what she felt were her main barriers. The treatment Kim was receiving for her MS left her tired and depression compounded her feelings of worthlessness and low self-esteem. Kim admitted she was embarrassed by her lack of motivation around the home and this was affecting her relationship with her husband. Kim was reluctant to have a 1:1 volunteer. She said she was worried about looking like a failure and that she couldn't manage what was expected of her as a mother and wife, but she agreed to meet a volunteer, should a good match be found.

A match was found after a few weeks and Kim was introduced to Jan. Jan was an experienced volunteer who enjoyed doing short but intensive placements. Kim and Jan hit it off straight away and it was clear that it was a good match. Jan's personal family commitments meant that she knew the placement would only be able to last 6 weeks but she was determined to support Kim as much as she could during that time to make a lasting change for the whole family.

Kim felt overwhelmed by housework and correspondence. Jan visited Kim 2-3 times a week and together they began to sort and order cupboards, paperwork and make cleaning routines. They would spend the first half an hour having a cup of tea and a chat about how Kim was feeling physically and mentally. Kim said this was a really important part of the support as she felt that someone cared and had time to listen to her. Then they started on an area in the home. Jan shared some of her "trade secrets" for the smooth running of a home and Kim still uses these today. They made files for paperwork and created boxes for sets of toys so they could be packed away easily. Kim's favorite tip was folding a whole bedding set including sheet and storing in the pillowcase

so if one of the children had an accident in the middle of the night Kim could just pull out at bedding pack and get it changed. Kim still cries happy tears when she talks about the difference Jan made to their family life. Her self-esteem improved, as did her relationship with her husband. Kim found she had more time to play with the children as the new routines saved time in the day.

Kim had been to toddler groups before but had felt judged and that she didn't fit in, so didn't go back. Kim's mental health prevented her from spending much time out of the home with the children and this added to her feeling of guilt. When the HSNW co-ordinator suggested joining the Basingstoke family group Kim was obviously a little nervous but she agreed to try it, if only just the once. Knowing the 1:1 support was coming to an end and wanting to reduce isolation for Kim and the children Kim was introduced to the group a few weeks before Jan had completed the placement. Kim and Jan were sad when the day came to say goodbye and I know they will both forever have fond memories of the time they spent together.

That was 18 months ago and I think the number of times Kim has missed group can be counted on one hand! Kim has made some friends who she can contact outside group and has become a great role-model and support for other parents in group. From being worried about attending groups Kim now comes along to everything that Home-Start invite her to. She is a regular at the Wellbeing group and states that she finds the "me time" aspect really valuable as well as being able to talk openly about her mental health. Kim joined us at Wellington Country Park for our summer outing and showed us all how to not let rain, puddles and mud get in the way of letting kids explore and have fun.

Kim's journey with Home-Start has not yet finished. Kim says that she still has good days and bad days but the bad days are easier knowing she has the support of Home-Start and the friends she has made. The children have a Mum who is more confident about taking them out which supports their development and helps them become school ready. Mum feels

supported emotionally and she continues to use the practical advice that she had from Jan.

Many thanks to Kim for allowing us to share this story and for being an all-round fantastic Mum!

VOLUNTEER'S REPORT

I completed my prep course with Home-Start NWH during Autumn 2016 and have been volunteering since then. Over the past year I've worked with three families with between 1 and 5 children and it has been a privilege to get to know each one and try and help them as they do their best for their children. Working in a family's home can initially feel a bit daunting, after all not many of us are comfortable inviting someone we've only met briefly into our home. However, with all the families I've worked with I've found that the family is grateful to receive some help and we quickly get to know each other and gradually relax in each other's company. For me the support plan produced by one of the Home-Start NWH Co-ordinators is invaluable during those first few visits to give me confidence and as a guide to what we're trying to achieve.

I have enjoyed afternoons at home playing with little ones and chatting with a Mum who hasn't seen another adult since my previous visit, trips to the supermarket with three under 3's, walks to the park and of course the Home Start NWH summer fun day out! I have learnt about a culture I knew nothing about from a Mum that had recently moved to Basingstoke from overseas, enjoyed a first birthday party and with one Mum we enjoyed each other's company so much we've kept in touch.

The plan with one family was to try and get the family diary organised so that appointments with various agencies wouldn't be missed and enabling Mum to feel a bit more in control and less overwhelmed. Although we'd made great progress with this the real joy came on the Home-start NWH summer outing when I saw her whole face light up in a proper smile for the first time!

It's easy to meet a family or look at a plan and think "there's nothing I can do, I don't know how to help" however, I have two working ears that can listen, a pair of hands that means a walk to the park with 4 small children is now possible instead of impossible, and a pair of eyes to keep an eye on them whilst we're there.

Sometimes the small things make a big difference, in one home I worked in Mum had a great routine for cooking, cleaning and washing (I think I learnt some tips!). It was really difficult to get the clean washing put away upstairs with 3 little ones to watch downstairs, so that's what she did for the first 30 minutes of my visit each week and it made such a difference to how she felt. After a few weeks putting the washing away was no longer a problem and became incorporated into her normal routine, all that was needed was a little bit help to get the backlog dealt with.



The training I've had from Home-start NWH has been excellent and I've always felt well supported, whenever I've had a question or concern I've received an answer promptly. I really look forward to visiting the family I'm working with each week. Most of the rest of my week is spent staring at a computer screen working so I find it refreshing to take a couple of hours out and sit on the floor playing or popping the wellies on and jumping in some puddles. Some children are shy to start with so the first time they climb onto your lap for a story or join in the game you're playing is really special.

Sarah Lirano
Home-Start North West Hampshire Volunteer

THANK YOU TO ALL OUR VOLUNTEERS...

We could not provide our service to families in the Borough without the dedication of our wonderful volunteers.

Our thanks go to:-

Alan Attridge, Angela McArt, Ann Veers, Auriol Adams, Charlotte Bedford, Chris Grant, Em Cater, Emily Hawkins, Evelyn Smith, Gill McMillan, Heather Bronks, Heather Wilson, Jacqui Singleton, Janet Shaw, Joan Hurst, Kezia Bown, Lauren English, Loo Mason, Lydia Butler, Mags Church, Miranda Walsh, Marion Goddard, Mary Hull, Mary Kwok, Naomi Kesterton, Nicola Selwyn, Pam Verdon, Penny Bates, Sandie Benham, Sarah Gaitskell, Sarah Liriano, Sarah Robertson, Stephen Bushell, Tricia Lewin and Tricia Rocke.



We said Goodbye this year to:-

Staff: Philippa King-Snr. Co-ordinator, Kerry Webb-Group Worker and Julia Slowey-BHBF Co-ordinator & Basingstoke Family Group Leader.

Trustees: Patricia Fox and Ian Nicholson.

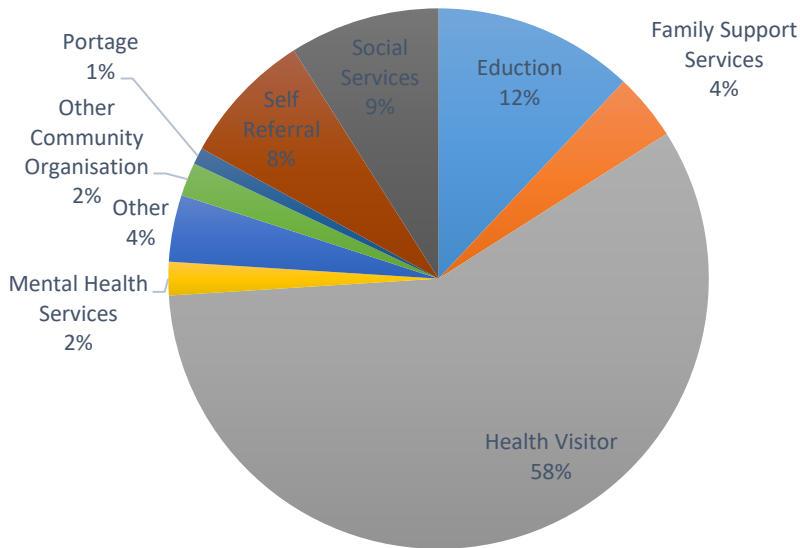
Volunteers: Emma Nettle, Joan Gould, Jan Ogilve, Wendy Sneddon and Debbie Lister.

FACTS & FIGURES

Referrals: April 2017 - March 2018

Total number of referrals for the year	100
Total number of all families supported during the year	128
Total number of children supported during the year	305

SOURCE OF REFERRALS:-



- Education
- Family Support Services
- Health Visitor
- Mental Health Services
- Other
- Other Community Organisation
- Portage
- Self Referral
- Social Services

Quotes from some of our referrers:-

"The ladies I referred found the initial assessment very prompt from the time I had completed the referral. They also commented on the various ways you could support them, from multiple children under 5, which some of our mums have and accompanied with mental health issues is somewhat challenging. They also appreciated the fact the supporter would be matched to their individual needs." **Perinatal community team**

"I would always consider as an organisation to refer our families to, they have a friendly professional team who offer support at home and also in their family groups, both of which are invaluable support to our communities. They are dedicated to ensuring that families are given the appropriate support for their needs." **0-19s Development Officer, Westside Community Centre**

"I have always been a fan of Home-Start NWH and it's ability to support families through tricky times in the early years. I usually refer families where I can see there is a gap in a family/friends/community support - that is so essential in encouraging and empowering families to be the best parents they can. It is wonderful to see when a parent is able to engage with Home-Start NWH, how that parent can begin to do things, such as go to local groups, that they never thought they could do. Without Home-Start NWH, there would be a gap in the children's needs being met. Home-Start NWH provides early intervention and works very well in partnership with other agencies. **Health Visitor**

"Home-start NWH provide a professional and meaningful service to families. This is based on developing positive, supporting and trusting relationships between volunteers and families. I am aware of the value that families give to the support of the experienced volunteers who help with a range of different issues that families struggle with." **Social Worker – Children's Services**

TYPE OF SUPPORT

The statistics below show the number of families who received support through a home visiting volunteer, those that had a home visiting volunteer AND attended group sessions and those who benefitted from Group support only.

58 Supported by a Home Visiting Volunteer

19 Supported by Groups & Home Visiting Volunteer

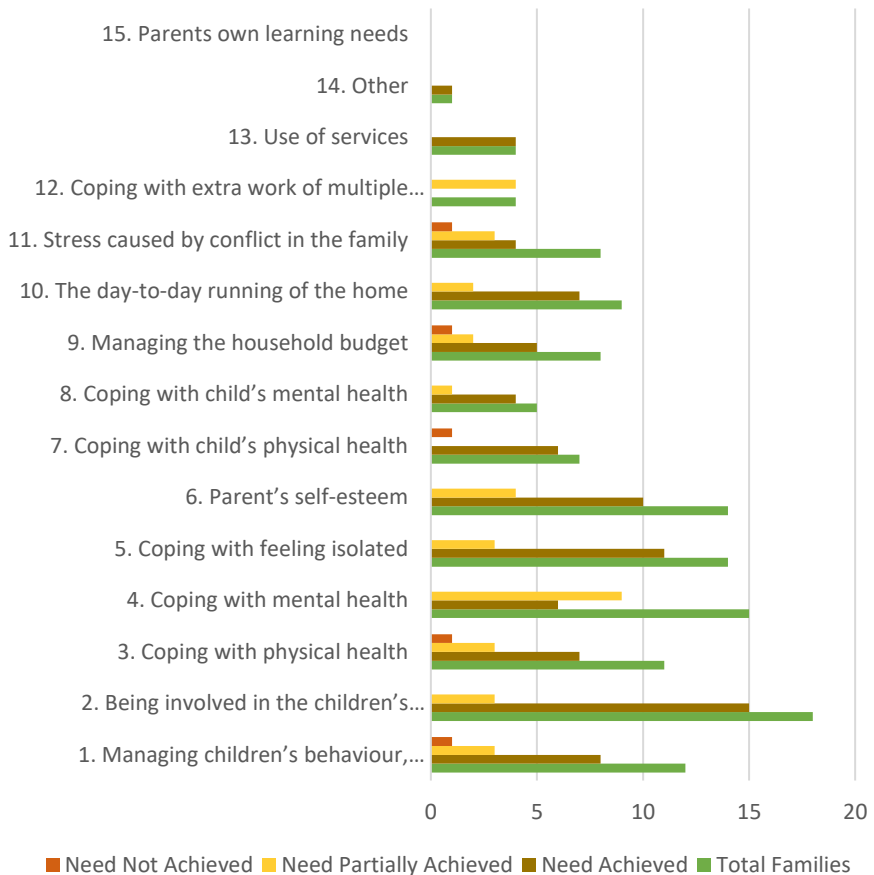
51 Supported by Groups Only

Our ability to offer parents a tailor made support package to suit their family's individual needs can make such a difference to their reported outcomes when their support ends:-

- Families develop new coping strategies and improved parenting skills to become more confident and able parents.
- Parents and children feel less marginalised.
- Families are given opportunities to enjoy new shared experiences.
- Help to put stronger foundations in place to enable children to reach their full potential.
- Families make better use of local services, are less isolated and have wider horizons.
- Stronger parent/child relationships.
- Development of partnership working and use local expertise to enhance support for families.
- Help prepare parents and children for their shared educational journey.

WE DO MAKE A DIFFERENCE...

Families whose needs were achieved or partially achieved at end review:-



The figures above show that we are making a significant difference to the families we support. Home-Start NWH believes that children need a happy, secure and safe childhood in order for them to reach their full potential. Our aim is that parents are given the help and support needed to ensure that they play a key role in achieving this.

TREASURER'S REPORT FOR THE FINANCIAL YEAR 2017-18

The table below gives an overview of the key figures as at 31st March 2018. They are extracted from our full accounts, which have been independently examined and approved by our Trustees and are available from the address on the back page.

Summary Accounts

	2017/18	2016/17
Opening balance 1 st April	£94,289	£79,752
Total Income	£137,316	£115,855
Total Expenditure	£117,156	£101,318
Closing balance 31 st March	<u>£114,449</u>	<u>£94,289</u>
Increase/(Decrease)in funds	£20,160	£14,537

FUNDERS & SPONSORS

We would like to thank all our funders and sponsors for their continued support throughout the years, without which we would not be able to provide our service:-

Basingstoke & Deane Borough Council

Basingstoke Athletic Club

Basingstoke Rotary Group

Big Lottery Project

Buttle UK

CAF

Carolyn Anderson

Children in Need

Earl of Malmesbury

Family Group Donations

Greenham Common Trust

Hampshire & Isle of Wight Community Foundation

Inner Wheel

JG Dance Ltd.

Karin Jardine-Brown

Ladies Tangent

P. Baines Trust

Pat Reid

Patricia Fox

Several Private Donations

St. Stephen's Church, Baughurst

Worshipful Company of Grocers

Our thanks go to the Patrons of Home-Start NWH, who are very supportive of the work we do and are always keen to engage in all aspects of the scheme:-

James, Earl of Malmesbury & Dr. Judith Darmady

**THANK YOU TO EVERYONE WHO HAS SUPPORTED
US THROUGHOUT THE PAST YEAR!**



The Wonder of "Snow"
Family Christmas Outing, Finkley Down Farm 2017

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www.facebook.com/pages/Home-Start-North-West-Hampshire

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No. 5604443. Registered charity no. 1112233

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