

Home-Start Knowsley 2016-2017

Home
Start

Support and friendship
for families

KNOWSLEY

Annual Report



Registered Charity No:1107933

Registered Company No: 5197002

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Trustees and Staff

April 2016 - March 2017

Chair - Susan McGuire

Vice Chair - Jackie Sumner

Treasurer - Dr Clare Kenny

Trustee - Louise Johnston

Trustee - Patricia McKnight

Scheme Business Manager and Secretary- Pamela Bowes

Senior Organiser - Linda Tiley (Resigned June 2017)

Organisers:

Tracey Whistlecraft

Mandy O'Melia

Cheryl Roach

Finance Administrator - Andrea Thompson

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 (until June 2016)

Chairs Report by Susan McGuire

2016-17 has not been an easy year. We continue to maintain our determination to support our families. We have built a brilliant volunteer base for our breastfeeding support service and we have put a lot of effort into maintaining our home visiting volunteers. Recruitment for home visiting volunteers is one of the key challenges we will focus on in the coming year.

We continue to build a reputation as a trusted source of support and friendship for many Knowsley families struggling with difficulties in their lives. This has been recognised by our funders and we were delighted this year to be chosen to receive funding from the Steve Morgan Foundation. A donation from a Trust like this is not only welcome because of the money but because it is a recognition of our good work and our strong governance.

We have continued to maintain a presence in Northwood even though we were not able to continue to manage the Community centre. This is something we are very pleased about as we feel strong ties and friendships in the community after managing the centre for just over two years. We maintain a link with Big Local for Northwood.

We are very proud of our building here in Rupert Road and having bought it just over two years ago we feel we wish to make the best of it. During the year we have upgraded the garden area and it looks lovely. So many families have had pleasure from it over the last few months.

During the year we had assistance from Helen Wilson of The Reader Organisation to inspire reading and story-telling with our Parents and Toddler group - helping parents to develop skills for reading and engaging children with books. We will do more to encourage this. One of our main projects will be focussed around getting children ready to take advantage of opportunities in the classroom.

We asked our staff for ideas for new projects which we could fund and their creativity shone through. Tracey, Rachel, and Jess put on successful projects in Mindfulness, School Readiness, and Basic Sewing Skills. These have been very well received and hopefully will continue to be new additions to our portfolio of projects benefiting families.

We were very fortunate last year to have the assistance of an additional member of staff as a Deputy Manager - Linda Tiley. Linda stayed with us for a year and was a great help, concentrating especially on boosting our volunteer recruitment which as I have said is an on-going pressure for home visiting. This is an issue for all charities at the moment. We also said goodbye last year to Julie Barr, our Building Maintenance Officer at Northwood. Julie really threw herself into involvement with Home-Start on all fronts and we welcomed her enthusiasm and warmth.

Over the year we continued to receive support from Asda Huyton and from Tesco's in Allerton. We are tremendously grateful to both as their donations make life easier for lots of our families.

As always, I have to thank a dedicated and committed staff team as well as our wonderful volunteers, including trustees. We continue to make a difference to people's lives as we witness from the many case studies we hear in board meetings and it is rewarding work to be Chair with such an inspirational team.

Scheme Business Manager's Report by Pam Bowes

2016 – 2017 has been a year of emerging change across Knowsley as diminishing funds alongside increased demand for services has left us with huge challenges to overcome and we have had to think more creatively to support all the vulnerable families who rely on us. We have evaluated the resources and strengths we already have and have been developing them to meet changing needs in line with Knowsley's priorities. Our core offer of 1-1 packages of support by Scheme Organisers, Rapid Response Workers and volunteers has enabled us to support even more families and I congratulate the Team on their problem-solving skills and ability to respond to difficult situations by teasing out the answers to problems without creating dependency and enabling families to find their own solutions. This is often stressful yet they remain professional and focussed.

Appreciation to Linda who joined as Senior Organiser and Karen Keith who covered Andrea's Maternity Leave.

We have delivered a lively timetable to engage families, and especially little people, through a variety of learning and leisure activities that is continually changing and always designed to improve health and wellbeing, stimulate curiosity, and educate. I hope you will take the time to read all about them further into this report.

The pilot of our School Readiness Project was particularly successful and will be developed as an 8 week course and will also be delivered by volunteers in family homes across the borough. We are proud to be able to support children's learning and development through creativity and parents tell us it has been an enjoyable learning curve for them too.

Holiday Allsorts ensured families had affordable holiday provision during school closures when children were often bored and parents tell us they struggle to entertain and feed them. Well done to staff who provided a raft of activities on a shoestring budget and many thanks to colleagues and friends at Asda, Tesco and Food Bank for their donations and support. It was heart-warming observing communities coming together thanks to the determination of the Team to ensure its success.

Our Breastfeeding Peer Support Volunteers have been extremely proactive across the borough and their enthusiasm and passion is so very evident whenever I see them. They rally round when Tracey sends out an SOS and volunteering must certainly be the currency of kindness. It fills me with pride to see you all in your purple T-shirts and carrying the banner for Home-Start Knowsley. We will be asking even more of you when our new contract is negotiated and I am confident you will rise to the challenge.

Trustees have had difficult decisions to make regarding the management of Northwood Community Centre and becoming partners of the newly formed Home-Start Merseyside Consortium. I am sure there will be more challenges to negotiate over the coming year and know they will make informed decisions to ensure Home-Start Knowsley remains well and truly on the map.

Report by Tracey Whistlecraft

This year I want to write about the marvellous team of breastfeeding support volunteers we have who never fail to amaze me with their support both for me and to the scheme.

*Volunteers do not necessarily have the time; they have the heart -
Elizabeth Andrew*

When the idea to support breastfeeding mums was mooted around it seemed quite alien for a Home-Start Scheme to do, but in reality the whole ethos of Home-Start meant that having breastfeeding volunteers to support new mums fitted in perfectly alongside our core offer of home visiting.

During the training, our groups bond and support each other and continue to grow friendships long after the course is finished and of course seeing our Home-Start babies grow is fabulous...I have lost count of just how many babies have been born during my time of delivering training.

Some of the add-ons from having such a fantastic team is the fact that the volunteers are making a significant contribution to the economy reducing the burden on Government spending. At Home-Start Knowsley we are creating conditions where the economy can benefit. We do this by really investing in our volunteers. By giving them good quality training leads to their skill being boosted and improves their employability in the future. A win win situation for everyone and in the coming years this will be ever more prevalent as budgets shrink and become tighter.



Our volunteers are involved in decision making in their scheme and it is important to remember that they are a major part of Home-Start and their voices are heard... after all we couldn't do the work without them.

One of our proud highlights was having the volunteers nominated in their own right for the Community Achievement Awards with First Ark and although they didn't come first, they got Highly Commended in the Community Group of the Year Award. In my eyes they are all winners!

I am so proud of each and every volunteer who starts their journey with us. I have watched them grow in so much confidence and self-esteem. I have watched and listened to them in action giving new mums information and in turn boosting someone else's confidence. I have watched them go on to Further Education and move on to pastures new and start a whole new journey.

Report by Mandy O'Melia

This is my 8th annual report for Home-Start and I am amazed that another year has flown by in an instant; it has been both busy and successful. We have supported a diverse range of families and children. 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.

Parent & Toddler group has continued to be very popular. Each Wednesday during term-time our sessions are provided to children who are of pre-school age. Sessions are much loved by the families who attend. Sessions provide vital support, building social skills and reducing isolation for both adults and children. Parents often express that "Attending Parent & Toddler group is so important for our family - we love it - it helps us cope by getting out the house" - the group is so valuable to families meeting the needs of both adults and children.

Allsorts summer activity group has been very well attended. Each week our scheme has provided free sessions at Rupert Road & Northwood Community Centre: which have offered families' fun activities during the challenging summer holiday period. Our sessions have been in high demand and thoroughly enjoyed by all. A party extravaganza was provided at our last session. Princess Elsa from 'Frozen' attended as well as Dave the 'Minion' character to entertain the children - who were thrilled. It really was a joy to behold. Special thanks to Unity Childcare who donated 'Princess Elsa' in the form of staff member Deandra.

And finally: 'A Huge 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

It has been a very busy and rewarding year for me at Home-start Knowsley. I feel that as a team we have achieved a great deal this year and I am looking forward to building on our successes next year.

In the past year, we have helped so many families overcome their challenges and helped alleviate those stresses and strains of life and make sure they have the skills, confidence and strength they need to nurture their children. One of the things I love about my job is no two days are ever the same because of the different aspects to my role. This year we were fortunate enough to be chosen by Cash for Kids to hand out toy donations. It was very endearing to be part of this experience.

I took the lead in registering NHS Health Checks, which is a free check-up to identify higher risks of health problems e.g. heart disease, diabetes, kidney disease or stroke. I signed up 57 participants who received free personalised advice to help stay healthy.

I am now into my second year delivering our **Fit4life** project, which continues to thrive and grow. Group work is only a part of what we do, it's always a pleasure to support families who benefit from personal support. Our staff and volunteers play a huge role in this project; both in supporting the sessions and by encouraging home visited families to improve their health and wellbeing. Our main objectives are to promote quality family time, positive parenting and emotional wellbeing for all the family. This year our family activity day took place at the Mattel Play Centre in Liverpool. It was a fantastic day out as it offered interactive adventure play across 3 different themes. The feedback from the families who attended the course said.

"Absolutely loved the course, really enjoyed coming each week, making new friends with lovely people"

As always, I would like to extend my thanks to all our volunteers, trustees and partner agencies, and with the help of my colleagues I plan to keep promoting the good work of Home-Start throughout the borough in the hope it will continue to bring forward new volunteers.



Report by Rachel Mitchell

The past 12 months have been very busy and very rewarding for everyone at Home-Start Knowsley. I get great satisfaction from seeing so many families supported and empowered by the work we do. In my role as Rapid Response Worker I see many different families with very varied needs. Working within the Home-Start ethos means that I always strive to help parents to identify their own needs and to work out their own solutions to problems after discussions of the issues facing them. By working together with families to develop strategies to manage their own problems they are more likely to engage with the changes they need to make in order to improve things for themselves and their children, which is our ultimate aim. This also helps to raise parent's self-esteem as we work alongside them rather than doing things for them. Each small positive step helps them gain confidence in their own parenting abilities.

A lot of my role is being an active listener, letting parent's offload their worries and concerns and talk through past experiences. Some people are recovering from the after effects of previous domestic violence and trying to come to terms with the long term effects on their mental health and day to day wellbeing. Past bereavements also cast a long shadow over people's lives. I have also recently worked with mums who spent part of their childhoods in care and have spoken with them about the impact that has had on their lives. Being able to offer families 2 hours of support each week gives time to build a trusting relationship where parents feel able to be open and honest about their feelings which in turn helps them to manage their mental health needs better.



I have also developed an 8 week school readiness course called Ready Steady Learn. This was run as a pilot scheme starting in February. I received good feedback from the families who attended and the children all benefitted from a wide range of activities and the parents were given a lot of ideas for activities which could also be carried out at home. I am now developing this course to fit in with Big Hopes Big Futures school readiness programme and look forward to helping many more children feel better prepared for starting school.

I am looking forward to the coming year and know that Home-Start Knowsley will continue to offer a lifeline to many families.

Report by Jess Quirk

I remember nervously driving towards the Home-Start Knowsley office in April 2015 for my interview like it was yesterday.

As soon as I walked into the office the nerves quickly started to disappear. I am sure anyone who has visited us at Home-Start will agree that the building has such a lovely feeling to it. You somehow feel at ease, safe and cared for soon after walking through the door! I know this has as much to do with the very caring and compassionate people who I am lucky enough to work here with as well as our inviting homely space.

Before my interview I was questioning myself as to why I had this crazy idea that I could be a valid employee alongside being Mum to a 4, 3 and 2 year old? By the end of the interview I felt it was totally achievable and furthermore that by leaving my children to go to work would actually be a good thing that would enrich all of our lives.

I am pleased to say, two years on I don't regret the decision to return to work at all. I am now an independent parent to an 8, 5 and 4 year old and owner of two very naughty kittens. There are difficult times like when the children are ill and early mornings during the school holidays but in general we have a very good work life balance.

It is for some of the reasons I have talked about above I feel I can relate really well to families, especially women who have found themselves parenting alone and wanting to make positive changes in their life. I am able to offer a first-hand account of how well it has worked for myself and my children.



Another thing that I remember clearly from the day of my interview is a question I was asked, something to the effect of:-

"Why do you think you are the right person and what are your positive characteristics which make you best suited for this job?"

My answer was simple but honest: - "Because I always see the good in people".

I am pleased to say two years down the line that I still feel our planet is inhabited by a majority of overwhelmingly good people. Sometimes the good is hidden below layers of trauma, abuse and social isolation but the more you support someone the more you unearth their inner good intentions and hopes for theirs and their children's lives both past and present.

To support someone while they shed their layers and embrace their good always has been and always will be an honour and a privilege.

Report by Helen Bushell

Since the last AGM I've given birth to my little girl Halle on the 14th December. We took a few weeks off getting to know each other and adjusting to becoming a family of 5, before coming back to running my group on Tuesdays in Tesco's community room & attending board meetings. (Halle really enjoys coming along to groups and meetings and getting lots of attention from our lovely staff, volunteers and mums)

As I continue with the role, I continue to admire the fantastic and amazing work Home-Start staff provide within the community supporting local families. Reading case studies from the staff gives an insight to the challenging, emotional and raw situations they are faced with on a day to day basis.



"Thank you" to the team, Tracey, Rachel, Mandy, Cheryl, Jess, Andrea & Pam. The dedication, support and emotion you put into each day is truly wonderful. Each and everyone of you should be very proud indeed of the difference you are making.

As a breastfeeding peer supporter, I work along side Tracey and our amazing volunteers. We have a fabulous team who all continue to raise awareness of the benefits of breastfeeding, and provide information and support for all our mums and babies who attend the support groups and events across Knowsley.

Breastfeeding Month once again has been a massive success and Home-Start has been involved at all events throughout Knowsley, which has been fantastic! Everyone is looking forward to making next years bigger & better than ever.

I would like to say a huge thank you to Tracey for all the continued support and training she delivers on a day to day basis. She has an amazing passion and dedication to not just breastfeeding but supporting our volunteers, mum's and babies across Knowsley

I took part in the Knowsley Active Challenge walk with my boys Lewis & Bobby along with some of the organisers and volunteers, it was a lovely evening for a 5k walk, well done to everyone involved.

In November, I attended the Community Achievement Awards with Tracey. It was a lovely evening being inspired by the amazing people across Knowsley, we live in a great community.

We didn't win on the night, but our Breastfeeding Volunteers came Highly Commended in the category of Community Group of the year. This was great to get Awareness again of breastfeeding into the community

In August this year, I'm hoping to raise lots of money for Home-Start Knowsley by taking part in the Liverpool Cathedral Abseil Challenge. Money raised will enable the fantastic work to continue. Wish me luck!

Our Volunteers

Volunteer Community Champions Awards

Home-Start Breastfeeding Peer Support Volunteers were nominated for an award as Knowsley Community Champions 2016. Competition was tough and we were disappointed to be pipped to the post but delighted to be Highly Commended.

We are extremely proud of all our volunteers but the 26 active Breastfeeding Volunteers are an absolute joy and it is our pleasure to be able to say we trained and mentored them along their volunteering journey.

Special congratulations to Tracey Whistlecraft who is our breastfeeding expert and leads her little band with such passion and who is the only person we know who can include the topic of breastfeeding in any conversation.....

Volunteer Comments

The Safeguarding elements were a real eye-opener and very emotional

Trainers were informative and welcoming

I made some really good friends and looked forward to my Tuesday Training

I loved the additional training: especially the First Aid. Can't wait to practice my new skills - I keep looking for someone who has fallen over !!

I'd heard of Home-Start before but didn't realise what they do

I have found it really rewarding doing something for someone else

Being part of the Home-Start Family is the best thing since unsliced bread

I feel far more confident to make decisions now -
the course gave me a real boost

I'm hoping a job will come up as a Rapid Response Worker for Home-Start. It would be my ideal job and I think I've now got the skills to be good at it

Breastfeeding Training

Knowsley has one of the lowest uptakes in the country for breastfeeding and Peer Support Volunteers work in partnership with Bosom Buddies to address strong cultural challenge to change people's attitudes to breastfeeding.

We actively recruit volunteers who express a wish to support, encourage and promote breast feeding for the future health and development and, giving children the best start in life. Home-Start Knowsley has been delivering La Leche and more recently, LENS training, since 2010. We are currently re-negotiating our contract with North West Boroughs Healthcare NHS Foundation Trust to include home-visiting support between weeks 2 and 8 with some antenatal promotion.

68 breastfeeding peer support volunteers were trained during the last two years. A new contract is currently under negotiation.

Volunteers receiving their La Leche League certificates
after completing 10 weeks of training



Group Support

Families Fit4Life

The programme targets the health and wellbeing of families with a child under 11 years and is monitored and evaluated on a quarterly basis and tracks the health improvements of the parents, children and extended family who have attended the weekly structured sessions. Between April 2015 and March 2017, six courses took place and 73 adult beneficiaries took part in an 8 week course, reaping the rewards of new found knowledge, skills and a further 1827 indirect beneficiaries enjoyed a quality family experience by attending the enrichment days.

Volunteers play a huge role in this project; both in supporting the sessions and by encouraging home visited families to improve their health and wellbeing. An unexpected outcome of the course is that it encourages male carers to take part, especially in the Family Enrichment Day which promotes quality family time,

positive parenting and emotional wellbeing. The course is evaluated after each session with the parents, and changes made if necessary. Trips to the Pantomime, Farmer Teds, and Metallica took place during last year. For many parents and children it was the first time they had experienced such activities due to financial constraints. All visits were planned by the families, supported by volunteers including costings and transport logistics.

Fit4Life Attendees Commented

Loved it - I learned a lot

Enjoyed cooking from scratch - never really tried before

I'm going to try the relaxation stuff before I go to bed and clear my mind

Making room sprays was easier than I thought

I had so much fun and will miss coming every week

Getting out of the house made me feel so much better

Appreciated the kids were safe and well looked after while I attended

Made a couple of really good friends

I'm going to try and eat more healthier from now on

I feel much happier in myself now

I'm going to save up for a bike



Lunch Club, Parent & Toddler, School Readiness, Friendly Friday and Holiday Allsorts

These additional groups provided by Home-Start have grown from strength to strength and were initiated as gaps in service and the need for vulnerable families to receive support other than through volunteer home-visiting were identified. A significant number of parents who had attended Fit4Life requested the course to be extended to enable friendships to continue at a venue where they felt safe and comfortable and Parent & Toddler and Friendly Friday have enabled this to happen. Families who are waiting to be matched with a volunteer are encouraged to attend these groups whilst waiting and offers them the opportunity to access informal support prior to targeted support.

Whilst there is an identified need for this provision, there is no dedicated funding to support it. The costs to run these groups are minimal and donations cover refreshments but it is recognised dedicated funding needs to be secured to allow these groups to continue.

Lunch Club

Lunch Club for parents with additional needs and/or disabilities takes place in Home-Start's fantastic kitchen which is ideal for demonstrating and hands-on practical cooking sessions. Food donated by Tesco that is nearing its sell-by date is utilised to create healthy but sometimes unusual recipes, dependant on the delivery. A Disability Advocate will accompany to meetings, check benefit entitlements and supports individuals to complete forms and paperwork. The fortnightly group is very well attended by parents and younger children who tell us they enjoy this informal social occasion.

Parent & Toddler Group

On Wednesday mornings you will find our lovely Family Room, kitchen and garden at Rupert Road bulging with children, parents and grandparents who attend our weekly Parent & Toddler Group. Sessions are well led and planning follows EYFS Guidelines focusing on getting children school-ready and teaching adult's strategies to best support children on their early learning journey. In addition to the educational value, children and adults enjoy the social element and develop new friendships; reducing isolation and encouraging full participation. Attendees tell us they particularly value the arts and craft activities, hands-on cooking sessions and guest speakers e.g.

Having fun at Parent & Toddler Group



The Oral Hygiene Team who come with free toothpaste and brushes!

School Readiness Project

Big Hopes Big Futures promotes children's learning and development by teaching them a broad range of skills, knowledge and attitudes that children need as foundations for good future progress. Children become familiar with the learning environment and understand what is expected of them, learn to live within boundaries and are encouraged to behave appropriately with other children and adults.

Children are stimulated to ignite their curiosity for learning, form relationships and thrive physically and emotionally. This is achieved through well planned activities incorporating:

Playing and exploring - children will investigate and experience new things and be encouraged to have-a-go.

Active learning - children will learn to concentrate and keep on trying if they encounter difficulties, and enjoy achievements

Creative and critical thinking - children will develop their own ideas, make links between ideas, and develop strategies for doing things

Confidence will grow as children's communication and language skills develop and they learn to listen attentively and respond to what they have heard and know when to ask for help.

Children will become more independent and make informed choices by learning to manage their own basic hygiene, know the importance of a healthy diet, exercise, and keeping safe.

Friendly Friday

This user-led drop-in continues to be popular with Mum's and young children who support each other by offering a friendly ear and a cup of tea.

Holiday Allsorts

Holiday Allsorts was developed to support just-coping families during school holidays in response to numerous requests from parents who told us they struggle to entertain their children and often put themselves in debt by spending money on costly diversions instead of paying bills.

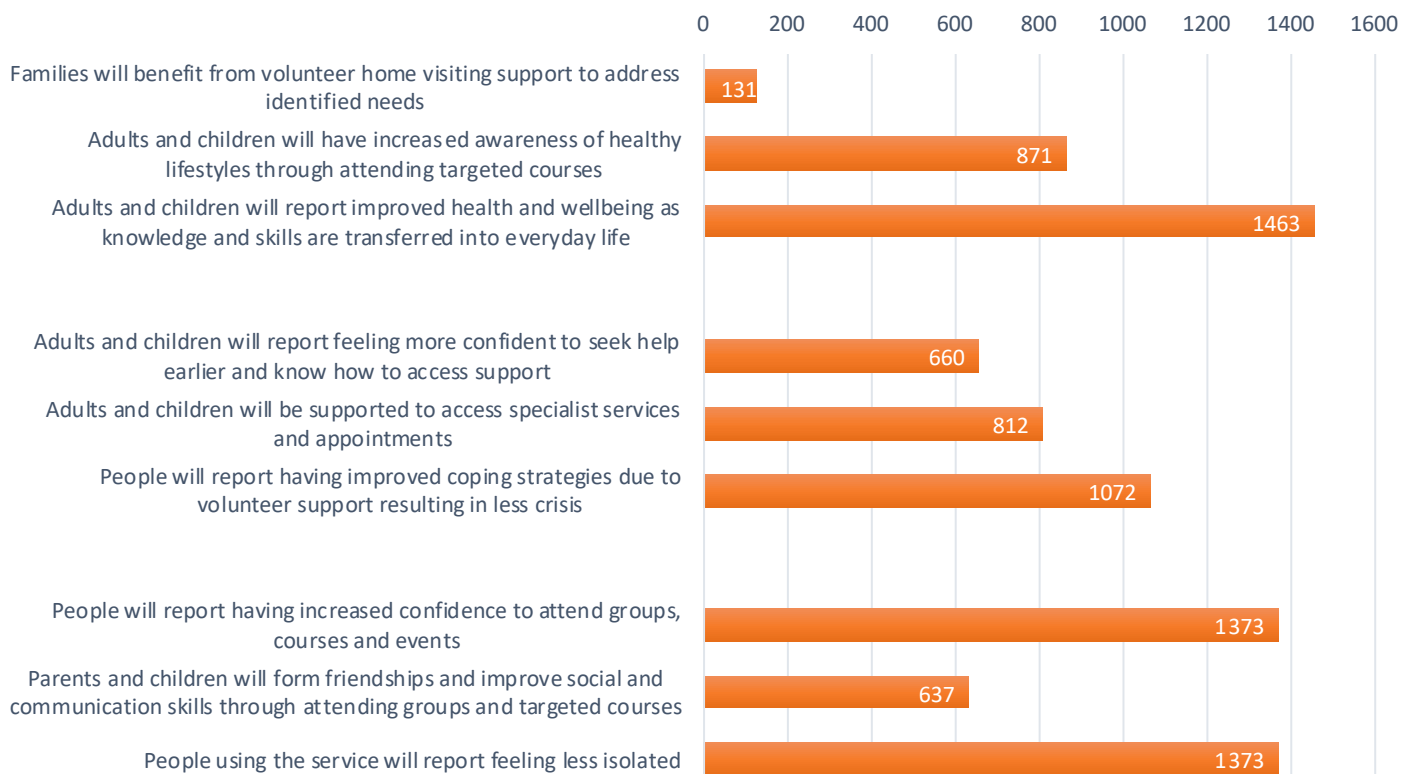
A shortage of free or affordable holiday provision often results in children left to entertain themselves and getting into mischief during school holidays and they sometimes put themselves at risk as they are left to play unsupervised in the streets resulting in safeguarding issues.

Many children who attend nursery or school miss the structured routines they respond well to during term time and there is evidence of educational fall-back as children are not provided with opportunities to stimulate and promote learning. Children's physical wellbeing is compromised during school holidays as they miss their healthy free school meal and there is limited access to exercise. The many cooking and tasting activities utilising the food donations from Asda and Tesco ensured children were fed healthily and learned a variety of cooking skills.

Family Arts and Crafts at Holiday Allsorts



Change Indicators and Number of Beneficiaries Supported



Partner Agencies

Home-Start has an excellent reputation for working in partnership with other services and agencies across Knowsley and professionals often complete joint visits and support families with multiple issues in a joined-up, co-ordinated approach. Partnerships are particularly strong with **Health Visitors and Midwives** who are our second highest source of referrals after self-referrals. Other specialist health services also refer to Home-Start e.g. **Child and Adult Mental Health, Substance Misuse Team, Smoking Cessation, Family Nurse Partnership, Health Development Team, Disability Social Care, and G.P's.**

Referral pathways have been developed with the **Early Help Team** who refer families to Home-Start as a step down to Level 2 service of families who have been at Level 3 are de-escalating and require lighter touch support. Likewise, there are clear protocols if a family we are supporting discloses higher needs requiring more intensive support or **Social Care** intervention.

Links with **Food Banks** has increased this year as families have found it more difficult to manage limited income brought about by benefit changes. In addition to providing basic tinned and dried food, Food Banks now give fresh fruit and vegetables, nappies and specialist food for those with dietary or cultural needs. Food Banks are also able to provide debt advice which many families have accessed.

Support from **Asda and Tesco** has been very gratefully received as both have donated food for cooking courses and events, raffle prizes, Easter Eggs, Christmas gifts and staff attendance at events and Awareness Days.

Home-Start are part of the **Fareshare/Tesco Scheme** where they donate food that is nearing its sell-by date rather than it being wasted. The majority of food was distributed to needy families who received their parcel via their volunteer or distribution at the **Community Centre.**

Happy Easter!



School Learning Mentors have made increased referrals and identified families that would benefit from attending Big Hopes Big Futures School Readiness Project. Beneficiaries are usually those who have not taken up free Nursery entitlements or had older siblings who had struggled with routines and basic skills in their early days at school.

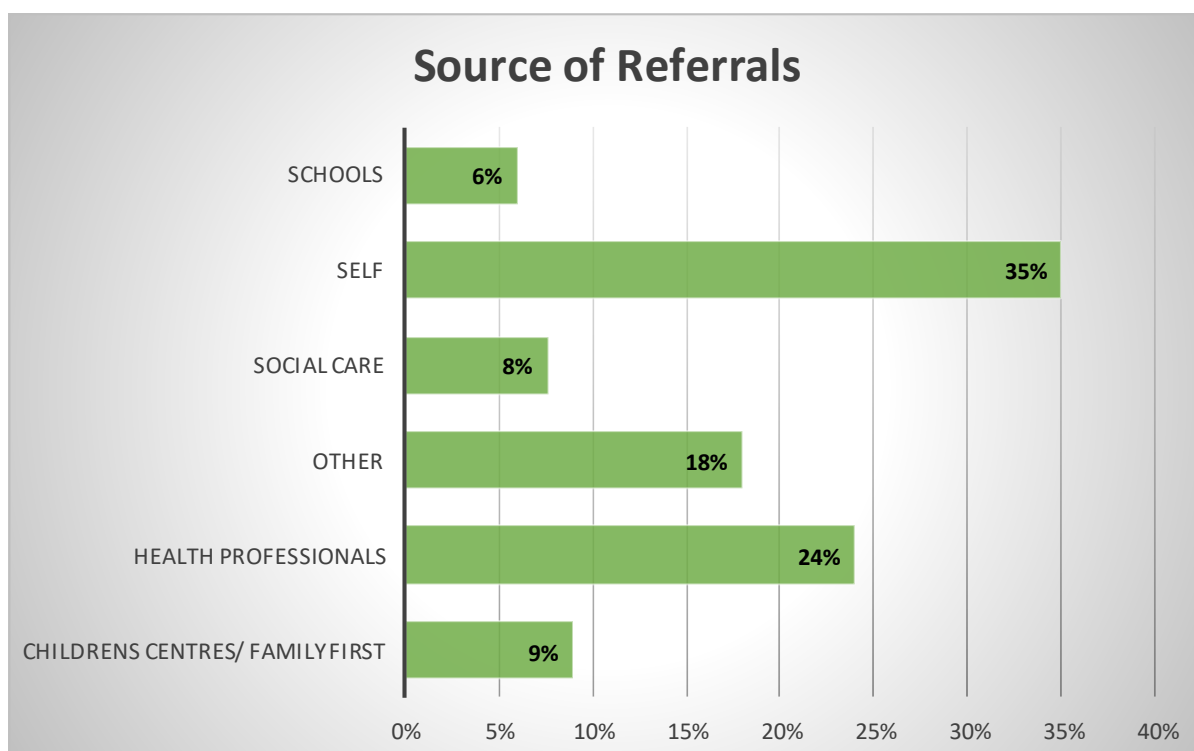
Knowsley Children's Centres have restructured due to Local Government funding cuts and many of their services have been reduced. Our staff continue to support families to register, access courses and accompany them to make introductions to ensure their visits are a positive experience.

Children's Centre staff attended our **Holiday Allsorts** activities and we were partners in the **Healthy Tum, Healthy Fun** initiative to feed children in the summer holidays. We will continue to address the emerging need to feed families during school holidays even though Children's Centres have informed us they will not be able to offer the same support in the future.

The Reader Organisation has supported us by training members of the Team to become Leaders and providing sessions at Parent & Toddler Group.

Home-Start Merseyside Consortium is made up of schemes from Wirral, Liverpool, St Helen's, Southport & Formby and Knowsley. We have successfully completed a PPQ (Preferred Providers Questionnaire) and have been accepted on to the Merseyside Family Support Framework. We are well placed to apply for future opportunities to work in partnership and are contract-ready. Schemes are working together on a project with The Reader Association to train volunteers and extend our reach to more families and we are keen to develop similar projects together.

Below is a chart showing where Home-Start Knowsley referrals came from between April 2016—March 2017



Case Study

Organiser: MM	
Level of Need: 2/3	Length of HSK support: 5 Days

Background and Issues:

The family consists of: Mum, C1 age 2 years & C2 age 8 weeks. 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 dangerously vandalised. C2 was born 6 weeks prematurely. Mum has gained a further KHT property but has lost sentimental possessions. The visit identified the family had one side plate, a sofa, a cooker & beds. Bottles for C2 were made with a rusted pan as there was no kettle.

Mum has suffered abuse in her previous relationship.

Mum struggles with substance misuse.

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.

Mum disclosed she had a Loan Shark harassing her. KHT are attempting to bill Mum £1000 for Council Tax arrears.

Mum is suffering from Post-natal Depression, severe anxiety and Post Traumatic Stress Disorder.

Intervention and Support:

- Initial Assessment completed and Emergency Food-Bank Voucher issued.
- Kettle and basic kitchen items provided by Home-Start.
- Clothes, toys and essential items provided for the children as a priority.
- Mum was transported and assisted to register herself and the children at her local Medical Centre.
- Referral made by Home-Start to Centre 63 for debt support and in dealing with KHT, Council Tax Debt.
- Case is now open to Family First.

Outcomes:

- Mum and the children now have vital essentials – bottles can be made safely.
- Foodbank assistance will ensure that they are able to eat a well - balanced diet.
- Family health needs will be met by their GP now they are registered.
- Centre 63 assistance will improve the family finances and reduce anxiety about money issues.
- Support will continue by Home-Start to meet the family's needs e.g. Home-visiting Volunteer, access to Parent & Toddler Group, and Fit4Life Course.

Case Study

Organiser: T.W	
Level of Need: 3	Length of HSK support: 9 weeks

Background and Issues:

The family were referred to Home-Start Knowsley by the Health Visitor as there are concerns about Mum's health. Mum is just 18 years old and has two children, the eldest is 2 ½ years old and has epilepsy, and the youngest is 6 months old and is being breastfed.

Mum is currently wearing a body brace after being in hospital for two weeks with loss of sensation to right arm and leg and is awaiting further investigation. Mum has been relocated to Knowsley by Domestic Violence team and is suffering from Post-Traumatic Stress.

Intervention and Support:

- Joint visit completed with Centre 63 and needs identified via Initial Assessment.
- Health Visitor contacted for updated records.
- Breastfeeding support provided and information given around feeding in different positions due to body brace.
- Home safety check completed by HSK.
- Rapid Response Worker matched to provide practical and emotional support.
- Early Help Assessment to be initiated by Home-Start Knowsley.
- Home-Start Knowsley chasing up hospital appointments after no contact from hospital after discharge.
- Occupational Health contacted to see if possibility of providing wheelchair for Mum to enable Rapid Response Worker to help with getting out and about in the community.

Outcomes:

- Visits taking place each week, and mum has reported that she feels supported emotionally and practically by Home-Start Knowsley.
- The Early Help Assessment will co-ordinate a whole family package of care.
- Mum is continuing to breastfeed successfully due to new positions being used.
- HSK will continue to contact hospital for further clarification around appointments.
- Isolation reduced due to Rapid Response Worker's support and wheelchair.

Case Study

Organiser: C.R	
Level of Need: 2	Length of HSK support: 14 weeks

Background and Issues:

The family were referred by Family First in March 2016. Mum lives alone with her two boys (8) and (5), the eldest is autistic with very little language skills. Mum's relationship with the children's father had been abusive and this had been dealt with by court. The main issue identified was that Mum is struggling with is the youngest child's behaviour. He is bedwetting and had a poor sleep routine which was impacting on Mum's mental health. Mum was also having difficulty getting him to school most mornings and on several occasions had to ask the Learning Mentor to come and escort him to school. Mum is also experiencing contact issues with the children's father which is impacting on Mum's well-being. The relationship between Mum and her youngest son is becoming very concerning.

Intervention and Support:

- HSK have referred Mum to 'Anger in the Family' course to help improve relationships within the family, especially Mum and ex-partner.
- HSK referred family to the Sleep Support Nurse to help with sleep routines and bed wetting.
- HSK have provided information on activities at groups for children with additional needs for eldest child to attend.
- HSK liaised with school Learning Mentor to support Mum with getting child to school and jointly initiate an Early Help Assessment.
- HSK supported Mum to apply for respite within KMBC Disability Team.

Outcomes:

- Mum feels less isolated and accessing other services due to the support provided by HSK.
- Mum is now actively engaged in 'Anger in the family' course and feels more positive about herself and her situation.
- Family feel more supported by accessing respite groups for the eldest child.
- Mum is able to spend quality time with her youngest son as eldest child goes to respite groups.
- Sleep routines are improving with youngest child.
- Family relationships are improving.

Case Study

Organiser: L.T	
Level of Need: 5	Length of HSK support: ongoing

Background and Issues:

Mum has a two year old daughter and is pregnant. She is an ex substance mis-user and has been involved in abusive relationships. Both the daughter and unborn are on a Child Protection Plan. Mum has also been involved in DV from a family member, who has mental health issues, causing her to leave a KHT tenancy. She subsequently took a private tenancy in a high rise accommodation. Due to harassment by the landlord over unpaid electricity bills, she abandoned this tenancy and went to stay with a relative. As this property was deemed unsuitable, and she was unable to claim housing benefits, after several days she went to KHT Housing Options and declared herself homeless. Mum and daughter were housed in a homeless hostel. With some support from Centre 63, Mum then secured another private tenancy in a 3 bedroom house in Knowsley where she is now living. The latter three house moves took place within the space of two and a half weeks.

Intervention and Support:

- Organiser offered daily telephone contact with Mum to provide emotional support during the house moves period.
- Organised emergency food bank voucher, collected the food and delivered this to the family as Mum had no means of getting to the Food Bank herself.
- Visited the family in the homeless hostel, allowed Mum to use work phone to make important calls as she had no money for top up.
- Took mum and the daughter to the paternal grandmother's so that child could be looked after overnight and then transported Mum so she could stay with unborn baby's father.
- Liaised with Centre 63 over the new tenancy and organiser completed an application for an emergency furniture support package from KBC.
- Attended Child Protection Case Conference to outline HSK's involvement with the family during this period.

Outcomes:

- Mum felt supported emotionally and is accessing other services due to HSK encouragement.
- HSK provided practical help for the family helping Mum to feed herself and child and access use of a phone during her housing crisis.
- HSK enabled the family to apply for a furniture package enabling her to provide a safe environment for her child allowing Mum to meet daughter's basic needs.
- Mum is now settled in the new home and is able to provide stability and security for her child and can begin preparations for the birth of the baby.

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Asda

Lesley



Home-Start Knowsley
55 Rupert Road, Huyton, Merseyside, L36 9TB
Tel: 0151 480 3910
Email: info@homestartknowsley.org.uk
www.homestartknowsley.org.uk

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