

Annual Report 2019-2020



Registered Charity No:1107933 Registered Company No: 5197002

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Trustees and Staff April 2019 - March 2020

Chair - Dr Clare Kenny Vice Chair - Jackie Sumner Treasurer - Susan McGuire Trustee - Louise Johnston Trustee - Patricia McKnight Trustee - Alison Russell Scheme Business Manager and Secretary- Pamela Bowes Finance Administrator - Andrea Thompson

Organisers: Tracey Whistlecraft Sheila Denson

Rapid Response Worker - Jess Quirk Outreach Worker - Sarah Godenho Volunteer Representative / Advisor to BOD - Helen Bushell

This year Home-Start UK CEO of 6 years, Rob Patterson resigned and Peter Grigg was appointed.

Home-Start Knowsley were audited by HSUK as part of our Quality Assurance. The charity was rebranded including new logo's and colour scheme.







I am pleased to report on my second year as Chair of Home-Start Knowsley and would like to start by acknowledging the sterling work staff have done during these last few difficult months.

We continue to work with partners throughout Knowsley and with other Home-Start organisations in Merseyside. We continue to work well with Northwood Together. We also continued our successful partnership with Altru Drama. With Altru we provided the Dramarama Project at St Anne's RC Primary School, which was enthusiastically welcomed. We hope this will provide strong inroads into the local primary education sector.

Our Big Lottery funded 'Out and About' project has enabled us to support families who have children with complex needs. We welcomed Sarah Godenho onto our staff as our Family Outreach Support Worker for the project. Sarah very rapidly became a strong team member and the roll has enabled us to embed supportive practice for these families into all areas of our work. The Bupa funded Time to Mind course complements all we are trying to do for those who are need a boost and the drop-ins have been well attended and appreciated.

Parent and toddler groups and Holiday Allsorts have always been a critical service for the families we support and they have flourished in the last year. They give families an opportunity to form peer support networks which can be life changing when a family has more than the usual burdens to cope with. We use every possibility through these and our school readiness programmes to ensure our families are prepared to help their children take every life opportunity available to them. We always assist our families to access additional funds, nursery places and other kinds of support and our staff have become expert at knowing how to do this.

FareShare and Neighbourly food donations from Tesco, Lidl and Asda were of huge help to many families last year and only discontinued temporarily when the lockdown made this difficult to organise. Other sources were then used recently including Knowsley Kitchen who we worked closely with in order to provide home deliveries to some of our families most in need of support.

As well as supporting us Home-Start UK, the national body, also regularly undertake a quality assurance inspection. We are very pleased that following their visit in July 2019 we were given a very positive report. We provided documentation we were asked for 'meticulously and on time'. Our premises were described as 'welcoming and well-kept with ample facilities'. Our team were noted as having 'worked hard to provide innovative services and to sustain their service levels in the area.'

Financially we are in a confident position. There has been a notable shift to many more short term and smaller funding streams but the dedication of our manager Pam Bowes ensures these are used efficiently.

Towards the end of the year we had some team changes which got rather overshadowed by the Covid outbreak and the lockdown. We said goodbye to Tracey Whistlecraft who has been a Home-Start Knowsley Organiser for 13 years and has been involved in developing the project enthusiastically. In particular Tracey gave exceptional dedication to the breastfeeding peer support services. She will be very much missed but we are pleased she has gone on to a post where she will be using her extensive skills and knowledge so well. Jess Quirk was promoted to the position of Organiser and has shown talent and considerable energy along with the rest of our staff during the last few difficult months. The Board look forward to being able to resume all our usual services as soon as possible.

Dr Clare Kenny



Scheme Business Manager's Report by Pam Bowes

The Annual Report is our way of highlighting Home-Start Knowsley's achievements throughout the last financial year and to update funders, partners, similar-minded agencies, and the community of our progress. Whilst we want to celebrate our successes, of which there are many, this current year has been particularly difficult with all the challenges the Covid-19 pandemic has thrown at us yet we have found new ways of working and have continued to support the families who have needed us more than ever.

April 2019 to March 2020 has seen the continuation of existing projects and the instigation of new initiatives as staff and volunteers have accessed additional training to ensure they are up -skilled to deliver more targeted support, especially around low level mental ill-health and supporting families with a child/ren with additional needs and/or disabilities.

Additional funding via our Home-Start Consortium, Bupa Foundation, and The Ragdoll Foundation has enabled us to embed those skills and support even more adults and children to improve their coping skills and prevent crisis as there has been an increase in referrals to address these issues and limited support available across the borough. As always, the team listened to those seeking help and been innovative to instigate projects that people tell us they will welcome, whether that be Allsorts family activities during school holidays, nursery/ school readiness preparation for children's educational journey, drop-ins where families with similar issues can support each other or our new children's Dramarama Club. There have been family enrichment days to the seaside, Theatre, Story Barn to name but a few, and the smiles on faces when they return says it all. This is what memories are made of and you can read more about them in the pages that follow.

Our collaborative working with NWB NHS Healthcare Partnership is always a pleasure and staff and peer support volunteers have enjoyed working alongside Bosom Buddies to ensure mums get the best breastfeeding support to make their journey a smooth and happy experience. We will miss Tracey Whistlecraft who led this project for over 10 years and we wish her well with her relocation and career change but I am confident the continuation rates will continue to rise in the safe hands of Jess Quirk who has responsibility for breastfeeding going forward.

As ever, I must say a huge 'Thank you' to the Home-Start Team of staff working at the sharp-end to get lives back on track and Andrea who provides the financial and statistical reporting and advice, trustees who ensure we have strong governance, and volunteers who are inspirational and are the heartbeat of the charity and give their time so freely.

Thank you all

Because childhood can't wait



Report by Sheila Denson

I started work at Home-Start Knowsley in January 2019. My first full year has gone by in a flash and I feel very lucky to be working with such welcoming and supportive colleagues who are always ready to share their expertise and knowledge and are so patient with the "new girl" on the block!

I've been able to attend all the training the scheme offers which has given me a thorough insight into the many projects which run from here. The Course of Preparation for new volunteers, School Readiness, Time To Mind and Great 2 b Me are just some of the courses I have supported, shadowing my manager and other experienced staff.

It has been an absolute privilege to meet and work with so many Home-Start volunteers, and we really wouldn't be able to do what we do without them, they are so important! They have proved how flexible and adaptable they are having worked in many ways in addition to their traditional home visiting roles.

The Parent and Toddler group has really benefitted from extra pairs of organised hands and who knew what a group of parents and staff could produce under the expert tuition of our volunteer Alison who is also a talented flower arranger and tutor? We made these arrangements at a relaxing session as part of the Time To Mind project.

I now have a full case load of families to support and I really enjoy the flexibility we have building a package of support around the needs of each family. It has been very interesting to catch up with the different agencies in Knowsley and to link up when appropriate which can only be beneficial for the families we work with.



I have really enjoyed my first year. I'm looking forward to delivering training myself, working with more families and joining up with colleagues for more special days out and holiday activities. The family days are wonderful as I love seeing the children and getting to know them. It's so good to see them progress from coming in quite tentatively to making friends and bouncing into the next session! I've been on quite a few day trips and holiday activities, but pictures really do say more than any more words from me.



I'm looking forward to many more fun days with the families and my colleagues.

Report by Jess Quirk Life as we knew it!

This year marks 5 years at Home-Start for me. I am delighted to have just been offered a promotion to scheme organiser with breastfeeding responsibilities which I will commence from April 2020! I feel I have come a long way since my days as a breastfeeding peer support volunteer! My children are all now in junior school so I feel now is the right time for all of us as a family!

We are just going into very uncertain times but for now I will reflect on the lovely year we have had here at Home-Start. During the Easter holidays we visited Farmer Ted's with a large group of families. The farm have made many modifications and provided lots more for older children to do which meant the families had even more fun than usual.

We held our usual summer activity days at our building with Altru Drama providing some lovely music, drama and puppet experiences. Richard the Community Champion at Asda provided some very well received cooking activities with families.

> We provided our ever-successful summer Allsorts trips during the school summer holidays. It is always a highlight of my year getting to watch some children have their first ever experience of the sand and sea on the beach at New Brighton. The coach is always a lot quieter on the way back than on the way there as everyone is worn out and happy to relax with a head full of happy memories of the day that they will remember forever.



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Report by Jess Quirk Continued

In November I completed my level 3 Education and Training Award. It was a very intense but hugely enjoyable 3 days. I received my qualification which I was over the moon with, closely followed with the level of elation with the fact I had managed to escape any fines for parking and driving through bus terminuses in the minefield that is Manchester city centre. I am looking forward to putting this qualification to good use and taking the lead on many wellbeing sessions and training opportunities that we offer at Home-Start.

We held a lovely Christmas party here this year which doubled up as a goodbye party for lots of our parent and toddler children who were going off to school nursery in January. There was also a trip to the Story Barn at Calderstones Park where everyone got to take part in outdoor activities and meet Father Christmas (many for the first time).

We have now had a year of Sarah and Sheila working alongside us and they have contributed to the team dynamics and are valued colleagues. The Out & About project for families with children with additional needs has gone from strength to strength. It is wonderful to be able to link in new families into the project as they get invaluable emotional and practical support through other parents experiencing similar issues.

As always, I would like to take the chance to offer my gratitude to all the volunteers. Their time, commitment and dedication to supporting families in Knowsley is one of our biggest assets as a scheme.





Report by Sarah Godenho

This year saw the start-up of a new project aimed at supporting the families of children, 5 and under, with additional needs. Home-Start Knowsley are running the project as a consortium with Home-Starts Wirral, St Helen's and Southport. As a consortium we were to create a closed Facebook group for families and produce a quarterly newsletter. How we ran the projects within our own schemes differed as we responded to the needs of our specific families.

At Home-Start Knowsley it became quickly apparent that most of the referrals that were coming through were for SEN children and their families. The families I met with felt incredibly isolated and uniformed about where to go for help. Within the first couple of months I decided that a drop-in support group would be a really good idea to get these parents to meet and find their own support network. I contacted local specialist provisions and spoke with them about our project and received more referrals. I also built up a relationship with ADDvanced Solutions who are part of the Local Offer. This allowed me to get specialist training for myself and volunteers as well as a way of getting more referrals and having somewhere to signpost families I was already working with. Our fortnightly coffee mornings began and have continued to be well attended. Some weeks are unguided, and parents use them as a vent. Other weeks we have had professionals come in and offer advice on particular topics, such as sleep and incontinence.



We quickly built up a large group of families. What I discovered from talking with them all was that they really needed help in the school holidays as this is when they struggled the most. They missed the respite of nursery and school and the children missed the routines. They were generally too worried about their children's behaviour in busy places (and other parents' reactions) to attend general play centres. With this in mind we started an inclusive playgroup in the Spring half term on a Tuesday morning. It was an instant success and we continued to run it every Tuesday through the Summer holidays and half terms. By February half term we had just over 30 children attending. It made us painfully aware of the lack of such provision in the Knowsley area. Parents felt safe and happy in a non-judgmental environment and people around who understood them and their children.



Report by Sarah Godenho continued

The families I have worked with have now formed a tight group who meet up regularly aside from our coffee mornings and playgroups. Parents who were isolated from old friends now have a new support network which has proven invaluable. Their children now have peers who they can play alongside.

We have had two trips out with the families to The Storybarn at Calderstones Park. These trips have been hugely successful. Families are usually unable to do day trips on their own as they are too stressful and unenjoyable. We have managed to get the whole family out together, allowing the children experiences they have not previously been exposed to. The parents/carers have been fully supported by our staff and volunteers and can't believe how much fun they have had.



Aside from the group work, I also have some families that have benefitted greatly through home visiting. As well as weekly visits where I have assisted them outside of the house with multiple children I have successfully helped 2 families to get funding for specialist double special buggies to allow a parent to take two children out of the house together for the first time.



I feel very privileged to have met and worked with some amazing families this year and look forward to seeing what the future brings.



Report by Helen Bushell

A huge '*Thank you*' to all our long-standing volunteers here at Home-Start Knowsley who continue to support families with home visiting, breastfeeding support and group support. You make a huge difference and should be proud of your role, as we are.

We have welcomed new volunteers too and I'd like to say thank you to each and everyone one of you and welcome, we hope you enjoy being part of the team.

I am passionate about supporting mums on their breastfeeding journey and volunteers have continued to support our mums and babies in the community groups which are run weekly across Knowsley. This is in addition to supporting mums via phone/text from 3 weeks when handed over from our partners at Bosom Buddies.

Lyndsey from the Sling Library remains popular once a month at our Monday breastfeeding support group here at Home-Start and always has a warm welcome for new parents and babies too.

In May we welcomed Anne and Marion from LENs who once again provided more wonderful training to our volunteers and staff.

Volunteers Week was celebrated by volunteers who enjoyed an evening out and were thanked for their continued dedication and support to our charity.

In June we celebrated Breastfeeding Awareness Week when we joined with other agencies in Liverpool city centre at St George's Hall and continued to Chavasse Park for a



picnic. It was wonderful to catch up with volunteers and meet up with other teams from across the North West. There was also an Afternoon Tea celebration here in our building, organised by Tracey, and was very well attended by fellow volunteers, mums, staff and local services.

In February I attended a Time to Mind flower arranging session ran by one of our volunteers, Alison. This was an inspirational session which was enjoyed by everyone involved as flower arranging is a lovely way to relax and focus on taking time out for you. As a busy mum of 3 this was great to take a couple of hours out and do an activity I wouldn't normally do.

March 2020 a time of change due to covid-19 and our groups were postponed and our services changed on a day to day basis but our heart remains and we continue to offer support to families across Knowsley although things are little different than our usual norm.

'Do small things with great love', advises Mother Theresa and I would add, 'Volunteering teaches you to be grateful for the things you take for granted in life and widens your perspective on how lucky you are to be you. Don't give up on a bad day'.



Our Volunteers



This year Home-Start Knowsley have provided

44

volunteering opportunities.

Volunteers donated **6336 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 £52,018.56 to employ them.

Volunteers attend additional training throughout the year

- Safeguarding Training
- LENS Enrichment day
- Understanding Neurodevelopmental Conditions
- Mental Health Awareness
- First Aid Training

Volunteer Comments

"I love coming to Home-Start and meeting all the families. The little people are super"

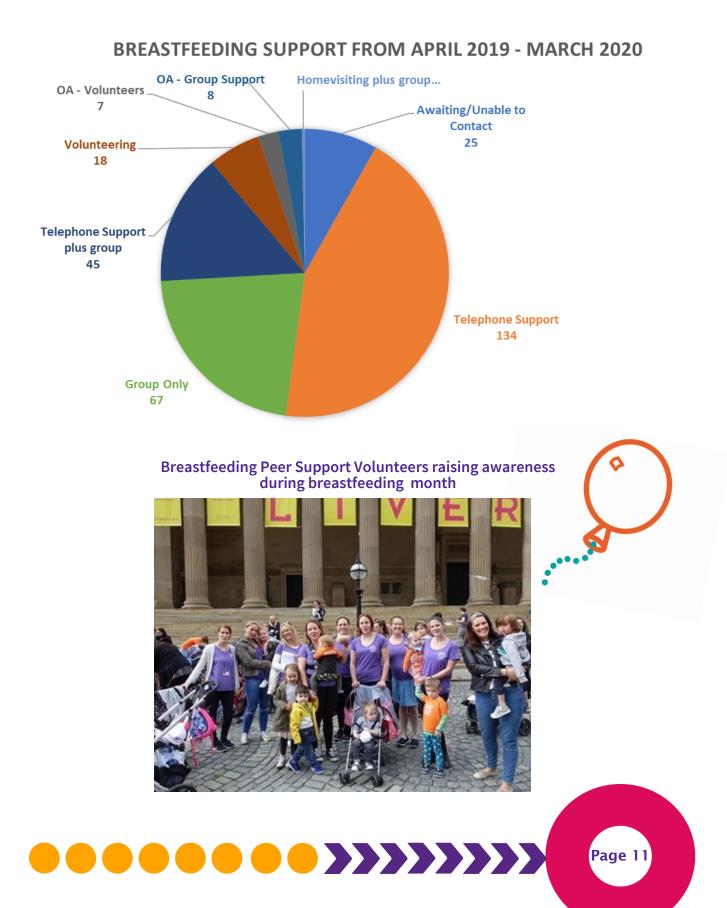
"The training has been amazing and I have made friends for life"

"I felt a bit lost when my child went to nursery but helping out at Home-Start means I can stay busy, meet others and help others"



Breastfeeding Peer Support

Home-Start supported **265** new mums breastfeeding in Knowsley between April 2019 and March 2020. An amazing **83%** of 226 mums were still breastfeeding when they were discharged at 6-8 weeks.



Targeted Group Support

Our School Readiness Project funded by Children in Need continued to prepare children and parents for their educational journey. Now in its third year, the courses have been busier than ever and reached even more children before they began nursery or school.

Children enjoyed outdoor play and especially the new bikes and scooters and luckily the weather was kind and we were able to get out into our lovely garden and grow flowers, and vegetables were utilised in the cooking sessions– all the better for being home-grown.

At the end of each course, children received a portfolio of artwork, crafts and photographic evidence of their achievements and participation over the 8 weeks and a book about starting school.

Time to Mind Project was funded by Bupa to improve the wellbeing of adults between 30 and 50 years and there has been a series of short courses to teach coping strategies, try new activities like gentle yoga and planting herbs, raise self esteem and boost confidence.

This has been complimented by monthly drop-ins to our fabulous building where people can cook and enjoy a healthy lunch, make friends and re-charge their batteries.







Holiday Allsorts Family Activity Days funded by Children in Need took place during school holidays and were a mix of lively activities at Rupert Road and coach trips out. Family days out can be expensive, especially if there are multiple children, and we are pleased to be able to provide these events free of charge.

The weather was extremely kind to us during the summer and children took advantage of our fabulous outside space and loved the bikes and scooters we purchased via donations and small pots of funding we applied for. We were that successful we had to buy another shed to store them in!

We were very happy to welcome our friends from Altru Drama again who worked alongside Home-Start staff and volunteers to provide a wider range of activities and also joined us for the additional days for families with a child with additional need or disability who requested similar activities for their children who were not yet able to join in and socialise with larger groups.

A huge 'thankyou' to Community Champion, Richard, from Asda has become a well-loved and regular feature at Allsorts.

Families enjoyed trips to Apple Jacks, The Story Barn, pantomime and the seaside at New Brighton.











Parent & Toddler Group continued on Thursday mornings led by Jess. There has been increased attendance this year and we are lucky to have the indoor and outdoor space here at Rupert Road to fit everyone in. On wet days we have been bulging at the seams.

It has been especially pleasing to see so many Dad's attending with their children and several Grandparents coming regularly too. The routines and activities prepare children for nursery and school as they begin to understand what is expected of them within a learning environment.

The artwork and crafts completed by the children have been amazing and we may have discovered talented young artists. Parents admit they don't often get paints out at home because of the mess and children love using different media and bright colours to create their masterpieces.

Families enjoyed a Christmas trip to The Story Barn at Calderstone's Park funded by The Reader Organisation.



Awareness Raising Events & Celebrations

Mental Health Awareness Week Volunteers Week Breastfeeding Awareness Week Suicide Prevention Day Steve Morgan Conference & Awards Consortium Volunteers Celebration World Mental Health Day National Stress Awareness Day HSK Annual General Meeting Parent & Toddler Christmas Party Volunteers Christmas Party Children's Mental Health Week Time-to-Talk Day



What difference has Home-Start support made?

Comments from Families that have received home-visiting support by paid staff or volunteers during this year.

"It's made me trust my own instincts as a mum"

"Just being there really helps"

"It made a difference having someone to speak to regarding hair loss and someone who understands the effect it can have on mental wellbeing"

"Been there for when I have needed them. Am more than happy to manage in new house and figure out what support I need in future. Was offered lots of support, just couldn't access it due to circumstances."

"It has helped to realise that C2 can listen and understand more than I thought"

"Just being supported by someone who listens"

"Keeping me busy and reducing isolation, raising self-esteem. Feels like I belong to something"

"Someone to talk to"

" Enabled me to talk to more people"

"Massive difference, especially on Tuesday's"

"Know that the support is there when it is needed, feels like extended family"

"Massive! It has helped lift my depression and anxiety and allowed me to connect with others which has changed my life"



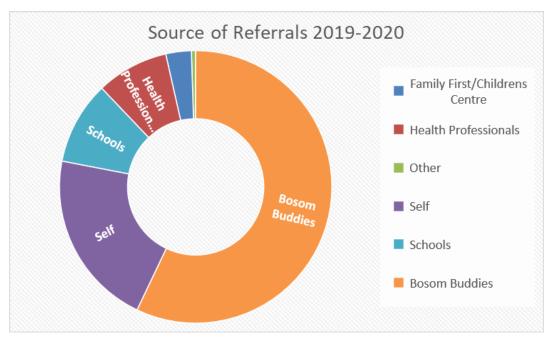
Partnership Working Across Knowsley

Referrals are received from across the borough for families who need a little extra support and although self-referral remains our highest category, we receive referrals from professionals and similar minded agencies too.

Strong partnerships are in place with midwives and health visitors and joint visits take place with Home-Start's Scheme Organisers to ensure families get the right support at the right time. Pathways are in place to ensure new mums get breastfeeding support from our Breastfeeding Peer Support Volunteers as they are transferred by Bosom Buddies at Week 3 and receive phone support and are invited to Drop-ins at 4 venues, led by Home-Start.

Our Rapid Response Worker and volunteers accompany families to appointments and support them to access their local community e.g. health and dental appointments, Centre 63, Citizens Advice, Job Centre Plus, Housing, and Children's Centres.

Home-Start continue to issue Food Bank Vouchers to families who are struggling financially and donations of food nearing its sell-by date throughout the year from Tesco and ASDA has ensured families have access to fresh fruit and vegetables and enabled them to eat more healthily.



Strategic Partnerships

Boards and committees to offer strategic change at local and Regional level:

Home-Start Knowsley is represented on several support and advice and influence positive

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- Children's Centre Advisory Board
- Knowsley Education in Early Years Partnership Board
- Knowsley Sexual Health Forum
- Knowsley Family Nurse Partnership Board
- Knowsley Breastfeeding Strategy Group
- O Big Local Northwood Together Board
- Local Culture in Education Partnership
- Home-Start in Merseyside Partnership Board

What we have achieved this year

This year we supported 484 families , 694 Children and an additional 1477 through awareness raising at events.



98% of families improved their health & wellbeing

91% of families improved family management 83% of families improved their parenting skills

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



Case Study

Length of HSK support: 6 weeks

Background and Issues:

Family were referred by Health Visitor as Mum was receiving treatment from Change Grow Live for substance misuse but not attending appointments regularly. She was feeling low and struggling to manage household routines and her 2 children aged 3 years and 2 years.

C1 was not regularly attending Nursery and C2 was not socialising as Mum was not attending groups and activities in the local community. Mum is a lone parent and neither of the children's fathers are in contact or provide any financial contribution as they are 'unknown'.

Intervention and Support

- A Support Plan was put in place to address the issues Mum wanted to address.
- A Rapid Response Worker was matched and supports Mum to access appointments.
- C1's attendance at Nursery has improved as she has a timetable of days/times he is due to attend on the fridge and the visual reminder appears to be effective.
- The Rapid Response Worker has supported Mum to attend the weekly Parent & Toddler Group at Home-Start and Mum has had the confidence to come on her own the last 2 weeks.
- The family have registered to attend Home-Start's Holiday Allsorts during the Summer holidays.
- A referral was made to Centre 63 and they are supporting Mum to claim correct benefit entitlement.

Outcomes:

- Medical appointments are back on track as Mum is now regularly accessing a Methadone Programme.
- C1's attendance at Nursery has improved and he is more settled and enjoying the routine.
- C2 is being stimulated and enjoying the activities and social aspect provided at Home-Start's Parent & Toddler Group.
- Mum's confidence has improved and she is now accessing groups independently.
- The family will have free, quality activities to keep them entertained during the school holidays enabling them to access their community.
- The family finances have improved now the correct benefits are being received.



Level of Need: 2

Length of HSK support: 4 weeks

Background and Issues:

Family self-referred as Mum was concerned re C1's behaviour at home although there are no concerns at school. An assessment at CAMHS reported C1 did not reach their criteria. A referral made to Family First was turned down as it did not meet their criteria either. C1 has 6 month check-ups at Alder Hey for possible sensory processing disorder but several appointments have been cancelled by the hospital lately.

Mum reports C1 is often anxious and does not cope well with groups of people yet school reports he is popular with peers and always has a crowd around him in the playground. They have not witnessed any distress and C1 has not made any complaint to adults. Mum is worrying about keeping C1, C2 and new baby active, happy and safe during school holidays without stretching family finances.

Intervention and Support

- Mum and C1 were taught coping strategies to implement as soon as C1 was showing signs of anger e.g. distraction tactics playing games, reading a story, singing a song.
- Mum was advised that C1 would benefit from structured routines at home like he was coping well with at school.
- Mum was accompanied to a TAF (Team Around the Family) Meeting at school and it was agreed C1 would be included in a daily Sensory Play / Nurture Group with the Learning Mentor.
- The appointment at Alder Hey was followed up and a new date has been confirmed.
- The family have been offered places at Home-Start's Holiday Allsorts Activity Days during school holidays.

Outcomes:

- C1 and Mum are less stressed as they have learned coping strategies to prevent escalation of stressful behaviours.
- Routines instigated in the home have ensured C1 has boundaries and sanctions in place and has a better understanding of acceptable behaviours and expectations.
- C1 is benefitting from additional support provided in school via Sensory Play and Nurture Group.
- Medical appointments are now back on track.
- The family will have free, quality activities to keep them entertained during the school holidays.

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Case Study

Background and Issues:

Mum came through for breastfeeding support after having her third baby. She had previously tried to breastfeed her other children but stopped at just a few weeks in. Mum was extremely anxious that history would repeat itself. Baby was also diagnosed with hip dysplasia and is wearing a hip brace, making feeding even more difficult.

Intervention and Support:

- Mum received telephone calls for extra support.
- Home visits completed and different positions discussed and tried.
- Sat with mum during feeds and changed position of baby and mum to ensure comfort and better latch.
- Group support offered.
- Extra visits offered and put in place.
- Tongue Tie suspected due to shallow latch and clicking noise.
- Signposted to Infant Feeding Team at Whiston Hospital for Tongue Tie to be investigated.

Outcomes:

- Mum reported that she felt reassured that she could feed her baby after previous negative experience. The extra visits enabled mum to check that her positions were correct.
- Mum also attended the groups and was able to receive extra support and information from Home-Start Volunteer Peer Supporters.
- New friendships developed.
- Support network established.
- Suspected Tongue Tie was confirmed and further options discussed.
- Mum reported that she didn't expect to feed as long as she has and is delighted she has given her baby the best possible start in life.
- Mum reports that she has become more confident in her ability to feed her baby whilst he is still wearing a hip brace.



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:



Feed it back / Lidl, The 4th Dimension, John Moores Foundation, Kayley O'Reagan, Mr & Mrs D Parr, LCVS, BUPA, Cash4Kids, First Ark Charities Trust, Liverpool Guild of Students, Forviva Group



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