

Home-Start Knowsley 2015-2016



Support and friendship
for families

Annual Report



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Trustees and staff

April 2015 – March 2016

Chair - Susan McGuire (Elected December 2014)

Vice Chair - Jackie Sumner (Elected December 2014)

Treasurer - Dr Clare Kenny (Elected December 2014)

Trustee - Louise Johnston

Trustee - Patricia McKnight

Scheme Manager - Pamela Bowes

Organisers:

Tracey Whistlecraft

Mandy O'Melia

Cheryl Roach

Finance Administrator - Andrea Nolan (Maternity leave from March 2015 to January 2016)

Finance covered by Karen Keith

Administration covered by Miranda Chestnutt and Jess Quirk

Volunteer Representative / Advisor to BOD - Tracey Jones

Volunteer Representative / Advisor to BOD - Helen Bushell

Rapid Response Worker - Rachel Mitchell

Rapid Response Worker - Jess Quirk

Northwood Community Centre Building Maintenance Officer - Julie Barr

Chair's Report

Looking over our report from last year I note the mood of optimism which we had and I am really pleased to say that is still the dominant feeling in our organisation. Despite the many difficulties our service users face we feel that as an organisation we are getting the recognition we need to be able to maintain a service focussed on helping them to gain control of their lives and improve their independence.

In March of 2016 I attended Home-Start UK's national conference with Pam, our manager and this very much added to the uplifting feeling I have about being part of for Home-Start Knowsley. The conference was attended by branches of Home-Start from all over the UK and beyond – as far away as Finland.

Many excellent presentations were given. Uppermost in my mind is the presentation by psychologist Dr.Tanya Byron. Tanya explained to us the importance of the early years in developing the brain's functioning for life and long term physical health. Without security, stability, good attachments, good nutrition and healthy behaviours damage is laid down in the early years which lasts a lifetime. Our organisation, Home-Start Knowsley, comes along with volunteers and staff in those early years when a family is having problems looking after their children because of mounting difficulties and the support we give literally rescues many children from a potential lifetime of lost opportunity and ill health. It makes me so proud to think what our many volunteers have done and I wish we could expand to give a helping hand to every family in Knowsley with a child who might suffer because their family are unable to cope with the complex struggles life can suddenly throw up. These are problems which can happen to anyone.

The continuing inequality of health and well-being, financial security and educational attainment between Knowsley and the rest of the UK and within various areas of Knowsley fills me with determination to do better and better for families in our community.

We continued during 2015-16 to manage Northwood Community Centre in Kirkby. This helped us to make more impact in Kirkby where we held many events, parents and toddlers groups, holiday play schemes and some of our Courses of Preparation for volunteers. I was very pleased to be able to support some shared reading with ladies from the Golden Years group in Northwood for a short while during the year. As part of volunteering for another organisation - 'The Reader' I have been trained to lead groups reading short stories and poetry together. It was lovely to be able to enjoy some of my favourite stories with them. However, we have found it hard to provide the staffing commitment necessary to manage the Northwood building as well as maintaining our main focus on family support and we have recently handed the building over to a new managing organisation. We wish them the best of luck and we will continue to work out of Northwood Community Centre having established a strong presence there.

We are well into 2016-17 and looking forward to the many challenges. We are building a reputation for supporting good parenting through our Fit4Life courses and hoping to earn funds to support the organisation by extending our offer of these courses. We are also looking forward to offering the Big Hopes Big Futures training in the near future in order to do more to prepare our families and their children for school. Thank you to all our supporters.

Sue McGuire
Chair

Scheme Business Manager's Report

What a very exciting and successful year we have had here at Home-Start Knowsley. Looking back at the diary, we seem to have covered everything from Dog Chipping to Pongo's Party with Afternoon Teas and Accident Prevention Events thrown in for good measure.

My dedicated, very well qualified and experienced team have risen to challenges we could never have anticipated and supported more families than ever before as the demand for our service increases year upon year and families are presenting with multiple complex issues that impact on the whole family's health and wellbeing. Our track record and the fact that we are still here after sixteen years evidences the effectiveness of our model and resilience of staff.

Employment at Home-Start Knowsley may come with a purple T shirt but unfortunately, no magic wand and much as we'd like to, we can't mend everything but we like a challenge and don't give in easily. Staff are resourceful, knowledgeable and know their job. Home-Start is so successful because we are 'Parenting Experts' and understand the people we strive to support and the local area.

Well done, Ladies.

Volunteers are at the heart of all we do and their dedication to helping others is to be commended. Home-visiting and Breastfeeding Peer Supporters are our secret weapon and imperative to our success. A huge 'thank you' to you all for your time commitment and willingness to be part of all the charity offers to those who are experiencing difficulties.

I could not do what I do as a manager without the support of our experienced Board of Trustees who allow me to manage but can be relied on to make difficult but informed decisions related to policies and procedures to ensure Home-Start deliver the very best practice in an open and transparent way.

Highlights for me this year include:

- Achieving 100% in Home-Start UK's Quality Assurance Audit
- A visit from Big Lottery Regional Manager in recognition of being awarded one of the largest grants of last year £419, 318, and acknowledgement that our reporting was some of the best they had encountered
- A visit from Children in Need Regional Manager and the invite to apply for a further grant as our outcomes for children were so positive
- Attending Home-Start UK's National Conference in Nottingham with Sue and returning inspired and confident we are doing a good job
- Realising Home-Start Knowsley has support 1764 children, young people and adults this year.

I'd like to end by giving a special mention to Julie Barr who has been our Buildings Maintenance Officer at Northwood Community Centre since April 2014 and recently left us to take up employment elsewhere. We wish you every success in your new role.

A huge thank you to everyone who makes Home-Start Knowsley what it is today.

Report by Tracey Whistlecraft

As I sit here writing my 10th Annual Report for the AGM it has given me time to reflect just how much has changed with our families in the years that I have been at Home-Start Knowsley.

Many families are now reporting that they are lonely when we are completing our Initial Visit, along with other issues such as mental health and poor coping skills.

As I was thinking how to best support a young mum who is experiencing loneliness, I recently came across a report by the Joseph Rowntree Foundation discussing this problem. Studies from this report show that Loneliness can damage our Physical and Mental health and can be just as harmful as smoking 15 cigarettes a day and more damaging than obesity. Those facts are absolutely staggering! As I read further into the report one of the most effective interventions for professionals to offer is, 'Practical, flexible and low level informal support'. It could have been Home-Start writing that report as many of the solutions described are what we are already doing very well and have been since 1973.

When volunteers befriend a family, the 1-1 intervention can be extremely valuable with one of the aims to help access groups either as a family or as an individual and explore the local community to see just what is available to them. For any of our families who may be experiencing loneliness, joining a group with likeminded people i.e. other parents, can give a sense of belonging and that is also one of our strengths at Home-Start Knowsley and by giving ownership of aspects of the group to our parents, we see our families mental state improving considerably.

Whist thinking about all of the information, I started thinking about our volunteers both Home Visiting and Breastfeeding Peer support Volunteers. They too report just how much they look forward to meetings and training events at Home-Start and being involved in decision making. It makes them feel special and part of an extended family and reduces their own feelings of loneliness.

Too often Home-Start Knowsley is shy when it comes to applauding ourselves and writing this has given me the perfect opportunity.

Didn't we do well??



Report by Mandy O'Melia

'EMPOWER is to help others, release the strength within themselves'

As I sit to write my 7th AGM report, I came across the above quote this year and realised that we strive to empower our families each and every day. I began thinking of what other key words encompass the work of Home-Start Knowsley:

Hello - This simple word is the start of our relationship with each family

Open-Mindedness - Is the basis of our service

Meaningful - Is what each of our families is to Home-Start Knowsley

Enabling - Is how we encourage and guide each family

Sincerity - Is how we approach individual circumstances of our families

Togetherness - Is the way we support our families, reducing isolation and loneliness

Adversity - Is what we strive to assist our families overcome

Resourcefulness - Is what makes our service successful and dynamic

Triumph - Is what we aim to achieve with each family we support

Another year has flown by in an instant; it has been both busy and successful. The memory that is most poignant in my mind as I share this year with all of you is what one of our families shared with me during a group session: **"When our family is at Home-Start, I feel we are loved."** What fantastic feedback to have, it is our aim to value each and every adult and child – if 'loved' is how we make our families feel, we are providing a service that is both unique and vital. Home-Start continues to be the lead support agency for families within Knowsley. We have provided tailored support to each and every adult and child referred to our service. The impact and targets that our staff team and wonderful volunteers achieve never ceases to amaze me. I am proud of our reputation, and of all the wonderful families who lives we are fortunate to have the privilege of being involved in.

Multi-agency networking and signposting to assist the families we support is very important within the voluntary sector. Key agencies that have assisted us to gain essentials for our families this year who have been in extremely difficult circumstances: Asda, Centre 63, Food-Bank and PSS Special Grant Fund – 'Thank you all so much'

The wonderful and dedicated volunteers are essential to our service. We could not support the increasing number of families without you all. Thank you all for your dedication, and hard work. Finally, 'Thank you' to everybody involved with our scheme for their commitment, enthusiasm and dedication in making a difference. I look forward to another busy and successful year at Home-Start Knowsley.



Report by Cheryl Roach

Coming in to work at Home-Start Knowsley is never boring or mundane and each day brings with it its own pleasures and challenges and I like to think that Mandy, Tracey and myself and the rest of the team thrive on the variety!

The one thing we can never lose sight of is, is why we do this job and the people that we do it for – the children and the families. No matter how hard things are at HSK there are families out there in our community who face far greater challenges on a daily basis, and we must never forget that.

This is my second year as an Organiser and I remain committed to making the lives of our families that little bit easier. Each family as unique, so the support we offer, is tailored for each one as we are flexible and resourceful to help them overcome their difficulties.

In 2015 I was given the opportunity to develop my skills and completed modules in Smoking in Pregnancy and Mental Health which I found really informative and rewarding.

I also learnt to develop behavioural support techniques to encourage potential quitters to stop, by providing one to one support and advice, and as a Smoking Cessation Practitioner was able to prescribe Nicotine Replacement Therapy and take carbon monoxide readings. I thoroughly enjoyed the whole experience and learnt so much from personal experiences from those I supported.

There is also a great deal of fun and laughter at HSK and our well attended groups speaks volumes. Our groups alleviate isolation, help create friendships and give parents confidence to realise that they are 'doing ok'.

Volunteers are fundamental to the success of HSK and our pool of willing volunteers that home visit, run groups, fundraise, attend training and meetings; not forgetting the board of trustees who are also volunteers, need to be commended for all their hard work. In the current economic climate volunteering is not so high on people's priorities, and maintaining the number of volunteers we need is always on our agenda.



Report by Rachel Mitchell

I have enjoyed another busy year working as part of the team at Home-Start Knowsley and it has been great to see so many families benefit from the support we are able to give them.

My role as Rapid Response Worker is to support families within their own homes who need a short period of intervention before moving on to having a volunteer or until we have achieved the targets set by the family, Scheme Organiser and myself. My role within each family is unique as each family comes with its own stresses and areas of concern that they need help with. Over the last 12 months I have supported 12 different families within their own homes usually for about 2 hours a week.

One family was struggling with feelings of isolation and the toddlers were rarely leaving the house so I have taken them to stay and play sessions at their local Children's Centre and it has been lovely to see the children develop their confidence around other adults and benefit from the range of toys and activities available to them.

I have also accompanied other Home-Start families to appointments at various places including the Job Centre, baby clinic and medical appointments. I have transported them, helped look after the children and provided a listening ear for the parents.

The Parent & Toddler I run at Northwood Community Centre and our Holiday Allsorts scheme has provided parents with a wide variety of activities to take part in with their children to provide the opportunity to have family fun whilst enhancing their social, emotional and physical development. Parents and children tell us value the quality time they spent with family and the wider community and have benefitted from emotional support from our staff team.

We all look forward to seeing what next year will hold.



Report by Jess Quirk

I started working at Home-start Knowsley in May 2015 and was originally appointed as Smoking Cessation Worker, however in April of this year I have changed roles and become the second Rapid Response Worker for our scheme and have also supported health professionals at Bump, Baby and Me Antenatal Courses across the Borough.

With an ever growing number of referrals coming in there was a real need for another Rapid Response Worker to offer immediate and intensive support quickly and flexibly.

I feel like this job was exactly what I was put on the planet to do! I love meeting new people especially children! The wonderfully different dynamics of every family that I support makes my job very interesting. I feel extremely privileged that families build up a trust with me which makes it possible to discuss any problems or troubles they are facing and offer advice and emotional support to help them get through tough times.

Families we support really do come from all walks of life and it is for that reason I think there will always be a need for Home-Start. Some people find it impossible to envisage ever needing support from a charity but will be left pleased they overcame their worries of being judged and their pride being dented when they get support that greatly benefits them and their family.

Long may our positive family support continue!



Report by Helen Bushell

Since becoming the Volunteer Representative for HSK it has totally opened my eyes to the wonderful work that Home-Start Knowsley provides to families. The scheme supports families with children under 11 to thrive & become part of the community, educate, and support when having difficulties & issues with situations in everyday life.

Our Scheme Organisers alongside the Rapid Response Workers provide families with help, advice, support, and guidance which is invaluable. The hard work & dedication which goes into each case is truly remarkable and inspiring.

Our Home-Visiting Volunteers are matched to a family to provide one to one support with one or two families in the area. By visiting those families each week, they provide practical and emotional support and help the families with a whole host of different issues which is amazing and makes such a difference to the families involved.

Our Breastfeeding Peer Support Volunteers are active in Knowsley promoting & supporting Breastfeeding mothers and families. In Knowsley these volunteers are very much needed as sadly we have the lowest rates of feeding in the country, and continued support & awareness is key to helping to change views & attitudes towards breastfeeding.

I hope to continue in my role providing a link between volunteers and the Board of Trustees, helping HSK with positive online promotion & volunteer recruitment, while spreading the word of how wonderful our staff and volunteers are and what a fantastic job each and everyone is doing in Knowsley.



Courses and activities

2015 – 2016 has been a very busy year at our 2 bases at Rupert Road and Northwood Community Centre. Staff have worked hard to support extra learning and leisure opportunities, and information days for children, young people, families and a very lively group of pensioners.

The timetable has included:

- Home-visiting Volunteer Training
- Breastfeeding Peer Support Training
- 2 Day Breastfeeding Management Training
- Parent & Toddler Groups
- Holiday Allsorts
- Shared Reading Group
- Weight Management Course
- Healthy Together
- Families Fit4Life
- Stop Smoking Drop-in
- Cookery Courses (Knowsley Health Development Team)
- Siblings Group (PSS)
- Valencia Morris Dancing
- Youth Club (Knowsley Youth Mutual)
- Lunch Club
- Creative Creations
- Northwood Pensioners
- Golden Years
- Autism Awareness Conference
- Accident Prevention Fun Day



Friends at Northwood

Home-Start's Core Work, Groups, Activities and news updates

Home-Start Knowsley have an excellent reputation of providing tailored support for families with a child under eleven who are experiencing difficulties.

Our Team of nine well trained and experienced staff work tirelessly with parents and children to negotiate an Individual Support Plan that is realistic and achievable, giving them the best possible chance to reach their goals and prevent escalation and possible crisis.

Joint working with specialist agencies from statutory and Third Sector Agencies ensures the most appropriate colleagues work collaboratively to instigate life-changing strategies to improve their quality of life, and family health outcomes.

4 Scheme Organisers, 2 Rapid Response Workers and a raft of very well trained volunteers provide front line support for families to promote independence and build resilience.

Case Studies and statistics at the back of this Report give further insight to the flexibility of support and Home-Start's effectiveness.

Breastfeeding Peer Support Volunteers attend 8 venues across Knowsley each week alongside Bosom Buddies to encourage breastfeeding mums to continue to give their babies the very best start in life.



Parent & Toddler Groups

2 Parent & Toddler groups continued each week at Rupert Road and Northwood Community Centre. Every Tuesday and Wednesday during term-time our sessions are open to children who are of pre-school age. Sessions are much loved by the families who attend who tell us they value the opportunity to make new friends, enjoy arts and crafts, learn new skills eg. cooking and gardening, and grow in confidence and be ready for transition to Nursery or School.

Rhythm and rhyme time is a firm favourite – no session is complete without the compulsory 'Hokey-Cokey' song and dance - which is a group rule very firmly instilled by the children.

Breastfeeding Drop-ins

Home-Start Peer Support Volunteers continued to attend 7 Drop-ins across Knowsley, alongside Bosom Buddies. Our well-trained and dedicated volunteers, who are often breastfeeding mums themselves, are passionate to provide practical and emotional support to encourage Mums to give their babies the best possible start in life.

A new Drop-in will commence at our Rupert Road premises on the 18th April.



Holiday Allsorts

Holiday Allsorts activity groups were delivered at Rupert Road & Northwood Community Centre throughout school holidays and provided families with fun opportunities during the challenging holiday periods when children are easily bored and mums tell us they often struggle to cope.

All Home-Start staff were diverted from their normal weekly routines to offer a lively timetable of activities to engage children and encourage maximum participation from all who attend – whatever their age. Asda have once again kindly supported this initiative and provided additional activities such as bread making, food tasting and growing sessions.

Sessions have been in high demand and thoroughly enjoyed by all.

Friendly Friday

What a lovely group of mums and children attend Rupert Road on Friday afternoons to play, chat and enjoy a cup of tea. This informal drop-in is led by local mums and welcomes anyone who has a spare couple of hours and is looking for new friendships and a chance to put the world to rights.



Lunch Club

Home-Start's very good friend, Vicki Hornby, from Knowsley Disability Concern has co-facilitated this lively group of Mums and younger children who have benefited from some extra support. There have been opportunities to learn cooking skills, assistance to complete forms and claim correct benefits, and advocacy at external meetings. Of course, the social side has been enjoyable too as new friendships have been made and some very enjoyable food shared.

Macmillan Coffee Morning

Well done to Julie Barr who organised a Macmillan Coffee Morning at Northwood Community Centre, raising £260.

Shared Reading Group

Chair, Sue McGuire led shared reading groups with pensioners at Northwood Community Centre on Thursday mornings, followed by a light lunch. A selection of poetry and short stories were enjoyed by all who attended.



Fit4Life Health & Wellbeing Course

3 eight week courses took place this year at Rupert Road and Northwood Community Centre, attended by 36 adults and 89 children. The Shopping Bag Challenge was a popular activity as teams battled it out to cook healthy menu's within a tight budget. It was almost 'Courgette's at Dawn' but no blood was spilled and hopefully new skills and recipe's learned !

Family enrichment days out were to the pantomime, Llandudno, and Gulliver's World.

Liverpool Cathedral Abseil

Next year's main fund-raiser will be an abseil at Liverpool's Anglican Cathedral on 5th August 2017. We are looking for 10 willing people to raise sponsorship for us. Please contact the office if you are up for a challenge or would like a sponsorship form.

Knowsley Active Challenge

Staff, Trustees, and Volunteers took part in this years sponsored walk around Knowsley Hall and through the Safari Park to raise funds for the scheme. The weather was kind to us and there were more attendees than ever before.

Thanks to all who supported this event.



Fareshare / Tesco Initiative

Home-Start became members of the Fareshare / Tesco Food Initiative this year. Food that is nearing its sell-by date is donated to charities and agencies who then distribute it to avoid waste. Food has been utilised in cooking activities, shared with the local school for their Breakfast Club, and distributed to families we support, and to pensioners attending Northwood Community Centre.

Thank you to Trustees Clare and Sue for volunteering to collect the parcels from Tesco, ready for distribution by Home-Start staff and volunteers.

Asda's Chosen Charity

Home-Start Knowsley were chosen by Asda as their chosen charity this year. We received a cheque for £200 and Easter Eggs to distribute to families we were supporting.

Asda has been very kind to us and their generosity and that of all their customers who donated eggs is very much appreciated.



Meet our new Scheme Senior Organiser

We have pleasure in welcoming Linda Tiley to the staffing team as our new Senior Organiser. Many of you will already know Linda from her previous role as Northwood Together's Support Worker and she was previously instrumental in setting-up Home-Start West Lancashire branch.

Linda joined us in June 2016.



Linda is third from the left. She is stood next to Chair, Sue McGuire and staff Tracey and Rachel, and with some of the volunteers who took part in Knowsley Active Challenge.

Well done everyone

Statistics for 2015-2016

759

Adults and children received practical and emotional support from scheme staff or

950

Adults and children had increased awareness of healthy lifestyles through attendance at targeted

55

New volunteers were recruited and trained this year

247

Mums were supported to breastfeed

44

Awareness-raising events were attended providing information, advice and

1764

People were less isolated by attending groups, courses or events instigated by Home-Start

88%

of families indicated social isolation as a problem, only 1% of these families at the final visit stated that the support had not met their needs.

We were particularly successful in the following areas:

- Improving parent's emotional wellbeing and self-esteem
- Improving children's health & wellbeing
- Managing the household budget
- Conflict management using Restorative Approaches
- Supporting parents to access specialist services and the facilities in the area – especially health related and debt management

Home-Start Knowsley's Strategic Position

As a medium sized charity working across Knowsley, we have a duty of care to the families we support and other smaller charities and agencies to ensure we have a voice and that people who can influence change are listening.

Trustees, the Manager, and staff have been working hard in the background to report to commissioners, funders and those strategically placed to inform them of the true and accurate picture of how statutory funding cuts and changes in benefit law and personal allowances is effecting the very people who need the most support. Agencies in the Third Sector have always had to be resourceful and have history of engineering the best possible outcomes in an innovative, no-nonsense way that is value for money. In our experience, those who engage with us tell us they work with us because they do not feel threatened, are consulted and listened to at every stage of their support, and that they are empowered to be in charge of their own destiny.

You will have heard Pam say many times, 'We haven't got a magic wand and we can't mend everything but we always have a jolly good go'. We recognise there are agencies who are specialists in their field and Home-Start Knowsley are committed to matching up families who need support with the most appropriate agency to bring about those outcomes – be it statutory or Third Sector.

All businesses are feeling the pinch and the amount of funding we secure reflects the amount of support we can provide to vulnerable children, young people and families in Knowsley. As an Early Intervention Service we pride ourselves on the number of people we have supported to prevent crisis and will continue to do so swiftly and without fuss.

Unfortunately, we always have a waiting list as demand outweighs supply but be assured, we are not complacent and will continue to highlight what we see on the ground to those with the power to instigate strategic change.

Home-Start has been representative on the following Regional and local Boards and Committees this year:

- Home-Start Regional Chair's Forum
- Home-Start Manager's Forum
- Knowsley Early Help Board Member
- Knowsley Ofsted Preparation Board
- Huyton Children's Centre Board Advisor
- Knowsley Social Sector Leader's Forum
- Northwood Big Local Board Member
- Knowsley Children, Young People & Families Board
- Knowsley Breastfeeding Strategy Group
- Knowsley Forward Together Consortium
- Knowsley Family Nurse Partnership Board
- Knowsley School's for Health Board

Case Study

Level of Need: 2	Length of HSK support: 1 week
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Background and Issues	<p>This family consists of: Dad, Mum, Child 1 – 2 years & Child 2 – 8 weeks.</p> <p>They were referred to Home-Start Knowsley via Health Visitor.</p> <p>The family moved from abroad 1 year ago. Dad is English and re-located for work. Mum does not speak English and understands a very limited amount of English. Dad has to interpret all communication to Mum. Mum is isolated and does not leave the home when her husband is at work – he does work fulltime Mon – Fri. Mum is suffering from Postnatal Depression and tells us she feels isolated, is homesick and thinks she is a burden to her husband.</p> <p>Issues identified regarding child 2's social development, especially interaction with other children as during the week whilst Dad is working C2 does not go outside the home.</p>
Intervention and Support	<p>An Initial Assessment was made when Dad was off work ensuring he would be able to interpret for Mum and she would be fully included in the process and able to identify their own priorities.</p> <p>Upon arrival Mum explained via Dad she was feeling very ill due to pain in her breast – Child 2 was a breastfed baby. Mum was very pale and complained of 'flu like- symptoms' with severe burning in her breast. As mastitis was suspected, Tracey Whistlecraft, Home-Start's breastfeeding expert was asked for advice.</p> <p>Tracey reassured the family that the pain was likely to be mastitis and made an immediate referral to the Infant Feeding Team & Bosom Buddies. Mum was supported to attend a GP that day to receive the antibiotics she required. The family were also informed of the breastfeeding support group in their area, held at the Children's Centre.</p> <p>Home-Start contacted the families' health visitor to request a 2YO application for C2 to attend nursery and develop her bi-lingual skills.</p> <p>Home-Start booked the family onto a baby massage course at their nearest Children's Centre.</p> <p>The family will be supported to attend HSK's Parent & Toddler Group at Northwood Community Centre.</p>
Outcomes	<p>Mum was able to access medical and breastfeeding support with Home-Start's assistance.</p> <p>The family attended the breastfeeding support group the following day and were able to widen their support network and access other provision.</p> <p>Established a link for the family with the local Children's Centre.</p> <p>Accessing a 2YO place will assist C2 with her English language development and ensure access to child - appropriate activities.</p> <p>The family are less isolated and Home-Start will match a volunteer as soon as one is available to support the family to explore their wider community and to boost Mums confidence to leave the house. Mum will also be encouraged to learn English.</p>

Case Study



Support and friendship
for families

Home-Start Knowsley

Level of Need: 4	Length of HSK support: 5 days
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Background and Issues	<p>Family consists of: Mum, C1 age 2 years & C2 age 8 weeks.</p> <p>Referral received from Public Health Midwife. Information was limited and was based on Mum's PND. During Initial Assessment mum disclosed that she had been homeless for 4 months following her previous property being petrol bombed. C2 was born 6 weeks prematurely. Mum has just gained a further KHT property (KHT disposed of all items at the petrol bombed property without speaking with Mum – they disposed of her only 2 photographs of her mother who passed away when Mum was 14 years old – she is deeply traumatised by this) . During my visit it was noted the family possessed one side plate, a sofa, a cooker & beds. Mum was making each bottle for C2 with a rusted pan as she had no kettle.</p> <p>Mum is a survivor of serious Domestic Violence in her previous relationship. Mum struggles with alcohol and cannabis addiction.</p> <p>Mums benefits had been stopped by tax credits as the renewal was sent to her old address – which meant that they classed her as a non-response – hence cancelling benefits.</p> <p>Mum disclosed she had a Loan Shark harassing her. KHT are attempting to bill Mum £1000 in Council Tax benefit.</p> <p>Mum is suffering from Post-natal Depression, severe anxiety and Post Traumatic Stress Disorder.</p>
Intervention and Support	<p>Initial Assessment completed and Emergency Food-Bank Voucher issued.</p> <p>Kettle and basic kitchen items provided by Home-Start.</p> <p>Clothes, toys and essential items provided for the children as a priority.</p> <p>Mum was transported and assisted to register herself and the children at Towerhill Medical Centre.</p> <p>Referral made by Home-Start to Centre 63 for debt support and in dealing with KHT, Council Tax Debt.</p> <p>Case is now open to Family First.</p>
Outcomes	<p>Mum and the children now have vital essentials – bottles can be made safely.</p> <p>Foodbank assistance will ensure that they are able to eat a well- balanced diet.</p> <p>Family health needs will be met by GP registration.</p> <p>Centre 63 assistance will improve the family finances and reduce anxiety about this.</p> <p>Support will continue by Home-Start to meet the family's needs eg. Home-visiting Volunteer, access to Parent & Toddler Group, Fit4Life Course.</p>

Case Study



Support and friendship
for families

Home-Start Knowsley

Level of Need: 3	Length of HSK support: 12 weeks
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Background and Issues	<p>This family were referred to Home-Start by Family First as it was felt that it did not meet their threshold for support. The family had moved into Knowsley from outside the area and have 2 children. The eldest child is three years old and is on the ASC pathway and has been diagnosed with Autism. This child is completely non-verbal and there are concerns around the younger child's development. Dad has Asperger's Syndrome and mum is in ill health. There was no support package in place as the family moved properties fairly quickly</p>
Intervention and Support	<ul style="list-style-type: none"> • Contacted new Health Visitor and arranged a visit • Arranged Nursery place with 2YO support • Initiated an Early Help Assessment • Contacted all relevant agencies who may be required for extra support • Contacted and met previous nursery staff to establish their previous support • Contacted (Central Area Support Team) CAST to provide extra advice and support • Liaised with new nursery staff and family for package of support • Supported family to register with a GP • Matched family with a Home-Start volunteer • Supported family to apply for higher level DLA • Arranged for mum and dad to attend 'Time Out for Parents of Children with Special Needs'
Outcomes	<ul style="list-style-type: none"> • Eldest child now had assessments completed to enable all support to be in place • Early Help Assessment has identified who needs to be involved • Volunteer is supporting the family emotionally and practically and family have reported improvements in their life due to this support • Youngest child now having intervention and plans are in place to enhance development • Regular meetings with family and other agencies ensure support is running smoothly • Family will be financially better off with DLA which will enable resources and support to be 'bought in' • Mum is more confident to phone Home-Start Organiser and discuss problems • Mum is less isolated as her volunteer can support accessing the community • Mum and dad will have more knowledge around Autism after attending course

Case Study



Support and friendship
for families

Home-Start Knowsley

Level of Need: 3	Length of HSK support: 4 months
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Background and Issues	<p>The family were referred to Home-Start Knowsley by the Health Visitor. The HV advised that mum has got quite complex mental health issues and had completely disengaged with Mental Health services and was no longer taking any medication or attending Mental Health appointments. The HV had said that she didn't hold out much hope of mum engaging with our service but she didn't know who else to refer to!</p> <p>The disengagement was impacting on her ability to maintain routines in the home which had become chaotic with no room for her little girl to play safely. Mum was also reluctant to go out of her property alone which was also limiting play opportunities for her daughter. Mum admitted that she didn't trust any agencies as she felt that in the past she had been "preached to" and told how to parent her child.</p>
Intervention and Support	<ul style="list-style-type: none"> • Intensive Organiser support • Mental Health team contacted and new appointments made • All Mental Health appointments coming to Home-Start Knowsley • Daily telephone calls to start with, now weekly • Volunteer matched • Attended psychiatric assessment with mum • Diary sheets set up for mum to put on the wall as a prompt and a reminder • Safety assessment completed in property by Home-Start • Safety gates purchased via the Children Centre • Relationship developed between mum, Home-Start Organiser and the volunteer
Outcomes	<ul style="list-style-type: none"> • Trust has been established between mum and Scheme Organiser. • Mum feels supported by the volunteer and good friendship has developed • Mum now taking medication on a regular basis • Appointments are being attended and mental health is now being monitored by professionals and Home-Start Knowsley • Mum is establishing routines in the home using the diary sheets as a reminder • Mum has reported that she is enjoying life now • Mum tells us that she feels much happier and less anxious • Play opportunities have been developed for the little girl and mum is enjoying quality play time

Case Study



Support and friendship
for families

Home-Start Knowsley

Level of Need: 2	Length of HSK support: 7 weeks
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Background and Issues	<p>This family were referred by the Early Help Team in 2016. Mum has health problems and is also struggling with 3 year old son's behavior since baby sister was born 15 months ago. Mum works two days per week and the children attend Nursery whilst Mum is at work. Dad works long shifts and Mum is often at home alone with the children on her days off. Mum anxiety issues prevent her from taking the children out as she does not have any confidence to attend groups on her own. Mum is very isolated and requires support to encourage her to access community activities.</p>
Intervention and Support	<ul style="list-style-type: none">• Information and timetables were provided for local Children Centres and playgroups in the area for the family to access.• The family were allocated places on Home-Start's Fit4Life Health & Wellbeing course.• Mum has been supported to attend Mental Health appointments.• Home-Start have provided one to one parenting support to manage the children's child's behaviour.• Mum was supported to book onto the Chatterbox sessions at the Children Centre and is now attending weekly sessions.
Outcomes	<ul style="list-style-type: none">• Home-Start's Rapid Response Worker is supporting Mum with eldest child's challenging behaviour/promoting positivity and encouraging indoor and outdoor play.• The family say they feel more supported by having weekly contact with a Rapid Response Worker and have someone they trust to talk to.• Mum is attend the local activities with Rapid Response Worker and is less isolated.• Mum has attended Fit4Life for the past two weeks and she and child are socialising and learning new skills to improve health and wellbeing.• Family are accessing Home-Start's Parent and Toddler Group in Huyton and becoming more independent.• Mum has increased in confidence and self-esteem.

Level of Need: 3	Length of HSK support: 3 months
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Background and Issues	<p>The family self referred in August 2015. Family consists of a single mum with one daughter aged 21 months. Mum initially contacted us for support with Smoking Cessation and signed up to receive advice and support to quit smoking. Mum had led a chaotic life and had two of her children removed from her care and were living with their father's family. Mum had been previously on a CP out of area for the child she has in her care and then family were transferred to Knowsley. Knowsley Social Care closed the case and referred family for support to reduce isolation and help Mum access community groups as she had recently moved into Huyton. Mum began to engage well with Home-Start and had started to attend the Parent & Toddler group. Recently there was a domestic abuse incident where Mum was severely attacked by the partner and her case has now re-opened with Social Care. It was also disclosed that Mum had hidden her relationship with her ex- partner and her drug misuse to all services and now Social Care are to commence Pre Court Proceedings.</p> <p>The family were isolated as they do not have any family who live close by.</p>
Intervention and Support	<ul style="list-style-type: none"> • Home-Start introduced the family to Children Centres and playgroups in the area. • The family were supported by Home-Start to attend KMBC meetings to resolve the matter of their KHT debt and process their claim. • The family attends Home-Start's playgroup every Wednesday morning. • Home-Start supports the family to access CRI to help with Mum's substance recovery. • Mum was supported to access a solicitor for Pre Court Proceedings appointments. • Home-Start has supported Mum with smoking cessation and is on week 7 of her NRT therapy. • Mum has had support to attend her GP to access help with her mental health and counselling services.
Outcomes	<ul style="list-style-type: none"> • The Family are less isolated as they have been accessing Parent & Toddler Group and accessing other specialist services. • Mum is on the road to recovery as she is accessing support from CRI and now has an allocated worker. • A solicitor is in place to help with legal matters. • The family have had their rent arrears resolved with KHT with advocacy from Home-Start. • Mum is almost smoke-free and determined to lead a healthier lifestyle and be a better example to the rest of the family.

All the team at Home-start Knowsley would like to say a big

Thank you

To all of our funders, whose support has helped us to meet the needs of families and volunteers in Knowsley

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Children in Need

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Big Lottery - Reaching Communities

John Moores Foundation

Community Foundation for Merseyside

Knowsley Metropolitan Borough Council

Northwood Together

Asda

FareShare

Knowsley Chamber of Commerce

Reasons to Volunteer

Do your part
Meet new people
Join the excitement
Be a positive Influence
Raise Awareness
Develop new talents
Grow from the experience
Learn and Serve
Personal satisfaction
Work for a cause
Be part of a Team
Face new challenges
Pass along Wisdom
Preserve the environment
Keep Active
Raise Awareness
Share your vision



Thank you to Abel Landscaping for donating our new shed

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