



Support and friendship
for families

Home-Start
North West Leicestershire

Annual Report

2016-2017

“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 2016/17

- Overview of Current Situation

Staff and Trustees

Our main funding comes from the Ready for School Project which is funded by The Big Lottery and North West Leicestershire District Council supports our family work with a key focus on prevention of homelessness.

We continue to provide a high standard of service to the families that we support through the hard work of our volunteers and our small staff group who recruit, train and support them. The scheme limits the number of families that we support to those that we have the resources to do so safely and effectively. We are fortunate to retain a very good and enthusiastic group of volunteers who provide an excellent service to families referred to us by hard pressed health and social care agencies.

Our Charity Shop situated at Rushtons Yard in Ashby de la Zouch continues to provide our key source of independent funding. During the year we have appointed a shop manager to develop this resource and to free up the time of the staff group to concentrate on their family work. We are continuing to receive donations which are sold in the shop or advertised on Ebay, while goods unsuitable for sale are sent for recycling. There is much competition in Ashby from other charitable retail outlets and our sales reflect this. Our building at London Road, Coalville continues to be leased out, providing additional income at least for the next three and a half years.

The Trustees keep the scheme's expenditure under constant review and we have been able to achieve significant savings. Unfortunately, this again included making a member of staff redundant. In a society in which new initiatives always seem to attract funding and interest it is easy to forget how valuable the longstanding home-visiting service provided by volunteers from Home-Start is. We have been able to maintain a steady stream of volunteers wanting to help families and our training courses have been well supported.

All our posts and those holding them have been reviewed to make sure that they are working effectively.

The Trustees are extremely grateful to Pam Moretta and her staff for the hard work they have contributed to the scheme, often above and beyond the call of duty.

The Trustees would like to express their gratitude for the continued support of Mary Roberts and the Christadelphian Church who provide us with a venue for our meetings, groups and training courses.

We are also extremely grateful for the donations that we have received from groups and individuals from the area. In particular two local companies, Amazon and DHL, have provided numerous gifts for the families that we support.

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 has led to a restructure during the year. Gill Wardhaugh opted for voluntary redundancy whilst Evette Rees was appointed as Shop Manager.

We ended the year with an under spend which we plan to use for our MIMs Group.

All income and expenditure is now recorded on Sage One and all transactions reconciled against our bank accounts.

We are fortunate that our current reserves meet the recommendations of the Charity Commission.

1. Trustees Activities during 2014/2015

We have a group of seven Trustees. Judith Pearson joined us.

Trustees continue to meet every six weeks and maintain a strategic overview of The Scheme activities.

We review our Aims and Objectives when planning future activities.

We continue to support staff and their development.

We receive Health and Safety Reports at each Trustee meeting and note that we have had no reportable accidents.

2. Trustees Aims for 2016/2017

We will:

- Continue to seek funding opportunities, where these further our aims and objectives and where staffing levels allow.
- 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

27 volunteers supported the scheme during the year offering a total of over 6000 hours

Number of families supported during this year: 51
 Children supported: 102
 Children supported with a Child Protection Plan: 19
 Children with a Child in Need Plan: 21

'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.'

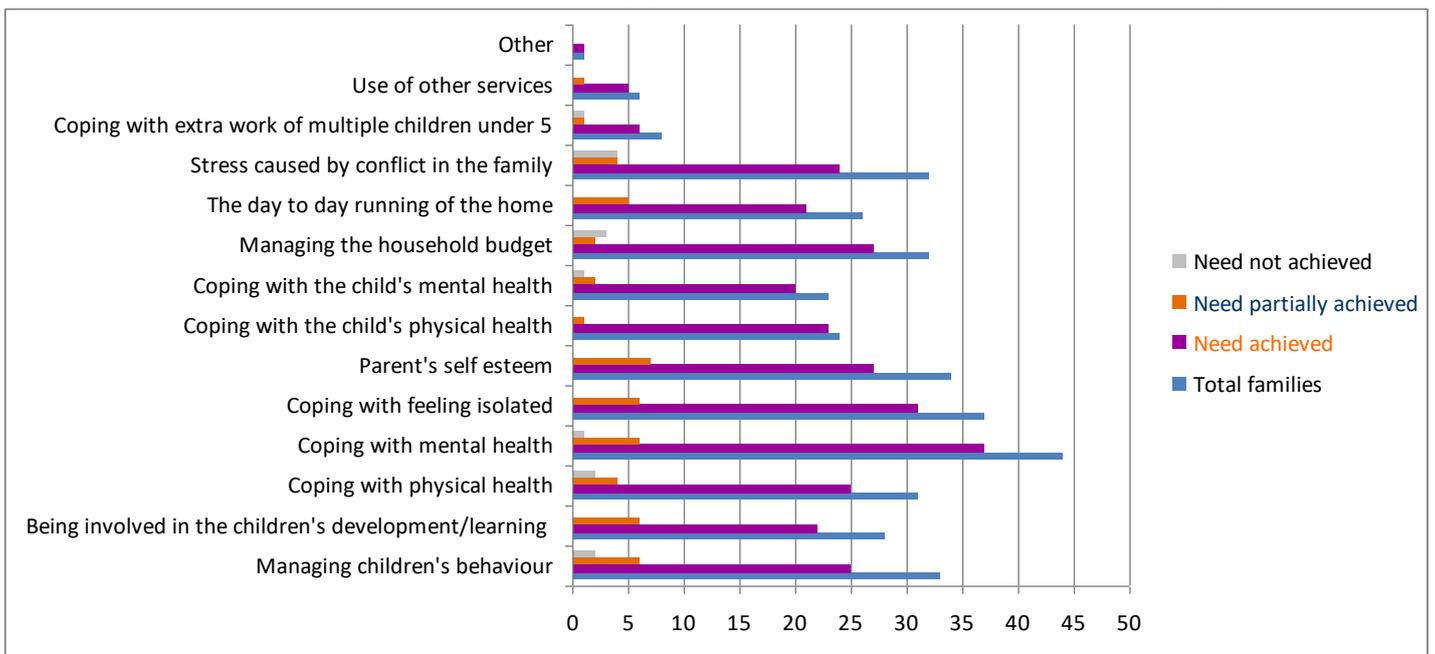
'I found it hard to accept help at first but would not be here if it was not for the support of Home-Start.'

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 (left 2016)
Organiser	–	Anita Marbrow
Baby Giggles	–	Alison Muddiman/Kerrie Shaw

Admin Support – Clare Gee
Shop Manager – Evette Rees

Board of Trustees:

Chairman – Brian Granger
Treasurer – John Betteridge
Trustees – Eileen Johnson
– Colin Bonser
– Barbara Milner
– Sharon Gregory
– Judith Pearson
Company Secretary – Pamela Moretta
Advisers – Councillor Roger Bayliss
– Zoe Davies
– Sue Stevenson
(From Jan '16)

"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:

Families in Mind (for mild-moderate depression): 19 families.



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. On-going training has been provided on subjects such as Domestic Abuse and Child Behaviour Strategies.

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
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 (Monitoring and Evaluation System Home-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 give 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 70 families through home-visiting support and our Families In Mind (FIMs) groups.

We held a course of preparation for home visiting volunteers in the autumn of 2016 with a total of 6 new volunteers completing the course. Due to reductions in funding we said goodbye to our Organiser Gill Wardhaugh, who took early redundancy in June.

The FIMs group facilitated by Anita Marbrow has produced positive outcomes for the families affected by Depression with 100% showing improvement in mood over the course of the six weeks. This project has been well supported by Carole Betteridge who has provided a crèche with the support of volunteers. Thanks to Social Seeding money we were able offer FIMs to 19 families throughout the year.

During Volunteers Week in June we held a celebratory lunch at The Ferrers Arms, Lount – all those who attended said they enjoyed it. We also held our Annual Awards Lunch at Christmas for our volunteers at The Flagstaff in Ashby de la Zouch. This was well attended and a small token of our gratitude.

Thanks to Amazon we were able to provide all our supported families with a Christmas hamper. These were delivered at the beginning of December.

DHL very kindly provided a wrapped Christmas present to every child of our supported families.

Our shop in Rushtons Yard has been well supported by volunteers who staff it and customers who keep us afloat. We appointed a Shop Manager, Evette Rees in June 2016.

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 Brian Granger 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
Zoe Davies

... and our wonderful team of volunteers

We are at:

7 Rushtons Yard, Ashby de la Zouch, Leicestershire LE65 1AL

Telephone: 01530 411121/01530 411132

Email: admin@homestartnw.co.uk

Website: www.home-startnw.org.uk

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