

2017-2018 ANNUAL REPORT

Home-Start Nottingham
2 First Avenue
Sherwood Rise
Nottingham NG7 6JL

Email: info@home-startnottingham.org.uk
Website: www.home-startnottingham.org.uk

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Support and friendship
for families

Home-Start
Nottingham



Home-Start Nottingham Team



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Julie Walker (Vice Chair)
Dave Gunn (Trustee)
Mary Rumney (Trustee)
Caroline Stephens (Trustee)
Mike Scott (Trustee)
John Bentley (Trustee)
Jill Evenden (Trustee)
Janet Ellis (Trustee)



Staff

Sue Fenton (Scheme Manager)
Sara Leivers (Office Manager)
Marie Sheffield (Co-ordinator)
Gail Tilley (Co-ordinator)
Pip Fannin (Co-ordinator)
Mandy Stratford (Co-ordinator)

Home-Start Nottingham SSBC Team



Staff

Amanda Jamieson (Hub Manager)
Lynette Worall (Team Leader)
Samantha Simpson (Team Leader)
Andrea Briggs (Administrator)
Szilvia Bodorne Simon (Family Mentor)
Elizabeth Bourne (Family Mentor)
Hazel Clyde (Family Mentor)
Hayley Green (Family Mentor)
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Charlotte Watkin (Family Mentor)

Mission Statement

Home-Start Nottingham offers confidential support, friendship and practical help to families with at least one child under five, who are going through a difficult time. The areas covered by the scheme include: Nottingham City and the County Boroughs of Broxtowe, Gedling and Rushcliffe.

We recruit and train volunteers who are parents themselves to visit families, who choose to use the service at home. We will help families to grow in confidence, enjoy to the full their relationship with their children and encourage them to widen their links within the local community. We are committed to ensuring that resources and management are sustainable and of the highest quality in order to provide our services to families and support to our volunteers.

Aims

Home-Start Nottingham aims to increase the confidence and independence of the family through:

- 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

Chair's report

I am delighted once again to introduce our Annual Report and no two years are the same in the life of Home-Start Nottingham. We foresaw that 2017/18 was going to be a challenging year, financially, and that indeed proved to be the case.

Not only was it increasingly difficult to find new sources of funding, the CCG'S gave notice to terminate their funding across the county, affecting all 4 schemes, with effect from 1st August 2017. This had a huge impact on Home-Start Nottingham, requiring the Board of Trustees to consider restructuring the organisation and selling our premises to reinvest in the scheme. Although both of these actions were initiated the full benefits of this will not be seen until 2018/19. In the meantime the Trustees and staff continue to be very proactive in strategic planning and fundraising.

The positivity and enthusiasm from both staff and volunteers about our future sustainability remains very encouraging and it is a testament to them that they stayed with the scheme and now share in the success of supporting more families and children this year than in the previous year. I would like to extend a big Thank You to all our funders, supporters, volunteers, trustees and staff for all their hard work and dedication which has enabled our achievements. We continued to recruit and train new volunteers throughout the year.

This year we said thank you and goodbye to Jill Evenden and Janet Ellis who stepped down from the Board of Trustees after being part of the team for several years. We are very fortunate that Janet has remained involved with the scheme as a volunteer on our fundraising committee.



Due to the hard work and creative ideas of this group we have held a number of successful fundraising events.

We have continued to work with the other local schemes via the Home-Start Nottinghamshire consortium and hope this work will lead to the identification and securing of countywide funding to assist with the sustainability of the remaining schemes. At this point it is worth stating that as a result of losing the health funding, Home-Start Ashfield had to close as a scheme in its own right on 31st March, but we have been able to support the staff to deliver a much reduced service to families as part of an outreach programme. We expect this to continue into 2018/19 with some joint funding applications.

The Board of Trustees recognises the financial contribution of the SSBC contract (Family Mentor Service in Aspley) to the sustainability of Home-Start Nottingham and we were delighted to learn that the contract has been extended to September 2020. It continues to be an excellent example and experience of partnership working with the Toy Library, Groundwork Greater Nottingham and Citycare.

My thanks once again go to everyone involved with the scheme, you are each one of you, contributing to the success of our work.

Scheme Manager's report

Following a year of 'feast' when the team expanded and we were able to use unrestricted surplus to develop the service, this financial year has seen us 'tightening the belt' again. Losing our health funding was a severe blow to the scheme and despite regular applications to trust funds that amount of money could not be replaced. The latter part of 2018 will see the scheme benefit from an organisational restructure and the reinvestment into the scheme of money from the planned sale of the building. However, on a positive note we have been able to retain the staff, recruit more volunteers and support more families this year than in the previous year!

Moving our family group to Arnold was also a good idea as the number of families we could support this way also increased and provided the evidence for a Children in Need application to deliver a group in Clifton. This exciting project will begin in the next financial year.

We have mainstreamed our Big Hopes Big Futures programme this year and Mandy Stratford has incorporated the training into the Volunteer Preparation Course, enabling more volunteers to use the resources and assist parents to get their children school ready and prepare themselves for that next step in family life.

We have been on local radio twice this year, promoting the work of the scheme and I would particularly like to thank the families and volunteers who took part in the broadcast, sharing some very personal experiences, which demonstrated the real work of the scheme, so much better than I could do and it was such a pleasure to work with you.



We have been supported by local businesses who have collected on behalf of the scheme and donated some wonderful toys, clothes and equipment for children in our families.

Our partnership working has gone from strength to strength with the Family Mentor Service in Aspley and the staff team based there received the recognition they deserved with professional colleagues.

When Home-Start Ashfield closed in March, we were pleased to be able to support the staff to continue to deliver a service in that area whilst further funding can be secured.

To conclude I would like to applaud the staff teams, the Trustees and our volunteer workforce, in all roles, for their dedication and hard work throughout the year – often in the knowledge that our future cannot be guaranteed – so much so that our families have not been aware of the challenges and upset. The service has been delivered to the highest quality, with children and parents' needs at the heart.

I am so proud of all of you and feel privileged to say I work for Home-Start Nottingham.

Quality Assurance

In November 2017, we achieved 96% in our external Quality Assurance Review. This is a process which happens every three years but we have representation from staff and Trustees who annually review the scheme.

Finance Committee report

We said goodbye to our treasurer Jill Evenden during the year and this has left a big gap on the Board. Another of the Trustees has stepped in to assist with budget setting and managing resources for which we are extremely grateful.

We have used our unrestricted surplus to maintain the staff levels during the year but recognise this is not sustainable moving forward. The sale of the building will help to ease the immediate problems but is not a long term solution. The Board is looking to diversify funding streams as well as support applications to the Big Lottery and grant making trusts able to support core costs.

We have been fortunate to have many volunteers who donate their expenses and other supporters who have Standing Orders, and I hope they know that this amount of money together with the gift aid we received helps to see us through the year. The year ended with a deficit which was covered by our unrestricted reserves.

Fundraising and Recruitment of volunteers

During the last year we have started a fundraising committee which is chaired by one of our volunteers Tracey.

Tracey along with 2 other volunteers and myself meet once a month to share ideas to raise money for Home-Start Nottingham as well as recruitment of volunteers.

In October 2017 we arranged a prosecco and pamper night held at the Copper Pub in Nottingham. We had therapists giving their free time as well as offering mini treatments. We had stalls and a raffle and not forgetting a glass of prosecco! This was a fun evening with lots of laughter. We received lots of positive feedback so we might just have to do another one in the near future.



We arranged a Christmas card competition where children of the families we support, could get involved and win an art set as well as their own design of Christmas cards. Sue our scheme manager had the difficult task of choosing the winners as she loved them all!

In March we were very honoured to be contacted by the Masons who arranged a quiz night and wanted to make a contribution of money raised on the night to us. Staff attended the evening where we had a lovely carvery and joined in with the quiz (I don't think I will be the next quiz master!)

We had a lovely evening and we couldn't have asked for a warmer welcome by members of the Masons as well as staff from the venue.

During this month we also held an afternoon tea event at the Country Hotel in Ruddington where again we held a raffle and had stall holders present. This was a relaxed and enjoyable afternoon with lovely sandwiches and cakes.



We have held a couple of car boots which our families, staff and volunteers have donated children's toys and equipment for us to sell. These have been a huge success and we have another one planned for later in the year.

One of our volunteer's sons ran a marathon and raised money for us as well as the volunteer doing a raffle at a dance competition.



The partner of one of our Trustees is running marathons alongside her friend throughout the year to also raise money.

Overall we have raised over £4,000 during the last year and we could not achieve this without everyone's support who has arranged or been involved with our events. A BIG thank you!

Recruitment of volunteers

We attended many events throughout the county last year to promote Home-Start Nottingham as well as recruiting volunteers. We attended playdays in West Bridgford, Kimberley, Eastwood, Chilwell, Stapleford and Arnold.

We met lots of families and the children appeared to enjoy getting messy with our planting activity.



We have attended the Nottingham University volunteer road show events as well as the volunteer week at the NCVS which was useful to network with other agencies and promote our work.

Our fundraising committee work really hard planning and attending these events.

I enjoy working alongside the volunteers and would just like to thank them for everything!!

We are always needing more people to be involved with our committee so if you are interested or you have any suggestions please contact us. It is an informal monthly meeting and biscuits are always on offer too!

Core Home-Start work in Broxtowe, Gedling, Rushcliffe and the City

This year Home Start Nottingham has supported 106 families through Home visiting and telephone support.

We have delivered 3 preparation courses and recruited 18 volunteers.



Recruitment of volunteers is becoming increasingly difficult and we are always reviewing how to recruit volunteers and working more with social media.

The staff are always looking into additional training to enable our volunteers to enhance their learning, development and practice so that they can support families in the best possible way.

Four training sessions were delivered to volunteers throughout the year - Healthy housing service which covered grants and information on home energy improvements for families to reduce cold related illnesses, Paediatric First Aid, Benefits information delivered by CAB which covered basic information on what Welfare benefits were available and the new changes, and the annual Safeguarding update in house training for volunteers.

This year we have held various volunteer social gatherings, including coffee and cake mornings at various venues and the Christmas social gathering with cocktails and Mocktails. More social gatherings are being arranged for this year. The volunteer's social gatherings are important as it makes the volunteers feel part of Home Start and gives them the opportunity to get to know other volunteers.

This year we have seen a decline in referrals for home visiting support in the county. This is mainly due to the restructure of Health visiting and Children's centre services being reduced. The staff have been contacting and attending team meetings with the Health visitors and Children's centre workers to promote Home Start and the great work we do to raise our profile and help to increase referrals. This will continue throughout this year.

And Finally Thank You to all the volunteers for all their commitment and great work, they do with supporting families, because without these wonderful volunteers there wouldn't be Home Start Nottingham.

School Readiness Interventions (Big Hopes Big Future)

Rushcliffe Healthy Lives provided funding to support children in the School Readiness Project in Rushcliffe and Home Start Nottingham funded the project to continue across the rest of the districts until April 2018. Referrals were received from Early Years Settings, Health visitors,

and Home Start Core volunteers. To date there have been 6 children benefitting from the School Readiness focused intervention.

As a stand-alone project, interventions with families were less effective. Volunteers who delivered this as a time limited two term intervention stated that the time taken to build relationships and gain trust had a negative impact on the final outcomes for the child.

However, where Home Start had been working with a family for some time, the results were more tangible. We have therefore decided that Home Start Nottingham will adopt the approach to embed school / nursery readiness within core work as a matter of good practice.

In the Volunteer Preparation course, the Child Development session has been expanded to accommodate elements of the school readiness programme, such as attachment, bonding and play. In the future, at some point during each link, parents will benefit from a more focused intervention on school or nursery readiness. This might ideally be at the end of a link, if it is ending as the child starts nursery.

Happily, all of the parents were positive about the support they had been given. Some of the statements from parents have included:

I didn't realise how much she could concentrate and how much she could do. [The volunteer] has really shown me how to get the best out of her. She loves [the volunteer] and will really miss her.

[The volunteer] has taught me how to play, I didn't know how to play or what to buy, but she's really given me confidence. (Mum also increased her coping score from 2 to 4 in engagement in learning)

[The volunteer] has encouraged me to set more routines and get him to help tidy up and put things away.

Family Group 2017/2018

The group supports any family within South Nottinghamshire and the City, but most of the families live locally in Arnold. During this year we have supported 12 families, and although the numbers are lower than anticipated, we are developing strong links within the local community and hope the group continues to grow.

In September 2017, we were sad to say goodbye to Dawn Wiser and Gail Tilley joined in helping to run the group. Gail has a wealth of knowledge and experience in child development, including lots of creative messy play ideas which the children think are fabulous!



Parents are encouraged to participate in the planning of the group, and each month is themed with a topic e.g. sun safety, healthy eating. The topics are supported by creative messy play for the children and education for parents.

During the year we have planned visits outside of the group. These have included a picnic in the park with outdoor games, a trip to the City Farm in St Anns, a summer trip to Sundown Adventure Park, and to see Santa at White Post Farm at Christmas.





We were even joined by our very own Father Christmas at the group and nobody guessed who he... or even she was! Shh. Clare from Tiny Talk joined us one week and provided a wonderful interactive singing session with sign language to help with toddlers' communication.

It is always a joy to see the children's and parent's skills and confidence develop and we couldn't run the group without our wonderful committed volunteers Kulwinder, Laura and Isabella who help to make our group fun, safe and welcoming. Thank You!



Annual statistics

40 volunteers have visited families in their home

13 volunteers have supported Home-Start Nottingham in other ways by groups, fundraising, website design and trustees

120 families have been supported with 292 children

3273 volunteer hours spent directly families in the home

Feedback from volunteers, referrers and families

“Home-Start is such an amazing organisation. I was suffering with anxiety, my son had a speech delay and some behavioural problems. It was a struggle just to leave the house some days. My volunteer gave me the courage to go out and about with my son with her and over time I began to enjoy their outings without feeling like an anxious mess and resulted in me having the confidence to go out alone with my son. The support that I was given from Ann and my co-ordinator have given me the confidence to begin a volunteer work placement at a Children’s Centre. I would never have been able to do that without the support I had from Home-Start Nottingham when I was at my lowest. So thank you Home-Start” – [A family]

Home-Start Nottingham really helps less fortunate families – [A volunteer]

Fantastic support given to parents who really need it. Home-Start is a great support for lots of families – no other service available like this – [A referrer]

It offers a unique service to parents to support them to achieve all kinds of things they would not be able to do without this support. It also helps that the volunteers are parents/grandparents themselves – [A referrer]

The work of Home-Start is vital, it has been a learning experience and has opened my eyes to how tough it can be for people – [A volunteer]

Home-Start provide an excellent service and take the time to carefully match the volunteer to the family – [A referrer]

The work of Home-Start Nottingham is vital – [A volunteer]

The Aspley SSBC @ Home Visiting programme

The Aspley SSBC @ Home Visiting programme and community group sessions have had a positive impact on families with children from pregnancy to their 4th birthday. Our core principle remains children at the heart of everything we do, parents leading the way, supported by experts.

We are still working with those babies born during the first year of our programme and therefore have seen these babies transition into nursery at 2 years old. Our aim is working with babies and children so that they will be ready to learn at 2, ready for school at 5 and ready for life at 16.

The outcomes that we hope to see are that the children we work with will have:

- Positive social and emotional development
- Effective and age-appropriate communication and language skills
- Good nutrition

We are working towards a cross-partnership change through running sessions that are co-delivered with Health Visitors, community venue providers and nurseries. The Community Partnerships are regularly attended by our team, along with parents and other agencies that provide services for children. We engage parent's ideas about the SSBC programme so that it can be shaped for the future. We also recognise that it takes a community to raise a child.

Our Stay and Play sessions have enabled us to work alongside parents to encourage the cognitive development in their children, provide activities and demonstrate novel and exciting ways to improve their child's school readiness.



The Home-Start Nottingham Family Mentors have delivered 207 community groups in all with attendance figures of 1,781. We're proud to have delivered 12 Baby Massage sessions with our local health visitors and most of our family mentors are now trained to deliver 55 Cook and Play sessions, so that our parents can begin to think about healthy alternatives when meal planning and introducing children to a variety of nutritious foods.

Not only has this programme equipped families with information, ideas and activities they can use to give their children the very best start in life, it has also upskilled the family mentors themselves - Our accredited Triple P (Positive Parenting Programme), Baby Massage, FRED and Cook and Play courses, for example. Triple P enables our family mentors to provide parents with simple and practical strategies to help them confidently manage their child's behaviour, prevent problems developing and build strong, healthy relationships.

At the end of quarter 4 2018, our team have developed the early years of 153 children within the Small Steps at Home programme, equipping parents to be the best that they can be, contributing to their efforts in growing their children with love and respect.

193 expectant mums and 84 new babies were referred to the SS@Home service. 52% of expectant mums consented and 69% of new babies consented to the programme. 40 families with new babies declined and 13 expectant mums declined Small Steps at home and we have had 4,542 total interactions from within all groups with a total of 307 live births in Aspley.

Our Family Mentors have developed some wonderful relationships with families whilst visiting them in their homes. We are confident that we contribute to ensuring that babies and children in the Aspley Ward have a better start as a result, with fulfilling lives so that they are healthy, happy and thriving.

Acknowledgements and thank you

This year we have received donations and grants from the following Trusts and organisations: Mary Potter Convent Hospital Trust, Thomas Farr, Forman Hardy Charitable Trust, Vanishing Point, Waitrose, Rotary Club of Wollaton Park, Nottinghamshire Masonic Lodge (Clifton Lodge), Critchley Charitable Trust, Nottingham Playhouse, Tesco Beeston, Theatre Royal, Marks & Spencer Plc, Wilkinson's Sherwood, Morrisons Netherfield and Sainsbury's at Castle Boulevard. A big thank you to those individuals who have also donated to Home-Start Nottingham this year.

Thank you to all our volunteers who give their time in various ways to support us by either home visiting, volunteering in our group, fundraising, the upkeep of our website, Trustees and also a big thank you to those who donate their expenses to the scheme.

Thank you to all the statutory funding bodies of Home-Start Nottingham:

