

Home-Start
Wakefield & District
Supporting Families
Annual Report 2017/2018

Home
Start

Support and friendship
for families

Wakefield & District



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Home-Start Wakefield & District



Core Beliefs

Home-Start believes that children need a happy and secure childhood and that parents play a key role in giving their children a good start in life and helping them achieve their full potential.

Vision

Home-Start wants to see a society in which every parent has the support they need to give their children the best possible start in life.

Mission

Home-Start offers support, friendship and practical help to parents with young children.

Home-Start offers a unique service, recruiting and training volunteers, who are usually parents themselves, to visit families at home who have at least one child under 5, to offer informal, friendly and confidential support.

To help give children the best possible start in life, Home-Start supports parents as they grow in confidence, strengthen their relationships with their children and widen their links with the local community.

Chair's Report

Home-Start Wakefield & District has continued to face challenges in 2017-18. In spite of this, however, there are many positive aspects of the work.

We continue to deliver a more streamlined service to children and families in Wakefield. Partnership working remains a focus for our organisation and we continue to work with our colleagues in the third sector, working closely with NOVA and Young Lives. Our links with the Clinical Commissioning Group are good, and we continue to work on the Perinatal Mental Health and the Community Navigator Projects.

Funding of the service continues to be a challenge. We have secured money from The Big Lottery Fund to develop the services for older children and continue to seek other sources of income to sustain our core work with the 0-5 caseload.

We receive excellent feedback for our high quality service from our clients and other agencies.

As Chair and a member of the Trustee Board, I would like to thank our staff team for their hard work and commitment to Home-Start Wakefield & District. The team has been led by Hazel Bell whose enthusiasm and commitment to the scheme is inspirational. She continually looks for funding opportunities for the scheme and certainly helps us make a difference to children and families in Wakefield.

Our Trustee Board has a good range of skills and we are continually looking for opportunities to utilise new technology. One of our trustees led a Digital Workshop at St George's Community Centre. This was well attended and we learned how to use new technology in our everyday lives. Thank you, Jenny.

One of the trustees, Gerard Kiely-Jones has resigned. Gerard devoted a lot of time to the scheme, helping to raise our profile both locally and nationally. Thank you, Gerard for your commitment.

A quality service remains central to Home-Start Wakefield & District. As part of our agreement with the national body, Home-Start UK, we are required to undertake a quality review to ensure that we are meeting the standards required. This was completed in February 2018 and we achieved an excellent standard. I would like to thank Belinda Colton, our Office Manager, for making sure our policies and procedures are compliant with the required standards.

I look forward to leading the scheme for the next 12 months and shaping the future for Home-Start Wakefield & District.

Liz Lynagh

Chair of Trustee Board

Senior Co-ordinator's Report

2017 /18 has been a year of uncertainty for the scheme. We have come through some eventful and challenging times and have journeyed together through them. With the final year of funding from The Henry Smith Charity, we have been financially challenged to sustain the team.

Thanks to the work undertaken by trustee Jenny, Lloyds Banking team chose us as their Charity of the Year and raised £7471 by doing bake sales, sponsored walks and various other activities.

To help reduce our outgoings, we left the Agbrigg & Belle Vue Community Centre and returned to our roots here at St George's in September. The team were welcoming and friendly and we soon felt at home.

Our partnership work with the Clinical Commissioning Group continued and the Perinatal Mental Health post was extended to September 2018 along with the Future in Mind Community Navigator post being secured to October 2018. We began talks with the Local Authority Early Help Hub Senior Manager and although no funding was available, bridges were being built and we looked at how we could work together for the benefit of families across Wakefield.

The Maximising Income Project met all its outcomes but came to the end of its five year span in October. We said a sad farewell to Mel with a lovely afternoon tea on the Heath.

The Clinical Commissioning Group and Local Authority supported our Big Lottery bid and we were successful in securing 3 year funding through them for a Co-ordinator to train volunteers to support parents of 5-11 year olds. This also helped to secure some admin and monitoring support for the team.

Other partners have offered help and support in all guises but I would like to give a special mention to Emily Castle & Berni O'Brien who have given me lots of support and assistance with both strategic and operational matters.

We are lucky to have a staff team who believe in the Home-Start ethos and the work we do. They have demonstrated their commitment and loyalty by reducing and increasing hours to meet need, changing and adapting their roles and undertaking training in all aspects of the work. We ensure that roles are interchangeable so that we can all support each other.

Now to the volunteers without whom we would not be able to provide a service at all.

- * The management volunteers who take responsibility for the strategic planning and governance of the scheme
- * The home visitors who consistently visit families weekly to support them through difficult times
- * The group volunteers who give our parents and little ones somewhere safe and friendly to visit without fear of judgement

You are the heart and soul of the service and without your care, time and generous acts, Home-Start Wakefield & District would cease to exist.

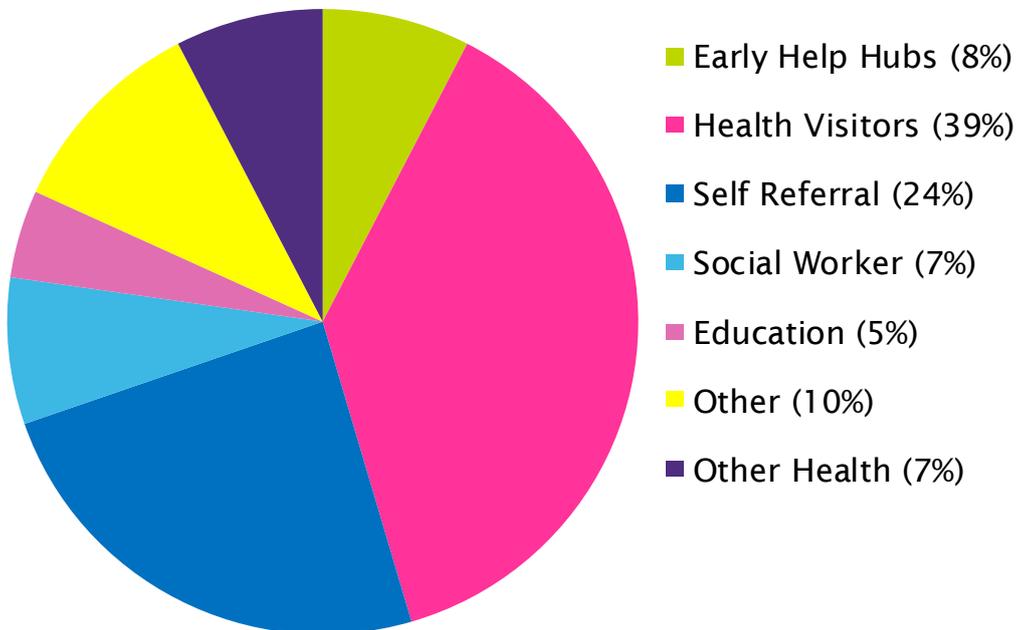
Hazel Bell

Working in Partnership

Working in partnership and developing positive relationships with other agencies and organisations is central to the work Home-Start does. Staff and trustees work very hard to develop relationships with people and agencies across the District. We have continued to work closely with Young Lives and Nova. Our close links to the Clinical Commissioning Group (CCG) have continued during this year and funding from them has allowed us to deliver our Perinatal Mental Health project which supports new and expectant mums across the District. We continue to be host for one of the seven Future in Mind Community Navigator posts. These posts work with young people across the District to build their resilience and improve their emotional health.

Working in the community is at the heart of what Home-Start does. In September last year we moved office premises to St George's Community Centre in Lupset. We have strong links with the Centre and are delighted to be part of this thriving Centre. We were thrilled to be chosen at the end of 2017 by The Royal Antediluvian Order of Buffaloes Pontefract Branch as their Charity of the Year. They will be raising funds for us with a variety of events and we thank them very much. Their efforts will help us to support more parents and children.

Where do our Referrals come from?



Here's what one referrer had to say about Home-Start

When I first met mum I was worried about her and how she would manage. Knowing Home-Start has given her support is brilliant and I know that mum has really benefitted.

Supporting Families

What We do

Home-Start is a voluntary organisation committed to promoting the welfare of families in the Wakefield District. Family support from Home-Start is based on consent and led by the needs of the family. We offer a flexible service allowing parents to identify the kind of support they would like. They can alter this support if their circumstances and needs change.

Parents ask for support for a variety of reasons. Emotional health is one of the main issues reported at referral with 76% of parents saying they need support with this. 21% told us they were struggling with postnatal depression, 18% had experienced domestic abuse and 11% had a learning disability.

Home-Start helps by

- ⇒ having a one to one volunteer visiting scheme which provides emotional support and practical help to families in their own homes
- ⇒ helping families to identify their problems, develop solutions and the tools they need to plan for change
- ⇒ providing peer to peer support in a confidential family group setting where parents help other parents
- ⇒ encouraging families to increase their community connections creating a wider social network of friends and support

What we achieved

During 2017/18 Home-Start Wakefield & District worked with 107 families. This included 165 adults and 238 children. 100% of families reported that they were satisfied with the support they received from Home-Start.

When families receive Home-Start support, they tell us that they feel better able to cope with their emotional health issues, they have increased self-esteem and confidence, have more involvement and understanding of their children's development and learning and have increased ability to manage their children's behaviour.



Our families tell us that the support they received from Home-Start prevented a problem or difficulty from getting worse.

Time to Celebrate and Hear What Families say about Home-Start

Everything has been great
and I feel back on track.



I am so much more than satisfied. It got
me through a most difficult time. The help
was priceless.



My volunteer has been
an absolute star. Thank
you for giving me your
time.

Very good,! I would
recommend Home-Start
to anyone. Without
their support, I
wouldn't have been
able to cope.

Maximising Income Project

Funding for our Maximising Income Project ended in October 2017. The project added a great deal of value to the core work delivered by Home-Start and provided support to families who are hard to reach and could easily fall through the gaps. Financial fragility has a major impact on family life and takes its toll mentally and physically on those that bear the responsibility.

The financial impact from the changes in benefit rules and increase in the cost of living has been significant to those families which make up the Home-Start community.

The Maximising Income Project had a clear focus on helping families and giving them the tools they need to budget better, to know what to do, where to go and how to ask for help if they are in crisis in the future.

The project provided one to one support for families in their own homes and facilitated training opportunities for volunteers so that they could then cascade their knowledge to families.

Let's look at how our Maximising Income Project has helped families



- ⇒ **Housing issues** : We have supported families with housing difficulties including families who have been unable to afford the bedroom tax. We have explored where other savings could be made and speeded up benefit claims when under threat of eviction
- ⇒ **Household budgeting** : We have helped families prepare their paperwork ready for debt agencies and supported them by attending debt agency appointments and acting on advice given. Support has included negotiating payment plans with creditors and looking at alternative providers for services
- ⇒ **Household items** : We have provided baby equipment and clothing for families by utilising our volunteering contacts and networking partnerships
- ⇒ **Benefits issues and appeals** : Due to cuts in disability benefits and work related benefits, many families had their benefits reduced or stopped. We supported families through the appeal process and successfully appealed cases with benefits being reinstated and backdated lump sums being paid
- ⇒ **Grants** : We have secured grants for school uniforms, school trips, white goods, beds, sensory play equipment and family holidays

Family Groups

Family Groups play a very important part in the support offered to Home-Start families. Our family groups are informal groups where parents can come together. They can talk, share ideas and find support. Children can play and interact with other children in a safe, stimulating and fun environment.

As we do not have funding to employ paid workers to run our groups, we rely on a small team of very committed and dedicated volunteers to offer this invaluable support to families. We would like to take this opportunity to say a very big thank you to those volunteers. Without their willingness to be there for families, Home-Start Wakefield & District would not be able to continue this valuable support.



How families benefit from group

Hear what families have to say about group



I found the group welcoming and safe. It's great that the service is there.

Absolutely brilliant, always there for me through the up's and down's. Everyone was lovely and couldn't have done more.

Perinatal Mental Health Project

During pregnancy and in the year after birth, women can be affected by a range of mental health problems, including anxiety, depression and in severe cases postnatal psychotic disorders. These are collectively called perinatal mental illnesses. Perinatal mental illnesses affect at least 10% of women with 7 out of 10 women hiding their symptoms and feelings. If untreated, this can have a devastating impact on them and their families. When mothers suffer from these illnesses, it increases the likelihood that children will experience behavioural, social or learning difficulties and fail to fulfil their potential.

The NHS Wakefield Clinical Commissioning Group identifies both mental health and maternity services as key priorities. Home-Start Wakefield & District were commissioned in February 2016 to develop a peer support programme as part of their developing strategy. The unique support volunteers offer is regular weekly visits, sharing their time and experience, signposting families to other agencies, offering practical support and identifying dips or changes in emotional wellbeing.

Through our work with families who are struggling with issues around perinatal mental health, Home-Start has achieved the following :

- ⇒ 348 people have benefited from the perinatal mental health project. This includes 200 children and 148 adults
- ⇒ 82% of families have received 1:1 Home-Start support
- ⇒ 68% of parents reported a reduction in isolation after receiving support
- ⇒ 80% of parents reported an improvement in their overall parental well-being
- ⇒ 72% of parents told us their self-esteem had increased after Home-Start support



When support for a family ends, we let the referrer know how the family has been helped by Home-Start. Here's what one referrer told us ...

I am really pleased that mum engaged with you as she is wary of professionals. Thank you for helping to break down this barrier.

And what parents told us ...

I always recommend Home-Start to anyone I know is struggling. My volunteer has been a great support.

It's funny how valuable someone coming in for an hour each week can be. Home-Start support really did make a difference to my emotional well-being.

Working with Volunteers

Volunteers play a vital role in the support of families. They are the backbone of our organisation and it is their commitment that enables us to support families across the Wakefield District. Without volunteers, Home-Start could not exist.

Volunteer recruitment has been identified as an area in which we need to invest more resources and more time if we are to succeed in attracting volunteers. Staff and trustees have spent a lot of time this year in developing our digital presence to bring in more volunteers. The scheme has become more effective in the way it uses Facebook and as a consequence we have attracted a significant number of volunteers via this strand of social media.

This year we have worked with 62 volunteers. Different volunteering opportunities are provided through the various programmes available to families. Over the past year, our volunteers have supported parents and children through our one to one home-visiting service and helping out at family groups. With funding from The Big Lottery Fund in November last year, volunteers are now able to offer support to families with children 5-12 years through our Giving Back project. This support aims to improve parenting and coping skills to help parents manage behaviour and support children's learning and develop healthy lifestyles.

Volunteer Training

Here at Home-Start Wakefield & District, we pride ourselves on our excellent and high quality training. Volunteers who complete our home-visiting course have the opportunity to have their training accredited. Our training covers essential criteria such as safeguarding, values and attitudes, listening and communication and confidentiality, providing volunteers with the tools they need to provide effective support to families.

We are proud of the achievements of our volunteers. We know from their feedback that being a part of Home-Start helps them develop confidence and self-esteem to apply for jobs and gain new skills. In Home-Start we have a structured system of support for our volunteers which helps them develop both personally and professionally. Funding from The Big Lottery will enable us over the next 3 years to work more with our volunteers so that they gain confidence, experience and transferable skills to help them move into employment, benefiting them as individuals, their family and the local community.

If you want to make a difference in your local community, please join our team of volunteers and get in touch now.



Other Activities

This year has been a very busy one for Home-Start Wakefield & District! We are delighted to share our achievements with you.



Fundraising

This past year has seen a fantastic effort by trustees and staff to develop fundraising within the scheme. In addition to raising funds to support more families, these events also helped us to raise our profile and celebrate the work we do with parents and children.

- ◇ In October, trustees and staff joined a fabulous team from Lloyds Banking Group to take part in a sponsored walk from Leeds to Wakefield. Some tired feet along the way but a great event to raise money to support more families.
- ◇ For the first time, we registered to take part in The Big Give Christmas Challenge and raised £1627.00. We would like to acknowledge and thank all those who made donations to us via The Big Give to help raise this fantastic amount.

Raising our profile

- ◇ With the support of one of our trustees, we have worked with a Communications Expert who gave his time freely to guide us in how we could improve our digital skills. This helped us to focus on what we needed to do to really get to grips with raising our profile via social media. Thank you, Varun for all your support.
- ◇ With the support of Jenny, one of our trustees, and some of the team from Lloyds Banking Group, we held a Going Digital day in October. The Lloyds team gave expert advice to those attending who wanted help with getting on-line, looking at Facebook, Sykpe, shopping on-line and a whole host of other benefits of being more digital.
- ◇ We worked with the communications department of our national organisation, Home-Start UK, to produce a podcast involving interviews with staff, trustees and a long-standing volunteer. You can still listen to this from our website News page at <https://www.home-start.org.uk/news/new-podcast-jackie-and-wakefield-district>
- ◇ Trustees took part in a very successful Facebook Live session which was widely publicised on social media and within Home-Start locally and nationally. You can still access this from our website at <https://www.facebook.com/homestartwakefieldanddistrict/videos/1429447500483958/>

Trustees

Liz Lynagh	Chairperson
Doreen Tombs	Vice-Chairperson
Peter Hart	Treasurer
Marie Carbutt	Nursery Nurse & home-visiting volunteer
Clare Cater	Education Welfare Officer
Janice Hunter	Retired Project Officer (West Yorkshire Police)
Gerard Kiely-Jones	Independent Safeguarding Consultant <i>(Resigned July 2018)</i>
Robert Webb	Retired Bank Manager
Rachel West	Nursery Nurse <i>(Resigned May 2017)</i>
Jenny Widdowson	Local Director, Halifax Community Bank
Karron Zelei	Training Co-ordinator Wakefield District Safeguarding Children's Board

Staff

Hazel Bell	Senior Co-ordinator
Amanda Brookes	Co-ordinator
Mel Stones	Maximising Income Project Worker <i>(Retired August 2017)</i>
Sue Williams	Co-ordinator & Finance Worker
Donna Evans	Community Navigator
Belinda Colton	Office Manager

Audited Accounts

Statement of Financial Activities

Year Ended 31 March 2018

	UNRESTRICTED FUNDS £	RESTRICTED FUNDS £	TOTAL 2018 £
<u>INCOME & ENDOWMENTS FROM:</u>			
Donations and Legacies	10351	-	10351
Investments	21	-	21
Charitable Activities		138377	138377
<u>TOTAL INCOME & ENDOWMENTS</u>	10372	138377	148749
<u>EXPENDITURE ON:</u>			
Charitable activities	9087	104256	113343
Other	7225	5439	12664
<u>TOTAL EXPENDITURE</u>	16312	109695	126007
<u>NET INCOME/EXPENDITURE</u>	(5940)	28682	22742
Transfers between funds	5837	(5837)	-
<u>NET MOVEMENTS IN FUNDS</u>	(103)	22845	22742
<u>RECONCILIATION OF FUNDS</u>			
Total funds at 1 April 2017	95130	39822	134952
Total funds at 31 March 2018	95027	62667	157694

Home-Start Wakefield & District's Reserves Policy states that the scheme will hold funds sufficient to cover staff redundancies and 3 months running costs.

Acknowledgements

Thank you for your help and support this year

Helen Tynan

P C Services

Outwood Parish Church

Castle Children's Centre

Just Giving

ACTS 435

Members of the Home-Start Unity Lottery

Lamplighters

Asda, Durkar

Rotary club of Wakefield

Mary Creagh MP

Lloyds Bank Foundation

Lloyds Banking Staff

Marie Carbutt

John & Liz Lynagh

J Widdowson, P Hart, D Tombs

BGL Group via Wakefield CSR



Thank you to our Funders

Tudor Trust The Brelms Trust The Henry Smith Charity

Future in Mind Nova

The Big Lottery Fund Wakefield Clinical Commissioning Group



LOTTERY FUNDED

NHS
Wakefield
Clinical Commissioning Group



**Home
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Support and friendship
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Wakefield & District



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St George's Community Centre, Broadway, Lupset
Wakefield WF2 8AA

Telephone: 01924 251205 email: admin@homestartwakefield.org.uk
www.homestartwakefield.org.uk

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*If you would like to know more about Home-Start Wakefield & District
and the work we do, please contact us and we will be happy to discuss
this with you.*