



Support and friendship  
for families

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Home-Start  
North West Leicestershire

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# Annual Report

2014/2015

“We believe children need a happy and secure childhood and that parents and carers play the key role in giving their children a good start in life and helping them to achieve their potential.”



## Our Purpose

To continue to deliver one-to-one support, friendship and practical help to young families throughout the North West Leicestershire District Council area.

## Our Vision

Home-Start North West Leicestershire aims to increase the confidence and independence of the family by:-

- Offering support, friendship and practical assistance.
- Visiting families in their own homes, where the dignity and identity of each adult and child can be respected and protected.
- Reassuring parents that difficulties in bringing up children are not unusual and encourage them to enjoy family life.
- Developing a relationship with the family in which time can be shared and understanding can be developed; the approach is flexible to take account of different needs.
- Encouraging parents' strengths and emotional well-being for the ultimate benefit of their children.
- Encouraging families to widen their network of relationships and to use effectively the support and services available within the community.

## Our Mission

Home-Start North West Leicestershire offers support, friendship and practical help to parents with young children in local communities. Home-Start offers a unique service. We recruit and train volunteers who are usually parents themselves, to visit families at home who have at least one child under five and offer them informal, friendly and confidential support. To help give children the best possible start in life, Home-Start North West Leicestershire supports parents as they grow in confidence, strengthen their relationships with their children and widen their links with the local community.

Our scheme is locally managed, sustainable and works in partnership to provide quality family support.



# Trustee Report

## 1. Overview of Current Situation

### Staff and Trustees

This has been another difficult year, the demand for our services is increasing and Council funding decreasing. Our Manager, Pam, has again raised various pots of money enabling us to carry on with home visiting and MIMs, but as it stands we will have no funding for MIMs in the future. The District Council will fund home visiting. We will continue with the parental involvement work. The staff have now opened a Charity Shop in Rushtons Yard in Ashby de la Zouch and are working very hard to make this a success. We are getting a lot of donations for this and we are making a reasonable amount of money for the Scheme. The building at London Road is to be leased out for the next 3 years therefore raising an income.

As Trustees we have been looking very closely at our incomings and outgoings and have made some savings. We have a very good and enthusiastic group of volunteers who provide a good service to families referred by hard pressed health and social care agencies. In a society in which new initiatives always seem to attract funding and interest it is easy to forget how valuable the longstanding service Home-Start provides is. While attracting finances is a challenge we have a steady stream of volunteers wanting to help and our training courses have been well supported.

All the staff jobs have been looked at to make sure that they are all working effectively. Staffing levels may have to again be cut this year if funding doesn't materialise.

The Trustees are extremely grateful to Pam Moretta and her staff for the hard work they have put in, sometimes above and beyond the call of duty. They have frequently donated hours of their own time, for this we are truly grateful.

We are also grateful for the support that we have received from health professionals, social services and the local council.

We are also extremely grateful for the donations that we have received from groups and individuals from the area.

### Service

We continue to provide a high standard of service to the families that we support and the staff will continue the volunteer preparation courses. We will only accept as many families as is safe to manage.

The staff and the scheme still have an excellent reputation in the area.

## Financial Situation

The financial situation is not good, we are dependant on what bids the consortium can win but the County Council seem to want more work for less pay, which is unachievable. Pam Moretta has again done an excellent job in tendering for monies from the Locality Partnership Group and other places with varying degrees of success, but she carries on trying.

We still have a healthy reserve.

## 2. Trustees Activities during 2014/2015

We have a group of 5 Trustees. Brian Granger and John Betteridge are on the Consortium Board which has Trustees from all the schemes in Leicestershire.

John Betteridge has taken on, and doing sterling work, as Treasurer and keeps us on the straight and narrow.

- Regular review of our Aims and Objectives when planning future activities.
- Trustees continue to support staff development.
- Continuation of six weekly meetings.

## 3. Trustees Aims for 2015/2016

- Continue to look at ways of saving money but being mindful of the goodwill of the staff.
- Continue to monitor, develop and support the staff during these austere times.
- Develop and strengthen the Trustee board through further recruitment.

## Key Facts

**40 volunteers supported the scheme during the year offering a total of over 8000 hours**

**Number of referrals received this year: 66**

**Number of families supported during this year: 95**

**Children supported: 122**

*'Family members volunteer their opinions whether I want them or not and I often feel judged. My volunteer waits until I ask for her opinion and I never feel judged.'*

*'Home-Start focuses on me and my children's needs now rather than the circumstances which brought me to Home-Start.'*

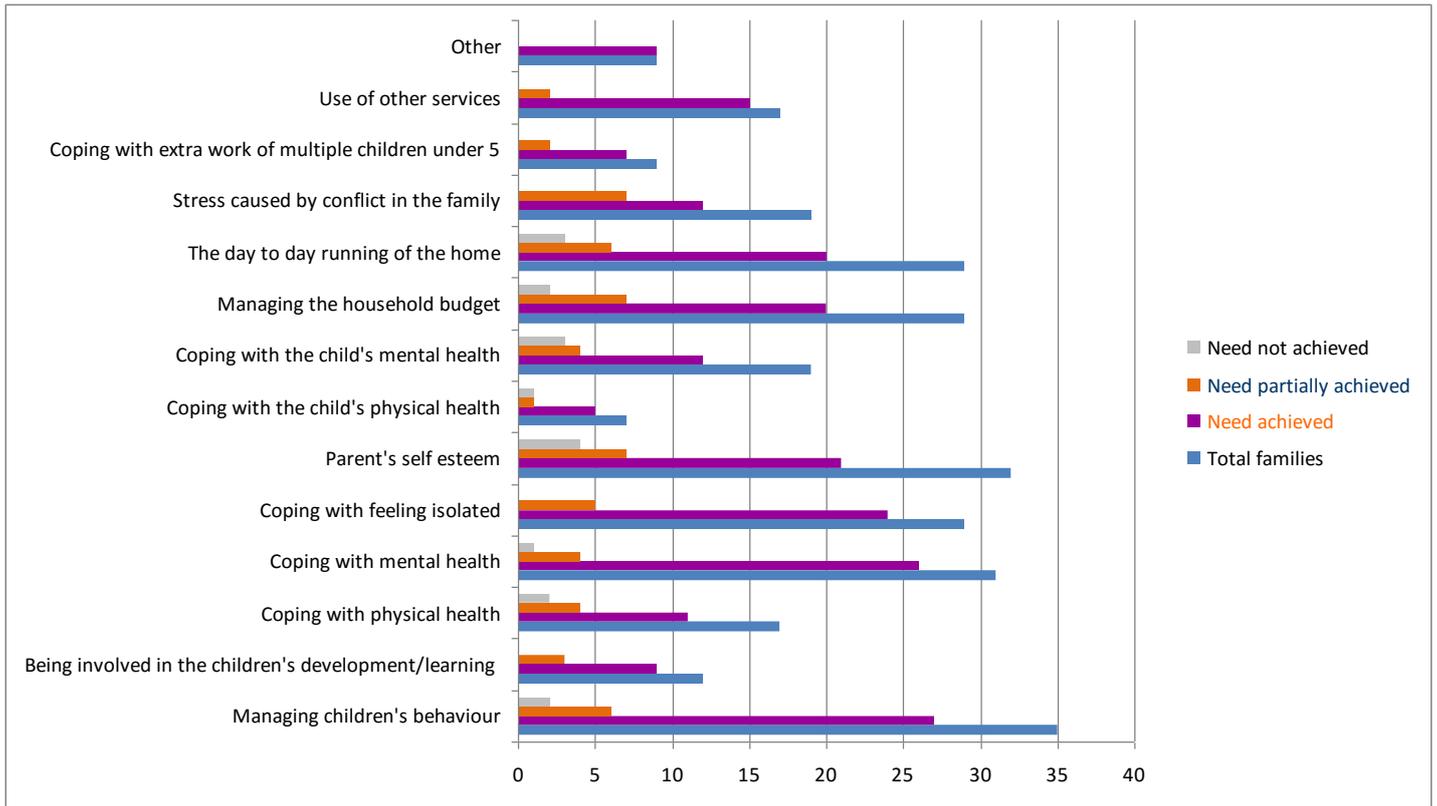
*'I found it hard to accept help at first but would not be here if it was not for the support of Home-Start.'*

**Family Quotes**



## Reaching out to families

### Need for support and end of support outcomes – as identified by families



### Scheme Personnel

#### Staff:

Scheme Manager	–	Pamela Moretta
Organiser	–	Gill Wardhaugh
Volunteer Co-ordinator	–	Anita Marbrow
Parental Involvement Officer	–	Maxine Dennis (to Sept)
Project Leader	–	Alison Muddiman (Aug–Mar)
Scheme Secretary	–	Melanie Wilkinson
Crèche Leader	–	Elizabeth Herbert

#### Board of Trustees:

Chairman	–	Barbara Milner
Vice Chairman	–	Brian Granger
Treasurer	–	John Betteridge
Trustees	–	Eileen Johnson
	–	Colin Bonser
Company Secretary	–	Pamela Moretta
Advisers	–	Claire Murr
	–	Claire MacRory-Smith

#### Family Services Specialist:

–	Kate Kendall
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*"The staff are always available to listen even when it's our own personal issues and nothing to do with Home-Start. They are all so lovely and I feel massively supported."*

*"I always feel valued and receive constant thanks."*

*"Home-Start helped me into my career and job."*

Volunteer comments



## Additional support through Groups:

Mums In Mind (for Post Natal Depression): 24 mums, with a session for fathers included



## Volunteers

We rely on the commitment and dedication of our fantastic volunteers. This year we have provided one course of preparation for new home-visiting volunteers, three courses of preparation for volunteers to work within Children's Centres plus specialist training with partners on First Aid, Food Safety, Fire Safety and Domestic Abuse.

We would like to take this opportunity to acknowledge our gratitude to a selection of special volunteers for long service. Much appreciation to:-

Carole Betteridge  
Annette Brookfield  
Sue Cooper  
Sheila Haskett  
Elizabeth Herbert

Barbara Royds  
Barbara Milner  
Caroline Molotnikoff  
Sandra Morton  
Mary Roberts

**Thank you all so very much for your continued support of the work of Home-Start North West Leicestershire**

*'Home-Start volunteers are able to give families the time that we would like to give and can't.'*

*'MIMS Group is very well received and always evaluates well.'*

*'There is a good working relationship between Home-Start staff and other agencies.'*

*'Home-Start is definitely needed.'*

*'Fully inclusive.'*

*Referrer's comments*

## Home-Start's Quality Assurance System

The purpose of our Quality Assurance system is to provide a standard self assessment tool to be implemented by all Home-Start schemes across the country. This is used to look at the service available to families, to determine key strengths and areas for further development. It has been developed to ensure that:

- The quality of support offered to families by local Home-Start schemes is consistently high
- The local Home-Start is meeting the requirements set out in national quality standards
- Local Home-Start schemes are supported to continually improve their practice
- Information about the development and needs of local Home-Start schemes are understood and planned for by Home-Start UK
- Areas of good and excellent practice can be shared across Home-Start's network
- Local Home-Start schemes have ownership of the continual improvement process and are involved in each aspect of the review cycle

## Home-Start's Quality Assurance Standards

There are eight quality standards:

1. Governance
2. Learning and Improving
3. Managing Resources and Finance
4. Managing Staff
5. Managing Volunteers
6. Managing Information
7. Welfare of Children and Supporting Families
8. Working in Partnership

Each standard has a set of criteria and a set of corresponding performance indicators, which describe in detail what a local Home-Start scheme should be doing.

## Quality Assurance Reviews

Home-Start UK works with each Home-Start scheme to review their work every four years. The overall aim is to improve support for families. Home-Start North West Leicestershire scored a resounding 98% in their 2013 Quality Assurance Review.

The main purpose of a quality assurance review is to validate the local Home-Start's self assessment process, endorse and build on good practice, and support local Home-Start schemes to identify and address areas of further development. The review provides the opportunity for local Home-Start schemes to receive an objective external perspective about how well they provide services and operate in accordance with national Home-Start quality standards.

## Why quality is so important to Home-Start

Because parents and their children across the UK need to know they will get the same standards of service, no matter where they live. Our funders and commissioners also need to be reassured of the strength and consistency of our service.

## How quality is ensured across the Home-Start network

All Home-Start schemes use a bespoke quality assurance system, initially developed in collaboration with Charities Evaluation Service (designers of PQASSO). This robust system is based on a continuous self assessment process that helps local Home-Start trustees across the country focus on developing and improving all practice areas relating to governance, management and service delivery. Home-Start UK's quality assurance team conducts a detailed external review of every Home-Start scheme every four years and can accredit their work if all mandatory and key requirements are met. Home-Start's Quality Assurance System also has the endorsement of the Charity Commission for England and Wales. In addition, Home-Start UK holds ISO9001 accreditation and the Investors in People Award.

All Home-Start schemes are firmly rooted in the communities where they are based, making them an ideal support service to meet the needs of the people who live there. There's no such thing as a typical family, nor a typical local Home-Start. Home-Start's unique approach offers tailor-made local support to meet the individual needs of each family. Each Home-Start scheme is an independently registered charity, set up and run by people from the local area.

## Monitoring and Evaluation

MESH (**M**onitoring and **E**valuation **S**ystem **H**ome-Start) has replaced the previous monitoring system used in connection with our work with families across the whole of Home-Start. It is based on the original system consisting of referral form, initial visit form, review visit form and end visit form. The MESH forms are based on four headline categories and 14 needs which gives a robust system of providing evidence of needs being met. The MESH system also incorporates scoring to identify coping levels in the following areas:-

- Parenting skills
- Parental well-being
- Children's well-being
- Family management

Families are asked how well they are coping at each of the visits to enable a journey of change to be charted for each family. The support the volunteer is going to provide can then be tailored to the family's particular needs.

We know families' lives change. This change can be because of things happening in their lives (life events e.g. illness or redundancy) and/or because they are being supported to

cope better with the circumstances. MESH records the life events which occur for families during the time they are being supported by Home-Start.

Home-Start is one of the only organisations who provide 'active signposting' and practical help to assist families in their use of other services. The MESH system enables the recording of how Home-Start has helped families access and how the volunteer helped them to make use of these services.



## Scheme Report

I am pleased to report that Home-Start North West Leicestershire has had another busy successful year supporting 95 families through home-visiting support and our Mums In Mind (MIMs) groups.

We held a course of preparation for home visiting volunteers in the autumn of 2014 with 8 new volunteers completing the course.

In the summer we were fortunate to successfully apply for monies from LPG for early communication and development groups to be held in Children's Centres within the district. Alison Muddiman applied for the post of Project Leader and facilitated these courses from August to end of March.

The MIMs group facilitated by Gill Wardhaugh has again produced positive outcomes for the families affected by Post Natal Depression with 100% showing improvement in mood over the course of the eight weeks. This project has been well supported by Elizabeth Herbert who has provided a crèche with the support of volunteers.

Anita Marbrow has successfully recruited, trained and supported 25 volunteers to run parent led groups in each of the eight Children's Centres in the district. Maxine Dennis who had established the Parent Forums and Parent Councils in Children's Centres left in September 2014 to take up a new post elsewhere and Anita "stepped up" to absorb this post into her already busy week.

During the year we held four coffee support meetings with training from CAB around Financial capability, Helen Bagworth – Parental Mental Health Worker, and Andy Minshall Senior Practitioner from Children's Social Care. Andrew Bridgen MP also came to meet and thank our lovely volunteers in September. During volunteers week in June we held a

celebratory lunch at The Bulls Head, Thringstone – all those who attended said they enjoyed it. We also held our Annual Awards Lunch at Christmas for our volunteers.

Thanks to Warburtons we were able to provide all our supported families with a Christmas hamper.

Unfortunately we came back to work in January to a letter informing us that our current four projects funded through the LPG were not going to be re-commissioned in April. This was entirely due to the fact that Children's Centres were losing their commissioning budget. Faced with this dilemma the staff team along with the Trustees decided to take a chance on a Charity Shop. Having found suitable premises in Rushtons Yard we moved offices on 18<sup>th</sup> February and Andrew Bridgen MP opened our first Charity Shop on 27<sup>th</sup> February 2015.

Annual Reports are an opportunity for "Thank You's" and I would like to say a huge Thank You to all our volunteers who have given their precious time to support others, either through home visiting, running groups or supporting the crèche.

Thank you also goes to Barbara Milner and the Trustees who have guided the scheme through this year giving their time, support and encouragement.

Thank you to our referrers who have maintained their confidence in the service we offer to families and to the families who allow us into their homes, for their trust and support when life is not running as smoothly as they would like.

Finally thank you to the paid members of staff who "give their all". It is a pleasure to work alongside you all to make our scheme the success it is.

Pamela Moretta – Scheme Manager

### Policy Statements

- Our accounts are printed separately and available on request.
- Our reserve policy aims to maintain sufficient funds to ensure the operating of the scheme for 3 months.
- We undertake regular risk assessments and take such measures as to ensure the health and safety of staff, volunteers, families and members of the public who visit our premises and are involved in our work.
- We operate an equality, fairness and diversity policy
- We operate a complaints policy and procedure along with many other policies and procedures, all of which are available on request.



Sue Hallam  
Helen Stamp

Cllr Roger Bayliss  
Claire MacRory-Smith

... and our wonderful team of volunteers

**We are at:**

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Website: [www.home-startnwl.org.uk](http://www.home-startnwl.org.uk)

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**Funded by:**

Sure-Start

Extended Services

North West Leicestershire District Council