

Home-Start Knowsley 2017-2018

**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 2017 - March 2018

Chair - Susan McGuire

Vice Chair - Jackie Sumner

Treasurer - Dr Clare Kenny

Trustee - Louise Johnston

Trustee - Patricia McKnight

Scheme Business Manager and Secretary- Pamela Bowes

Finance Administrator - Andrea Thompson

Senior Organiser - Linda Tiley (Resigned June 2017)

Organisers:

Tracey Whistlecraft

Mandy O'Melia

Cheryl Roach

Rapid Response Worker - Rachel Mitchell

Rapid Response Worker - Jess Quirk

Volunteer Representative / Advisor to BOD - Helen Bushell

Chairs Report by Susan McGuire

Happily during 2017-18 our breastfeeding support service in partnership with North West Boroughs NHS Trust has gone from strength to strength. Our strong partnership with LENS has delivered great benefits and we should make a special thanks to Marion and Anne who have given their time generously to support us to be innovative and effective. Since changing the way we deliver the service we have been tremendously successful in supporting breast feeding mums referred to us to continue feeding past the 6-8 weeks mark.

Funding has become something we need to employ more and more ingenuity over. Like many voluntary organisations we are expected to achieve a level of sustainability through developing services which can attract funding through contracts as well as through grant support. We also look for sponsorship where possible. Over this year therefore we have invested in improving our website so that people can instantly recognise our name and brand for what it does. We make the best use possible of all our social media opportunities including Facebook, Twitter and Instagram thanks in large measure to the skills of Helen Bushell, our volunteer rep on the Board and Andrea in the office.

We continue to look for ways to demonstrate to sponsors and funders how successful we are in enabling families to achieve independence and move out of stress. We have begun to collect information on the numerous times our staff have helped solve families' debt problems or access grants for them for vital furniture or equipment. The cash value of a lot of this work is rarely understood but given the skills and knowledge of some of our organisers it has been an area of great success.

We are also hoping to use ideas shared with us by other Home-Start organisations such as the 'Support a Family' sponsorship idea. We want to get local employers and organisations on board to understand the value that can be gained for the community and economy by supporting us financially to change the lives of families over the year. You can find more information on this on our website and can easily donate to support us.

Our most exciting adventure was the abseil from the Anglican Cathedral. This method of fundraising has been a new venture for us and we were grateful to staff, trustees and volunteers and their families for support on the day and the magnificent £4424.50 raised through sponsorship. Most of us enjoyed the 'jump' but for some it was an experience never to be repeated.



Our Big Lottery grant ended in January 2018. While we undertook an application on our own behalf which did not go through to final stages we also worked to respond to National Lottery and Home-Start UK policy by partnering other local Home-Starts to work in a consortium to bid for and deliver services. This is on-going.

As always, I have to thank a dedicated and committed staff team as well as our wonderful volunteers, including trustees.

Scheme Business Manager's Report by Pam Bowes

With increasing demands on services, challenges in the funding landscape and more complex relationships to negotiate, it can be a lonely but exciting place being a charity leader. As a small community organisation we have detailed knowledge of local circumstances and needs, and strategically, I have worked hard to influence others to understand and agree about what needs to be done and how best to do it. Strong partnerships are in place with other agencies and Case Studies later in this report will evidence our impact and reach for some of the most vulnerable families.

Our long-term goals for the families we support in Knowsley remain the same:

- Better health & wellbeing
- Improvement in social determinants of health
- Making Knowsley a better place for children, young people, and adults to thrive
- Giving everyone a better quality of life
- Increased control and for people to have the courage to take up opportunities

We understand caring for children can be stressful and impacts on family life and we realise parents face other challenges as sometimes there are limited choices, services can be hard to access, high unemployment often means there is little money, and poor housing brings additional stress and anxiety. Our 1-1 home-visiting support, targeted courses, groups and drop-ins address those issues and bring about long-lasting change that is timely. You can read more about them within this report.

April 2017 to March 2018 was a good year for us and we have been very visible across Knowsley by working in partnership with similar-minded agencies, promoting and awareness-raising – especially related to our breastfeeding support, the Holiday Allsorts Family Activity Days held in parks across the Borough, and our presence on social media.

A Home-Start Merseyside Consortium was formed this year, enabling better collaboration between the Home-Start branches in Wirral, St Helen's, Southport and Formby, Liverpool, and ourselves. This will enable us to apply for larger funding pots at Regional and National level and roll out good practice to more beneficiaries. It has been challenging but will hopefully ensure our future sustainability.

There have been many smiles and a few tears over the year. The most memorable event for me must be the abseil at Liverpool's Anglican Cathedral when myself and 9 fantastic others raised money through sponsorship. I am not sure if I nodded my head at the wrong time or forgot to tick the box to opt-out of dangerous activities but I can confirm I will not be taking part in any similar activities in the near future

I consider it a privilege to be the Manager of Home-Start Knowsley and am proud to be part of such an effective team of staff, Trustees, and other volunteers who all do such a good job and make us what we are today. Thank you to everyone – you make coming to work a pleasure.

Report by Tracey Whistlecraft

Once again sitting here writing a report gives you the chance to reflect on the past year with all its ups and downs.

This time last year we were waiting for news about our exciting new addition to our breastfeeding tender. Well, we were successful and a whole new phase of breastfeeding support at Home-Start Knowsley was about to commence.

We had supported new breastfeeding mums successfully for some time at group support. Now we would be taking over all the groups and providing telephone support and home visits from three weeks. This was a big ask and a big change for our volunteers and many questions went backwards and forwards. Questions were asked about volunteers having their own babies with them whilst running groups and I could only see this as a complete advantage on the whole. By having their own babies and toddlers with them at groups, breastfeeding peer support volunteer's model breastfeeding and mothering behaviours which is lost when it is only paid staff providing breastfeeding support. Our volunteers are now easily recognised out and about and at groups with the introduction of new purple t-shirts which look fab. The telephone support takes place most days with Helen and Halle- our office baby coming in once a week to add to the telephone support.

The stats are also looking good with retention of breastfeeding still at 6-8 weeks being 72%...how good are we!

I hope the volunteers know they are valued more than words can say. My thanks to them are heartfelt and I feel so proud of all that they achieve each week and throughout the year.



Last year I had the chance to pilot a course for mums who had low level mental health issues or felt emotionally unwell and were waiting for counselling appointments. The course was called Time To Mind and was six weeks of looking at how we recognise and cope with stress factors in our lives, and aim to improve our own emotional resilience.

The course included Walking for Health, a trip to the art gallery and a Read to Lead session with a story and poetry. Things that most of us would take for granted and easily accessible. The walk was very illuminating as a few of the participants reported that they had never just walked for pleasure. One mum said that she felt like she was on her holidays due to the glorious weather and having coffee and cake at the end of it. I am certainly looking forward to running with this course if future funding allows as more and more of our families are reporting poor mental health or self-esteem issues.



Time To Mind

...times you just have to
take a deep breath, relax, and
let things go.

Focus on what matters to you
and who matters in your life.
The rest will all work itself out.
Just take it one step at a time.

In a moment of madness I, along with a group of breastfeeding volunteers, a Trustee and the Scheme Manager agreed to abseil down Liverpool's Anglican Cathedral. This was to raise much needed funds for the scheme. How high and hard could be it be I thought!!

Well the pictures taken certainly evidenced just how high it was and getting off the platform at the top was very hard but it was one of the most exhilarating things I have ever done. That was definitely an up and down of the year.



Report by Rachel Mitchell

One of the things that has always impressed me about Home-Start Knowsley is the ability of staff to be flexible in their roles and support each other as best they can as well as supporting the families we work with through home visiting, group work and breastfeeding peer support. Throughout this year I have had a finger in the pie of each of those strands and have valued the support of other staff members to enable me to work to the best of my ability.

In my home visiting role I have supported a variety of families going through times of crisis including trying to balance life around the medical needs of their children, facing difficulties in managing children's behaviour, coping with the aftermath of relationship breakdown, struggling to maintain suitable home conditions for the safety of their children, trying to manage their mental health needs. Whatever each family has faced I have tried to walk alongside them helping them to carry their load; listening, encouraging, challenging, modelling good practise and helping them to find ways to overcome their problems and improve life for themselves and their children. I hope I have made life easier for them and helped them to make changes which will have a long term impact on their children and, in the future, on their children's children. Some families have been enabled to break the cycle of problems that have been passed down through the generations and this can have an on-going impact for generations to come.

This year I visited fewer families as more of my time was diverted to other projects especially planning for the launch of Big Hopes, Big Futures which is a school readiness course that parents and children attend together. Due to the funding that Pam obtained for the project I was able to buy some really good quality resources and develop a course that was very well received by the parents and children. Feedback at the end of the first two 8 week courses indicated that parents thought that they were more prepared emotionally for their child starting school and they believed that their child was better equipped with the skills they needed to help them to settle into school more easily. Hopefully as more children attend and local schools see the benefits more children will be booked on to future courses. We are keen to work with other agencies to highlight children who will really benefit from the course and hope to recruit more and more families.

In April this year I handed in my notice and left Home-Start Knowsley to enable me to explore new opportunities. As I look back on the time I spent working here I am very grateful for all the opportunities I have had to develop my skills and attend a great variety of training courses which were very useful in my work and which will also benefit me in future roles. I wish all the trustees, staff, volunteers and families associated with Home-Start all the best for the future.



Report by Jess Quirk

A highlight of my working year is the wonderful Allsorts sessions that we run during school holidays. It is lovely seeing the bond between families and the staff member who visits that family at home on a weekly basis. It is also really nice witnessing families coming together and forming friendships!

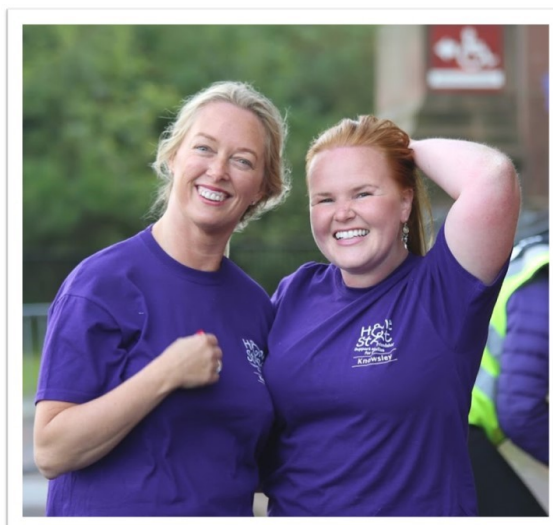
In July of last year, we got the NHS contract for Breastfeeding Peer Support throughout Knowsley. During my time in the office I have the privilege of having telephone conversation with Mum's of breastfeeding new-born's. It is really nice been able to offer reassurance and support to women in the earliest days of their parenting journeys. I am continually grateful to Tracey for my wonderful breastfeeding training back when it was still La Leche League training. Also, to Ann Jobling and Marion Jones who offer ongoing support (including fantastic enrichment days) with our LENS license which enables us to continue to train volunteers throughout Knowsley.

I'd like to say a little about my core work as a Rapid Response Worker. Recently, most of my families haven't needed any help accessing services or medical appointments and this has provided a really good opportunity to go back to basics and do some lovely activities within families homes. It is lovely to get down on the floor as family and play with an open-ended activity with no interruptions.

Talking of interruptions, while working with families I have noticed the impact technology has on people's lives! Technology advances monthly and I think we are all prey to thinking it makes our lives easier and in many senses it does. There is a machine to tell you exactly how to get somewhere, there is an app to turn your lights and iron off while you are sitting at your office desk. You can wear a watch that tells you if you have done enough exercise or if you are on a one-way track to obesity!! However, I think constant access to social media adds stress to families. It can make people feel inadequate and devalued. Online access for children can make parents lives a lot more stressful and complex.

I think everyone is very quick to talk about restricting screen time for children, but how about restricting screen time for adults?! I think technology has a big impact on the quality of parenting. Everyone seems so desperate to share their special moments online that they end up missing special moments. I am mindful and encourage other people to be mindful of how much you have your phone in your hand while your children are around. Instead of nursing your phone:-

Hold them a little longer.
Rock them a little more.
Tell them another story (you've only read 4!).
Let them sleep on your shoulder.
Rejoice in their happy smile.
They are only little for such a little while!



Report by Helen Bushell

It's been another busy year here at Home-Start Knowsley.

Welcome to all of our new volunteers. I would like to say a huge 'Thank you' to you and all of our experienced volunteers for giving your precious time every week, reaching out to so many families in the community with home visiting and breast-feeding support.

Breastfeeding Awareness Month in June was a busy month. Tracey ensured that every event was attended and supported by our staff and volunteers. Thank you Tracey, for your passion and dedication in training and supporting the breastfeeding community in Knowsley. We turned out in force for the breastfeeding walk through Liverpool City Centre & picnic in Chavasse Park and it was wonderful to see lots of orange balloons bobbing away promoting Home-Start Knowsley. Our event at Home-Start Knowsley was a fantastic celebration of the Tree of Life (beautiful photographs of our breastfeeding volunteers) with lots of planting and enjoying cakes in the garden.



In July 2017 we saw a change for the scheme when we received the tender for 3 years supporting breastfeeding mothers & babies in the community. Home-Start Knowsley's role now involves telephone support, home visits and on-going support in groups across Knowsley. This has been a great success & provides wonderful experience to our volunteers.

The Big Latch at Knowsley Safari Park was an event we supported which was very popular with families old and new coming far and wide to be latched on for 10.30am and numbers added to the world wide count.

I took part in the abseil at the Anglican Cathedral in Liverpool, free-falling the 150ft drop with stunning views across the city which was breath-taking, and an amazing experience which raised money for Home-Start Knowsley..

We have welcomed Lynsey from MamaSling to bring the sling library to Knowsley, which now runs alongside our Breastfeeding Group every four weeks. This new dimension has brought lots of new parents and babies to our lovely venue.

We have been lucky as volunteers to continue to receive additional training. This year we had another visit from Ann & Marion from LEN'S and some volunteers were invited to attend a Foetal Alcohol Spectrum Disorder Conference with staff, which was fascinating.

Our Volunteers



This year
Home-Start Knowsley
have provided

47

volunteering opportunities.

Volunteers donated **6768 hours** of their time throughout the year to support the delivery of our service.

They are invaluable and without them we would be unable to offer the unique tailored service that we provide.

Volunteers carry out their roles willingly but it would cost us **£48,730** to employ them.

Volunteers have had the opportunity to attend additional training throughout the year

- Food Hygiene Level 2
- FASD Conference
- Breastfeeding Management
- LENS enrichment day
- 2 minute health messages

Volunteer Comments

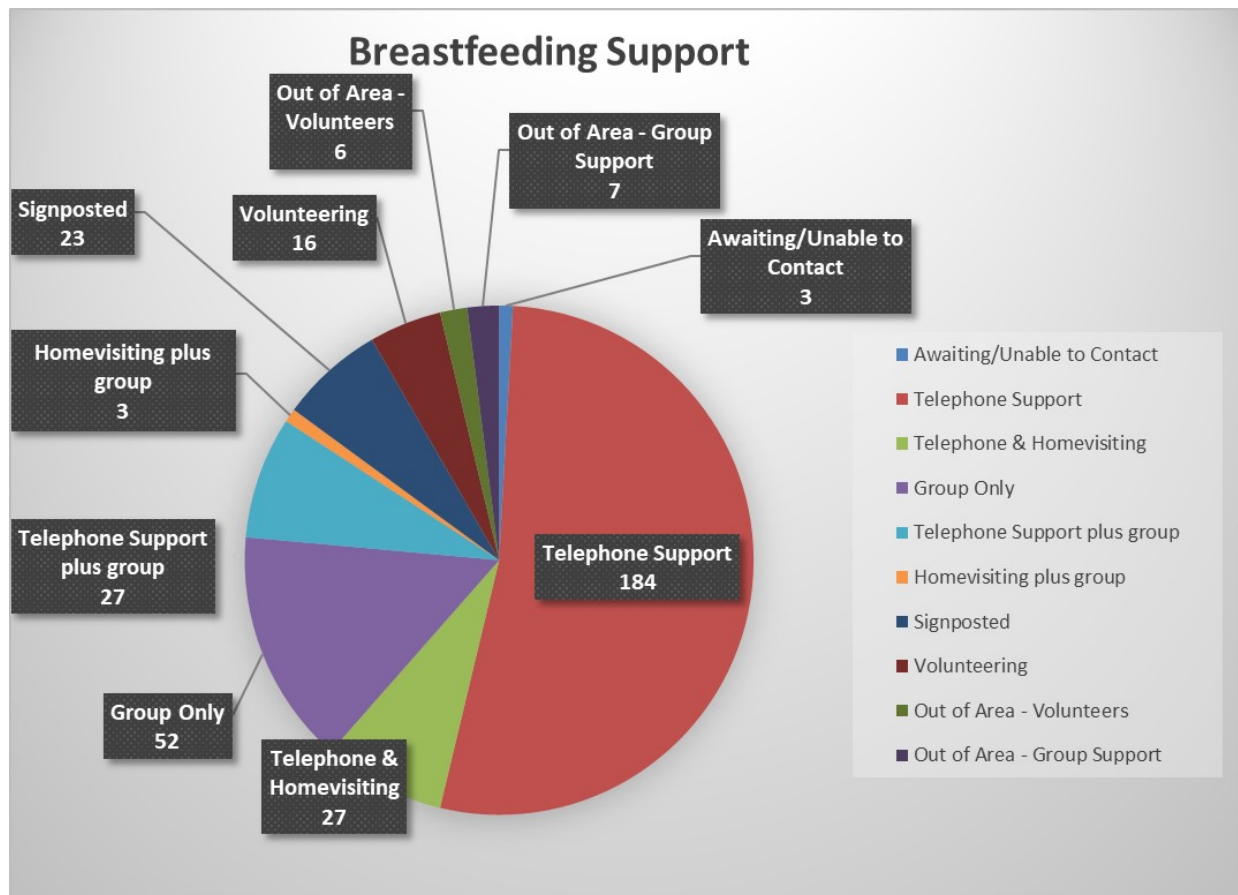
"I'd be lost without Home-Start there, they're like a family to me"

"I want to thank you from the bottom of my heart for being the driving force in where I am today"

"Your invaluable training enabled me to embark on a degree with NCT"

Breastfeeding Peer Support

Home-Start supported 332 new mums breastfeeding in Knowsley since the new contract started in July 2017. An amazing 72% of 250 mums were still breastfeeding when they were discharged at 6-8 weeks.



Breastfeeding Peer Support Volunteers raising awareness during breastfeeding month



Group Support



Families Fit 4 Life

Families Fit 4 Life Attendees Comments

"I really looked forward to it each week"

"Seeing the DVD made me determined to stop smoking"

"It was great to have a bit of time for me knowing the kids were well looked after"

"I've never planted anything before—it was fun"

"Cheryl really helped me to sort my money issues out"

"I'd seen all the fruit in shops but not tasted them all and I didn't have a clue what to do with them"

Lunch Club, Parent & Toddler and Big Hopes Big Futures

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 group is very well attended by parents and younger children who tell us they enjoy this informal social occasion.

Parent & Toddler Group continues to be well attended and families come and go as children move on to Nursery or school and there's always a lively atmosphere when families fill the building and even better when the weather is kind and we can take full advantage of our fantastic outdoor space. Parents tell us they have made new friends and the group has given them the confidence to attend some of the additional courses and activities that Home-Start has on offer.

Big Hopes Big Futures is our School Readiness Project that has been delivered and developed by Rachel to groups of pre-Nursery and school children and their parents. Children have loved the lively sessions of indoor and outdoor activities that have been planned to build confidence in children and prepare them for their educational journey and teach them what is expected within educational settings so they are ready to learn, can follow instructions, take control of their own personal care and make informed choices related to healthy choices, positive relationships and be aware of others feelings and needs. For some, this has been more difficult than for others, especially if they are the first born child into the family and have no older sibling to learn from and relate their own experiences to. Some parents have told us they are unprepared for the transition and have learned to let-go as a result of strategies and reassurances given on the course.

It has been rewarding to observe children making progress over the 8 weeks and watching children grow in confidence as they become familiar with what is expected of them, following routines, joining in activities, willing to have-a-go, and developing communication skills to ensure they have a voice and can give an opinion. The project will continue due to funding secured from Children in Need Main Grants.



Holiday Allsorts has been running for a couple of years now and was instigated to give families something to do during the long school holidays when parents tell us they struggle to keep children amused. Some also reported they got themselves into debt to pay for expensive days out rather than paying the bills and others worried that children often got into mischief as they wandered the streets looking for something to do and sometimes put themselves in danger. There was also an issue of reports that children were going hungry as they missed their free school meal entitlement when schools were shut through the holidays.

With this in mind, this year's Allsorts had more of a 'Food Theme' starting with breakfast cereal, donated by The Food Bank and a variety of activities e.g. making and eating The Hungry Caterpillar, and Asda's Food Tasting and Bread Making sessions. Just to make things a little more interesting, some of the Activity Days were held in open spaces which meant a mammoth task of delivering resources and setting up camp at various green spaces across the borough. This worked well when the weather was kind and ensured there was plenty of activities to get families more active but caused a few difficulties, especially when the gazebo blew away but luckily there were no injuries.

Altru Drama added an additional dimension as they joined us in delivering sessions and were loved by the families who gave very positive feedback. Funding has been secured from Children in Need Small Grants for the project to continue next year.



Partner Agencies

Our partner agencies have kept us busy again this year and the number of referrals has meant that Scheme Organisers, Rapid Response Workers and Volunteers have had full diaries and heavy Case Loads, providing targeted support to address families' needs and instigating life-long change for vulnerable families across the Borough. We like to think that Home-Start is an integral piece of the jigsaw that is effective in providing the right support at the right time to prevent crisis and our early intervention is proven to prevent escalation of difficulties and the need for costly statutory support further down the line. Families tell us they engage with us because they choose to and not because they are instructed to do so and like the way they identify their own priorities and set their own targets.

Key partners continue to be health professionals e.g. **Health Visitors, Midwives, Perinatal Mental Health, Family Nurse Partnership, G.P's, Portage Team, Continence Team, and Bosom Buddies, schools and nurseries, Substance Misuse Team, Smoking Cessation Team, Children's Centres, Centre 63, CAB, Job Centre Plus, and Changing Lives.**

The Food Bank have continued to donate breakfast cereal for our Holiday Allsorts Family Activities and we have issued more vouchers to struggling families this year as debts caused by changes in benefits has meant more families have struggled to feed their families and is a common issue across families we support.

Food donations from **Tesco and Lidl** have been utilised in a more co-ordinated way this year as food parcels have been forwarded to families and we have been able to incorporate more practical cooking sessions into our groups and drop-ins.

Asda have been a huge support this year as they have donated toys, food, and resources, and perhaps mostly appreciated, the time and goodwill of their Community Champion, Richard, who has spent time with us supporting families at grass-roots level through attendance at Holiday Allsorts Activity Days and providing taster and cooking sessions for little fingers to get involved with. What a very nice man.

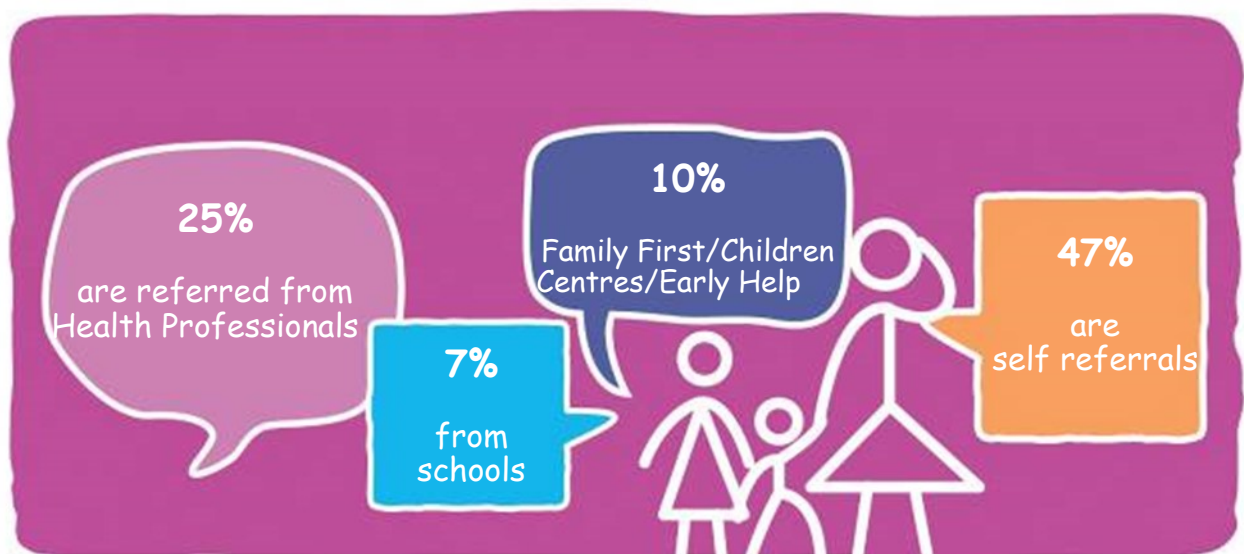


School Learning Mentors have made increased referrals and identified families that would benefit from attending Big Hopes Big Futures School Readiness Project. Beneficiaries are usually those who have not taken up free Nursery entitlements or had older siblings who had struggled with routines and basic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

Knowsley Children's Centres Our staff continue to support families to register, access courses and accompany them to make introductions to ensure their visits are a positive experience.

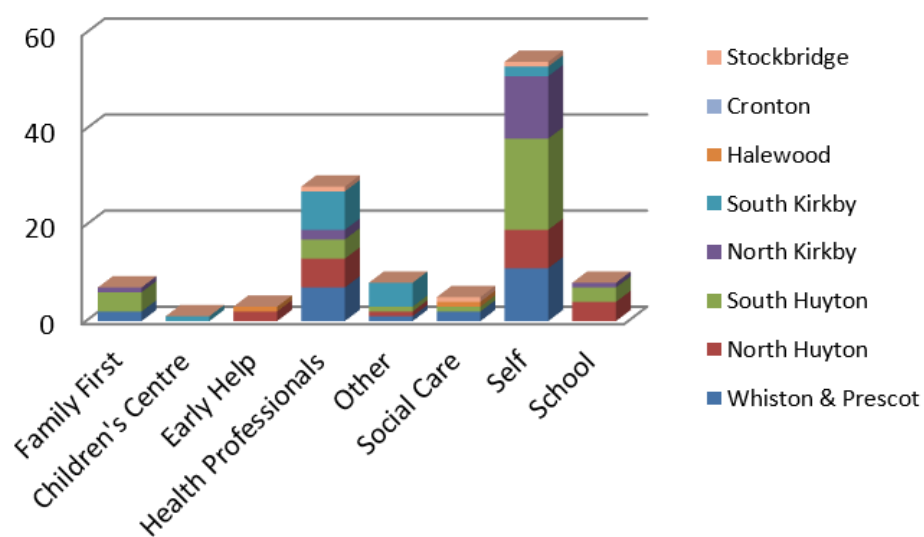
Home-Start Merseyside Consortium is made up of schemes from Wirral, Liverpool, St Helen's, Southport & Formby and Knowsley. We are well placed to apply for future opportunities to work in partnership and are contract-ready.

A snapshot of where referrals came from throughout the year



Source of all Home-Start Knowsley referrals April 2017–March 2018

Source of Referrals



What we have achieved this year

This year we supported **510** families and **747** Children



96% of families improved their health & wellbeing

95% of families improved family management

84% of families improved their parenting skills

Below are some of the needs recognised by families at their initial visit



Fundraising

This year we have managed to raise £4734 through fundraising and donations.

Our biggest event being an abseil down Liverpool Cathedral in August 2017. Ten Home-Start Knowsley staff, volunteers and trustees were brave enough to take on the challenge and raised an amazing £4424.50.



In January 2018 we launched a new fundraising initiative, Sponsor a Family.

One of our wonderful volunteer's, Jen Curry raised £174.35 for Home-Start Knowsley by taking part in the Liverpool Santa Dash race in December 2017. Thank you so much Jen.

A huge 'Thank you' to the breastfeeding volunteers for raising £50 by holding a raffle during breastfeeding month.



Case Study

Organiser: LT	
Level of Need: 2	Length of HSK support: 8 weeks

Background and Issues:

The family were referred to Home-Start Knowsley by Family First as they are very young parents with a 2-year-old and 5-month-old twins. Dad has mild learning difficulties. The family are struggling to cope with child care routines, getting ready in the mornings to get out and about and day to day housework. They especially struggle with a structured bedtime routine for Child 1 who is sleeping in his parent's room with the twins as his own bedroom is so cluttered and unusable due to the lack of proper storage space. Both parents are low in mood due to the impact of having three children so close together. Dad has been a cannabis smoker since the age of eleven but has weaned himself down to one a day and it is suspected that this has had an impact on his mental health. Since working with this family, there has been a recent incident of domestic violence causing the Police and Social Care to become involved. Dad has now left the family home.

Intervention and Support

- A Rapid Response Worker was matched with the family to instigate routines, support Mum to tidy the house and to engage in appropriate playtime with the children.
- Scheme Organiser supported Mum at a Team Around the Family Meeting.
- Supported Mum to try and tidy the home by lending plastic storage boxes so Child 1's bedroom could start to be cleared.
- Both Organiser and Rapid Response Worker offered emotional support and a 'listening ear' for Mum.
- Booked a place for Mum on the next Fit4Life course.
- Offered continued HSK support to the family whilst Social Care are completing a Single Assessment.

Outcomes:

- Mum feels emotionally supported by HSK Organiser and Rapid Response Worker.
- HSK provided practical solutions to the severe clutter problem enabling C1 to sleep in his own room and beginning a structured bedtime routine. Both Mum and C1 feel more rested and ready to start the day.
- HSK's Fit4Life course will provide a social environment for Mum to meet new people, to learn new skills and to make small changes towards a healthier lifestyle.
- HSK will offer continued support to the family during this period of uncertainty for the family, providing continuity and stability, reducing Mum's isolation and anxiety about the future and building confidence in her parenting ability.

Case Study

Organiser: CR	
Level of Need: 2	Length of HSK support: 12 weeks

Background and Issues:

The family were referred by the Health Visitor as Mum suffers with an eating disorder and had experienced a traumatic life changing event which has affected her so badly that she is unable to be affectionate to her only child. Consequently, Mum's mental health has impacted on the child's behaviour because of her negative responses and lack of emotional warmth towards her son. Mum is accessing counselling for her Post Traumatic Stress Disorder but is isolated and does not get involved with any play activities with C1 because she is not coping very well with her own illness, has low self-worth and no confidence. Mum has now gained weight but is still struggling with her disorder most days.

Mum is unhappy in her current property and wants to move.

Intervention and Support:

- HSK has encouraged Mum to re-refer to the eating disorder clinic.
- Rapid Response Worker provides weekly intervention and friendly support to focus on play and behaviour management strategies.
- Mum was supported to refer to Jubilee Debt Advice.
- HSK has accompanied Mum to GP appointments.
- Mum was signposted to a dentist in the area.
- HSK supported Mum to apply for Personal Independence Payments.
- Mum was supported to access Property Pool Plus.

Outcomes:

- The family are less isolated and are engaging well in weekly support from our Rapid Response Worker.
- A Payment Plan has been set up with creditors to address debt issues.
- Direct Rent Payments are now paid to landlord to avoid further rent arrears.
- Mum is now in receipt of correct benefit entitlement and managing her finances better.
- Registered with a local dentist, she is addressing her oral hygiene issues.
- Now Mum is registered with Property Pool Plus she is looking forward to making a new start in a different area.

Case Study

Organiser: TW	
Level of Need: 2	Length of HSK support: 16 weeks

Background and Issues:

Mum and baby discharged to Home-Start Knowsley as part of breastfeeding pathway. Mum is from a different country and has very little support in place around her. Relationship has broken down between mum and dad. Mum struggling with milk supply and has been using top up formula. Baby slow weight gain due to timed feeds. Suspected tongue tie due to clicking noise when feeding.

Intervention and Support:

- Information given about building up milk supply and watch your baby, not the clock. Leaflets given so mum can read at her own pace.
- Regular home visits for emotional support and telephone calls to check on mum and baby.
- Native language speaking support group found.
- Referral made to Infant Feeding Team.

Outcomes:

- Baby on the way to being exclusively breast fed as very little formula now being used. Mum reports that she feels more confident in her ability to feed her baby.
- Baby now gaining weight due to being put to the breast more often.
- Home-Start has been an avenue of emotional support for mum who now feels confident to contact the scheme and has started to develop friendship groups in the community via the groups led by our Community Buddies. Mum has reported that she feels happier as a result of attending groups.
- A native language-speaking support group in the locality has been identified to provide support and advice around benefits. Mum now accessing this to ensure that the relevant benefits are in place.
- Tongue tie diagnosed by Infant Feeding Lead at Whiston Hospital and options discussed.

Case Study

Organiser: TW	
Level of Need: 2	Length of HSK support: 15 Months

Background and Issues:

The family initially self-referred to Home-Start Knowsley shortly before the birth of a new baby. The birth of this baby would mean mum had multiple children under the age of three years. Mum was feeling very low and was not looking forward to the birth. Dad works long hours and was unable to offer much support. Shortly after the birth, the relationship between parents broke down and eventually resulted in a police involvement and all the children became subject to Child Protection Orders. Mum felt forced to move to alternative accommodation with the children and was physically and emotionally drained. She had no income and was only able to take with her what she could carry.

Intervention and Support:

- An Assessment of Needs was completed by Home-Start Knowsley
- Rapid Response Worker was matched to support the family
- Emotional and practical support has been offered to the family in the home
- HSK has assisted Mum to report important documents that she had not got access to as lost or stolen and supported to apply for replacements, so she can prove her identity and regain her independence
- Children's Social Care meetings attended with mum
- HSK assisted mum to apply for benefits
- Mum was supported to make calls to the Child Support Agency
- HSK issued Foodbank vouchers and delivered essentials to the home

Outcomes:

- Mum has new avenue for support with Home-Start Knowsley and has reported that she feels supported emotionally and practically by Organiser and Rapid Response Worker.
- Mum now feels secure in her new home and the children are also happier due to Mum feeling happier and secure.
- New documents have been applied for meaning that Mum will soon have proof of identity.
- Family are now downgraded from Child Protection to Home-Start support.
- Mum is managing her limited budget and all bills are being paid on time.
- Mum is now in the system with the Child Support Agency and the process of collecting payments has started.

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

Our Acknowledgements to:

Big Lottery - Reaching Communities
BBC Children-in-Need
North West Boroughs NHS
Knowsley Metropolitan Borough Council
Steve Morgan Foundation
Northwood Together
FareShare / Tesco
Feed it back / Lidl
Cash 4 Kids
PH Holt
Asda
Jennifer Curry
Elizabeth Morris



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