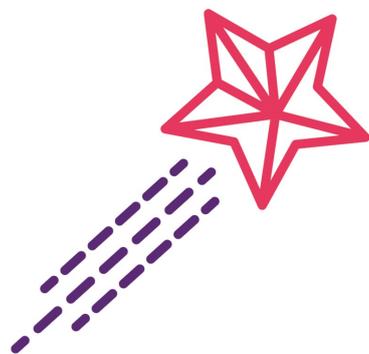


## Annual Report 2018-2019



## Contents



Trustees and Staffing	Page 1
Chair's Report	Page 2
Scheme Business Manager's Report	Page 3
Report by Tracey Whistlecraft	Page 4
Report by Jess Quirk	Page 5
Report by Helen Bushell	Page 6
Our Volunteers	Page 7
Breastfeeding Peer Support	Page 8
Group Support	Pages 9-11
Partner Agencies	Pages 12
What we have achieved this year	Pages 13
Home-Start in Merseyside Consortium	Pages 14
Case Studies	Pages 15-17

## Trustees and Staff April 2018 - March 2019

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

### Organisers:

Tracey Whistlecraft

Linda Tiley (Retired December 2018)

Sheila Denson (Started January 2019)

Rapid Response Worker - Rachel Mitchell (Resigned April 2018)

Rapid Response Worker - Jess Quirk

Outreach Worker - Sarah Godenho (Started April 2019)

Volunteer Representative / Advisor to BOD - Helen Bushell





## Chairs Report by Dr Clare Kenny

I have been very proud to take on the role as Chair of Home-Start Knowsley during the year and thank my fellow trustee, Susan McGuire, for her work over the last few years.

### **The need for Partnership**

In the last year it has become clear more than ever that we need to form strong and reliable partners to help us maintain our support for Knowsley families.

We have formed productive partnerships with other local Home-Start groups to access lottery funding to support new projects. Our 'Out and About' project enables us to support families with caring responsibilities for children with complex needs. These families can often experience isolation and stress. Our project enables them to share some leisure time and support each other with helpful information. It has made us aware of glaring local gaps in services for these families and for families with older children with complex needs. The Sunrise project, is another partnership venture with other Home-Start groups. We have also developed very solid and useful friends and partners in The Reader Organisation and Altru Drama.

Our use of the FairShare scheme, receiving food from Tesco's, Lidl and, recently joining them, Asda has been ideal. It is a wonderful scheme and ensures food waste is reduced while helping our families and communities.

Our breastfeeding support service, in partnership with North West Boroughs NHS Trust, continues to be one of the strongest elements of our service. Our contract has recently been extended and we are at the forefront of a really solid upturn in awareness of the benefits of breastfeeding in Knowsley.

### **Letting people know what we do**

I would urge everyone to use and contribute feedback on our website and our social media pages. They are all a fabulous way of communicating with a very wide audience and the more you read and share our information the more successful we become.

### **Fundraising**

We are actively seeking new fundraising ideas from our members and volunteers. Our successful abseiling adventure last year has given us a taste for more personal fundraising. Please contribute all ideas.

I have to thank a dedicated and committed staff team as well as our wonderful volunteers, including trustees for their hard work this year. We have two new staff who have made a great start here and quickly become part of a committed team, Sheila Denson and Sarah Godenho. We hope we can keep them for a long time to come.

*Dr Clare Kenny*



## Scheme Business Manager's Report by Pam Bowes

This is the 20<sup>th</sup> year Home-Start Knowsley has provided early help and support for struggling families and staff and volunteers have played a significant role in enhancing the quality of families lives. We are Knowsley's secret weapon. We don't make a fuss – we just get on with it.

Many of the families we support are finding it increasingly difficult to cope and often have multiple complex situations to deal with. Home-Start Knowsley has a clear focus on improving resilience and teaching coping strategies to ensure children, young people and adults can manage their own health and wellbeing by building upon the strengths they already have, encouraging them to respond to difficulties quickly, and teaching greater self-reliance and capacity to deal with problems independently.

We all know emotional wellbeing, mental health and access to quality education for children and young people in Knowsley is imperative if each child or young person is to develop to their full potential and take up the best possible life chances. Short courses like our School Readiness Project ensure we focus on preparing children and adults for the child's educational journey and we incorporate the 5 Ways to Wellbeing into every activity, drop-in, and home-visit to reinforce those health messages by Connecting, Being Active, Taking Notice, Learning, and Giving and we believe our Social Prescribing is better than any medicine.

Partnerships with similar-minded agencies remain strong, especially with fellow members of the Merseyside Home-Start Consortium whom we have 2 joint Lottery Projects. We have provided more volunteering opportunities than ever this year and thank you to these wonderful people who give their time so freely to be Trustees, provide home-visiting support, run breastfeeding drop-ins, and support at groups. We couldn't do it without you.

Our staffing structure has altered during the last year as we have waved farewell to some, welcomed others to the team, and benefit from the expertise of long-standing members of staff. We are stronger than ever and have listened to the identified need of the people who want our support and responded by developing new projects to instigate change. You can read about them in this report and I know you will be proud, as I am, of our achievements.

### Children having fun at The Museum in February.



## Report by Tracey Whistlecraft

Here I am again sitting thinking about the past year and all the work we have completed and the changes that have taken place in the blink of an eye. Valued staff members have left and we have welcomed new colleagues.

New benefit changes are coming into place for many of the families we support and this has been a learning curve for us as a scheme as we get to grips with the benefits and drawbacks of this new scheme but around all this, our day to day work continues.



The referrals for additional support for families have been coming in at a steady pace and it is noticeable the increase in poor mental health not just in adults but for children as well. What has also been noticeable is the amount of meetings that we are being asked to attend and the paperwork that comes with it. But as always children and their families are at the heart of everything we do. We might only be a small piece of their jigsaw of life but the values that Home-Start holds dear such as offering choice, working in a spirit of openness and being flexible and responsive to needs are just as relevant today as they were in 1973 when Home-Start was founded.

As always our amazing volunteers have stepped up to the mark and provided much needed support for families in such a variety of ways, emotional support, listening to a families worries or more practical hands on support. The feedback I get from families is that they don't know how they would of coped if it hadn't have been for the volunteer support they have received. Sometimes a fresh pair of eyes and a willingness to help someone, even for a short time makes a huge difference not only to the parents but to the children in the families.

*“The work we do is a drop in the ocean but if we did not do this work the ocean would have one less drop” Mother Theresa*

As the times are changing so much for families, the same would apply to our volunteers. It is becoming increasingly difficult to recruit volunteers who have the time and commitment to give, and those who do come to us know that they will get good quality training through the Course of Preparation. These training materials have stood us in good stead for many years but are now beginning to show their age. It was interesting to recently attend a workshop to update the materials and what should now be included to reflect todays changing society. By next year hopefully we will be using the new materials and looking forward to feedback on them.

Our breastfeeding programme is going from strength to strength, mainly due to the dedicated team of highly trained Peer Supporters. The time, empathy, encouragement and information they give to supporting new mums and their babies is incredible and the groups are flourishing under their wings. We have had full day training updates from Anne Jobling and Marion Jones whose support for us is unwavering and much valued.



## Report by Jess Quirk

I am now in my fourth year working at Home Start Knowsley! I still love that no two days are the same here and you never quite know what the following week will bring! Everything is written in pencil rather than pen in my diary because life doesn't always go to plan and that is ok!

We have had a really good year here with lots and lots going on for both families and staff. Two lovely team members moved on to pastures new and we have very recently gained two new lovely team members which has been fantastic for the scheme. It has been exciting to see new projects flourishing.

In November I had the wonderful opportunity of attending the UNICEF conference. It was held in Liverpool at the Echo Arena this year and we were very pleased 3 staff and 2 volunteers were able to attend. It was a really enjoyable experience with some absolutely amazing guest speakers and attendees from all over the world.

As a team we were also all given the experience of attending an Early Years Conference at Edge Hill University. It gave me a new perspective on environments, colours and spaces that aided children's development.

We have had some great trips out for families we have been supporting this year. At Christmas time the Reader Organisation at Calderstone's Park funded a trip for families to go to the story barn and a visit to Father Christmas' grotto! It was a brilliant day with lunch provided and families getting a chance to see their child getting new opportunities they might not have been able to access without the assistance of transport and funding. We were also able to offer an Easter trip to Farmer Teds this year. Everyone thoroughly enjoyed the day and some families really pushed themselves outside their comfort zone! It was a real success!!

Personally, this year I have completed my NVQ Level 3 in Children & Young People's Workforce. This is a great qualification that underpins a lot of the work I do. I look forward to taking on further qualifications to enhance my skill set shortly.



## Report by Helen Bushell

Welcome to all of our new volunteers and once again **‘Thank you’** to you and all of our experienced volunteers who dedicate their precious time every week supporting the charity by reaching out to families across Knowsley- supporting them through home visiting and in the community, and peer support for breastfeeding mums.

June marked Breastfeeding Awareness Month, and as always was a busy month, coordinated by Tracey. Once again I would like to thank you Tracey for your passion, dedication and commitment to training and supporting the breastfeeding community in Knowsley.

We attended the breastfeeding walk through Liverpool City Centre for our picnic in Chavasse Park which was a wonderful sight to see so many of our volunteers and parents together raising awareness. On the walk we stopped off and joined HS Wirral and Stage-Coach for a photograph as they launched their breastfeeding campaign.

Our event at HS Knowsley was a fantastic celebration with a lovely afternoon tea. **“Knowledge is Power”** was our theme for breastfeeding month with trees of knowledge giving facts and information about breastfeeding. Volunteers also ran a raffle throughout the month with donated prizes and raised money for breastfeeding awareness.

We have supported breastfeeding parents from 2/3 weeks until 8 weeks via our phone support using text/calls to keep regular contact for a year now with great success for HSK and attendance at the drop-ins has gone from strength to strength.

The Big Latch took place again at Knowsley Safari Park our volunteers went along to support the event. We have been very visible this year.



Lynsey from MamaSling continues to bring the sling library to Knowsley which is run alongside our Breastfeeding Group every four weeks on Monday afternoons and has welcomed lots of new parents and babies to our lovely venue.

We have been lucky as volunteers to continue to receive training, and this year we have had another visit from Anne and Marion from LENS who provide wonderful breastfeeding training leaving our volunteers eager for further visits to gain more knowledge.

In November I was really fortunate to be able to attend The UNICEF Baby Friendly Conference in Liverpool with Tracey, Jess, Andrea and Kim which was a fantastic two days of gaining more of an insight to infant feeding and relationships.

Listening to Dr Helen Crawley from First Steps Nutrition speaking about the cost of infant formula in the UK, safe practices for parents choosing to use formula and how it's advertised was fascinating and thought-provoking. This was very useful for us at HSK to support formula feeding families to ensure they follow safe practice when feeding their babies, and made us aware how formula can have a massive cost implication on a family's budget.

The importance of peer support surrounding women & breastfeeding was emphasized and is something I totally agree with and in my opinion is something that needs more promotion and investment.



## Our Volunteers



This year  
Home-Start Knowsley  
have provided

45

volunteering opportunities.



Volunteers donated **6480 hours** of their time throughout the year to support the delivery of our service.

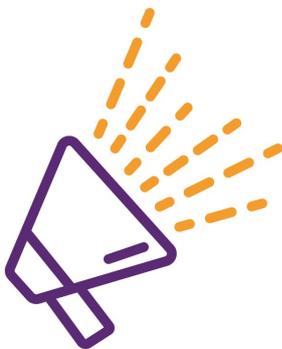
They are invaluable and without them we would be unable to offer the unique tailored service that we provide.

Volunteers carry out their roles willingly but it would cost us **£50,738** to employ them.

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

- Breastfeeding Management
- LENS enrichment day
- UNICEF Baby Friendly conference

## Volunteer Comments



“I started off as a volunteer for Home-Start, it changed my life and gave me confidence. It’s a really valuable role that makes a difference.”

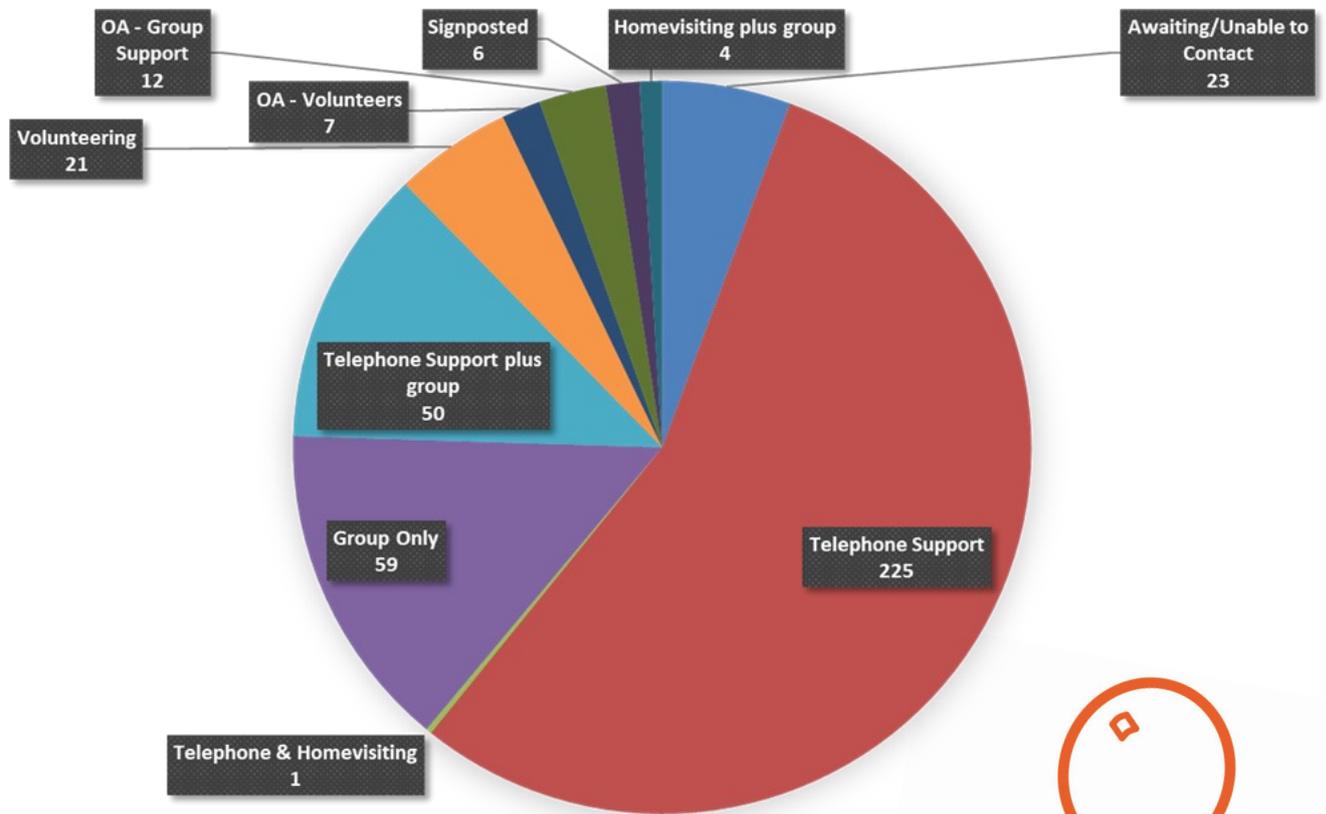
“The Safeguarding elements were a real eye-opener and very emotional”

“I have found it really rewarding doing something for someone else”



## Breastfeeding Peer Support

Home-Start supported **366** new mums breastfeeding in Knowsley between April 2018 and March 2019. An amazing **80%** of 332 mums were still breastfeeding when they were discharged at 6-8 weeks.



Breastfeeding Peer Support Volunteers raising awareness during breastfeeding month



## 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 second year, the courses have been busier than ever and reached even more children before they began nursery or school. The new shop added an additional outdoor area for little people to practice their selling skills although some found a tin of beans costing £10 was expensive !! A new rail of dressing up clothes ensured the building and garden were overflowing with fairies, spacemen, workmen, and animals – including elephants, and we were never short of Doctors and Nurses.

Children enjoyed constructive play, arts and crafts, cooking, puppets, Rhyme Time and stories but the favourite activity was always Snack Time when children were encouraged to make healthy choices and try different foods.

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.



**Great 2 b Me Project** was funded by The British Red Cross and Co op to reduce isolation for young mums aged between 16 and 24 years and their children. 3 courses were held at Rupert Road with crèche and transport provided to assist young women from across the borough to attend and allow them to learn new skills and meet other mums in similar situations. Weekly sessions were a mix of stress-busting, mindfulness, practical cooking challenges and recipe exchange, shared reading and a family enrichment day out.

The trip to Chester Zoo was a favourite with children and Mums as many of them had not been able to visit before due to the high admission fees and transportation difficulties. Even the rain didn't dampen our spirits although several animals were in hiding.

It was rewarding to watch mums grow in confidence, improve their coping-levels, form friendships and support each other outside the group through a closed Facebook page and even a night out in Liverpool.



*'I've made friends with other young mums and we are going to keep in touch. We even have our own Facey Group where we can cheer each other up when we can't get out.'*



**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.

Sessions began with breakfast as we find most children have an appetite and continued with the healthy eating theme with support from Richard, The Community Champion from ASDA who baked bread, and healthy pizzas, and brought a selection of fruit and vegetables for children to taste.

Our friends at Altru Drama joined us again and provided a variety of activities to suit all ages and a particular favourite was the indoor and outdoor singing and guitar sessions. We are grateful to our neighbours who made no complaints about the additional noise made by over-excited children having fun. There were some very smiley faces – children and adults.

Families visited Farmer Ted's Adventure Farm at Downholland, near Ormskirk where children enjoyed tractor rides, watched cows being milked, got lost in the maze, could pet small animals, and enjoy the indoor soft play area. Families also enjoyed trips to The Ice Cream Farm in Cheshire, and the seaside at New Brighton.



### Family Comments

“Lovely ladies run these sessions and our son and us had a fab time, thanks Home-Start, hope to see you all again soon!”

“Brilliant place, staff are lovely and makes you feel at home, my daughter loves it.”

“The activities in the summer holidays have probably saved my sanity.”

“Absolutely loved the puppet workshops – we all learned something – adults and kids.”

“My children loved playing here with all the toys and meeting new people, they didn't want to leave”



**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.



## Partnership Working Across Knowsley

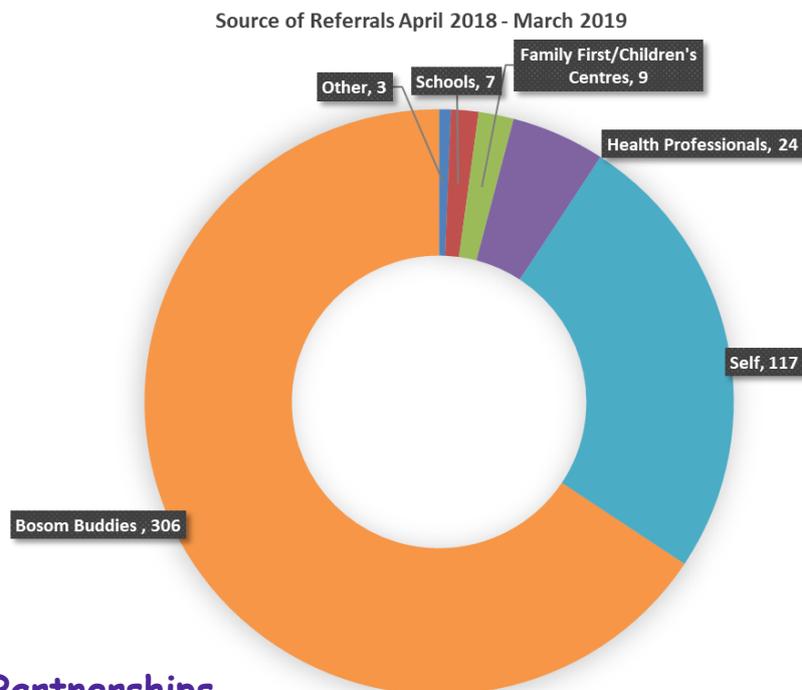
Referrals are received from across the borough for families who need a little extra support and although self-referral remains our highest category, we receive referrals from professionals and similar minded agencies too.

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 Food Bank kindly donated breakfast cereal for our Holiday Allsorts Activity Days.

Donations of food nearing its sell-by date was donated throughout the year by Tesco and Lidl and distributed to families or utilised in our cooking sessions. (ASDA has recently joined this FareShare Scheme which is fantastic news)



## Strategic Partnerships

Home-Start Knowsley is represented on several Boards and committees to offer strategic support and advice and influence positive change at local and Regional level:

- 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
- 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 **555** families and **721** Children



**97%** of families improved their health & wellbeing

**92%** of families improved family management

**81%** of families improved their parenting skills

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



## Home-Start in Merseyside Consortium



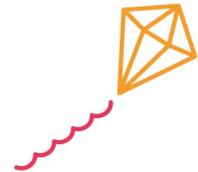
Home-Start Knowsley are partners with other Home-Start Schemes from Wirral, St Helen's and Southport to become Home-Start in Merseyside Consortium. Together, we have been able to work more cooperatively to support even more families and provide increased volunteering opportunities. More significantly, we have successfully secured funding for 2 joint projects:



**The Sunrise Project** that supports people with low level mental ill-health

and

**The Out and About Project** that supports parents of children under 5 with complex needs.



These are exciting times for us and we have appointed a new Scheme Organiser, Sheila Denson and a Family Support Outreach Worker, Sarah Godenho to lead on these projects.



**Sheila Denson**



**Sarah Godenho**

We will be updating you of our progress in next year's Annual Report.



## Case Study

Level of Need: 2

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 now 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.



## Case Study

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 that does not stretch 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.



## Case Study

Level of Need: 2

Length of HSK support: 8 weeks

### 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:



Supported by



BritishRedCross



Feed it back / Lidl, The 4th Dimension, John Moores Foundation,  
Garfield Western, PH Holt, Kayley O'Reagan



**Home-Start Knowsley**

55 Rupert Road, Huyton, Merseyside, L36 9TB

Tel: 0151 480 3910 Email: [info@homestartknowsley.org.uk](mailto:info@homestartknowsley.org.uk)