



Support and friendship  
for families

Home-Start Southwark



# Home-Start Southwark Annual Report 2017-18



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*Note: Images in this report do not relate to individuals referred to, unless stated.*

# HOME-START SOUTHWARK

## THE BOARD OF TRUSTEES

Chair – Pippa South  
Honorary Treasurer – Alice Gardiner  
Trustee – Paul Baddeley  
Trustee – Danna Johnson  
Trustee – Christopher King

Trustee – Sarah Messenger  
Trustee – Jill Bell  
Trustee – Maggie Kaipah–Milne  
Trustee – Clare Cary  
Company Secretary – Sandra Powell

## STAFF TEAM

Director  
Director  
Senior Co-ordinator  
Family Support Worker  
Family Support Worker  
Bump to Babe Co-ordinator  
Bump to Babe Assistant  
Bump to Babe Assistant  
Volunteer Co-ordinator  
Business & Finance Manager  
Information Officer

Seema Sodhi  
Trina Lynskey (until 08/03/18)  
Cheryl Parkinson  
Odette Ellis  
Mavalyn Bonsu  
Becca Jones  
Zoe Balcombe (until 31/12/17)  
Natalie Jackman (from 19/2/18)  
Juliet Thompson  
Sandra Powell  
Leonardo Greco

## OUR MISSION

To provide practical and emotional support to struggling parents enabling them to create happier lives for their children.

## STRUCTURE, GOVERNANCE AND MANAGEMENT

Home-Start Southwark is a children's charity working in the London Borough of Southwark. The scheme became incorporated as a company limited by guarantee on the 23 Sept 2004 (company number 5239322) and is registered as a charity with the Charity Commission (registration number 1107413). The charity was established in July 1995 and was previously registered with the Charity Commission under the registration number 1048969. The directors of the company are also charity Trustees for the purposes of charity law and under the company's Articles of Association are known as members of the Board of Trustees.

## CHAIR'S REPORT - PIPPA SOUTH

Times have never been easy for those of us working for and volunteering with a local charity and the past few years seem to have been particularly difficult at Home-Start Southwark. Getting funding in these “austere” times is ever harder and the reporting and compliance requirements demanded of us, both by funders and by statutory bodies, grow ever more onerous. However, unlike many other smaller charities we are still here serving the needs of the ever-increasing numbers of vulnerable families in Southwark who are experiencing difficulties. We are, as always, frustrated by the huge amounts of funding that go to the big-name charities but consider it most worthy of note that Home-Start Southwark is one of the leading family support services in London and we are immensely proud that this crucial work is so admirably accomplished by our small professional team and our dedicated volunteers.

Following the departure of Seema Sodhi in the middle of the year we have struggled to find a suitable replacement as Director but have been very fortunate that Seema has continued to work with us as a consultant and carried out the all-important and highly complex tasks of fulfilling the reporting requirements to our existing funders and making funding applications to potential funders.

We were very proud to be a featured project in the BBC Children In Need 2017 Appeal with a short film showing Coral Sinclair, one of our long-term volunteers, and her family and then thrilled to receive the news in January that BBC Children In Need had granted us £137,502 over 3 years. As a result of this and our immensely rewarding partnership with United St Saviour's in the north of the Borough we have additional funding for our Bump to Babe project, which is skilfully led by Becca Jones, and have been able to recruit a Volunteer Co-Ordinator, Juliet Thompson and a Family Support Worker Mavalyn Bonsu. Both are proving to be excellent additions to our team.

My particular thanks this year go firstly to Leonardo Greco for his work on our new data collection system, Charity Log and for implementing the new General Data Protection Requirements coming into force in May 2018 for which there are severe penalties for non-compliance. Secondly, to Cheryl Parkinson for her leadership whilst we have been without a Director and to Becca, Odette and Sandra for their dedicated hard work and commitment. This past year my fellow Trustees have also, in the sometime absence of a Director, worked particularly hard to make sure that our safeguarding responsibilities have been fully discharged and our staff properly and professionally supported and supervised, so my sincere thanks to them too. Finally, we are all, as ever, truly grateful to our funders, large and small and to our volunteers without whom none of our work would be possible and life for our vulnerable families would be so much less easy.

## PERFORMANCE

Over the years Home-Start Southwark has engaged with more than 2,500 families with at least one child under five years or who are expecting a baby. During the same period Home-Start has recruited and trained over 600 local volunteers to provide families with the support they need.

### 2017-18 DELIVERY:

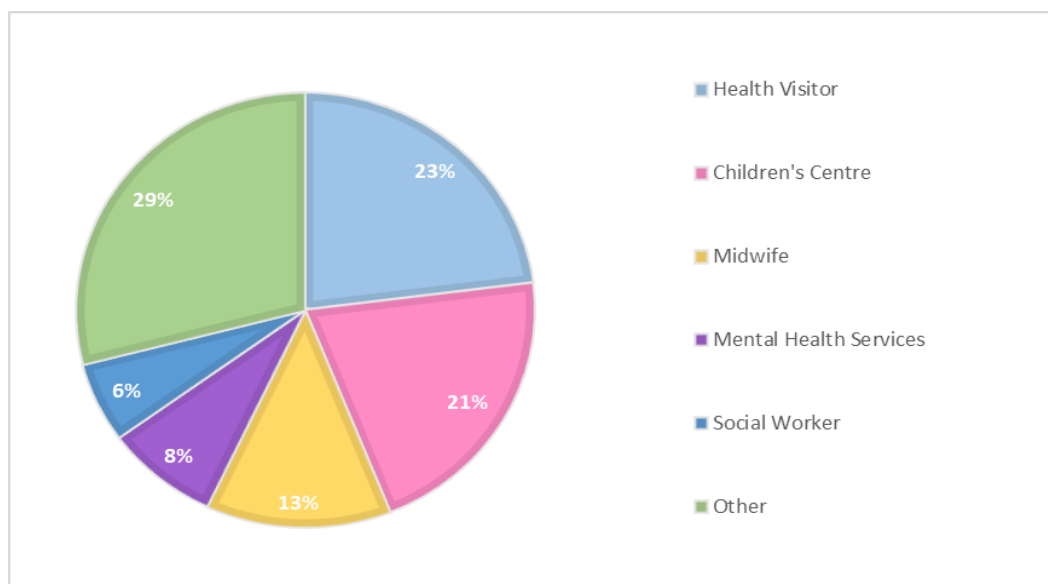
During this financial year, Home-Start Southwark worked with 162 families, which had at least one adult and one child under the age of 5. Of these:

- 👤 131 families were supported, of which:
  - 63 achieved their outcomes and were closed during the period and
  - 68 continue to be supported by a volunteer or a family support worker, of which 50 have achieved some outcomes
- 👤 31 families whose cases were closed with no service being delivered, due to signposting to a more appropriate service, family moving out of the area or declining the service.

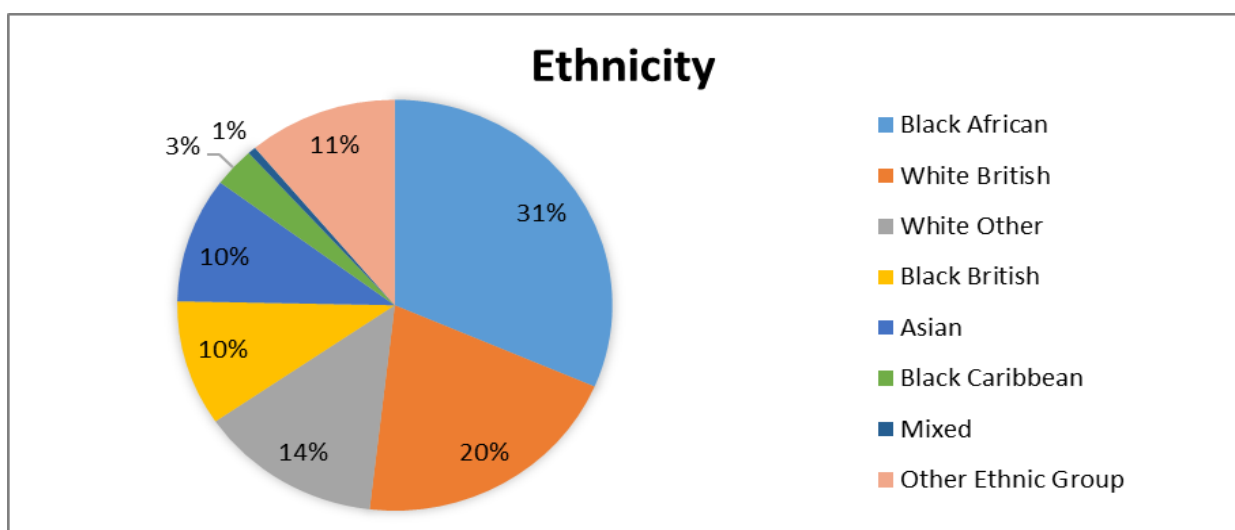
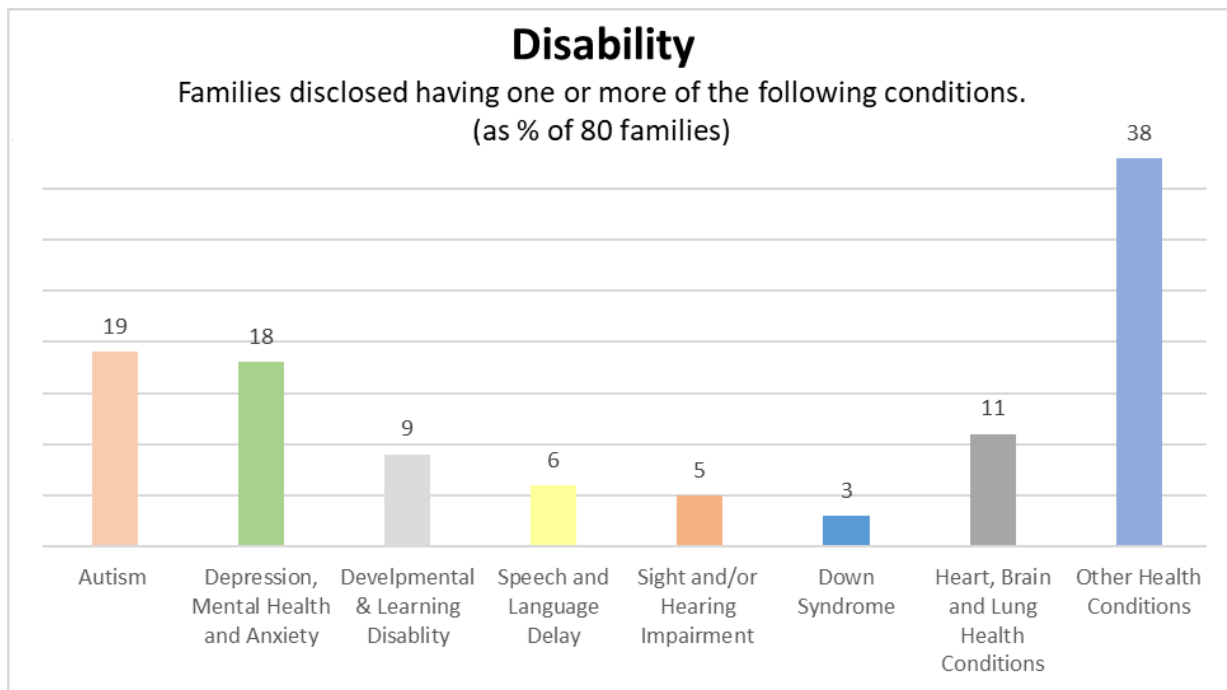
113 of these families with 255 children achieved one or more outcomes to date. Of these families:

- 👤 70 were supported through our core service (with 120 under 5's and 43 over 5's)
- 👤 43 through Bump to Babe (with 72 under 5's and 20 over 5's)

In 2017-18, the scheme received 117 new referrals, of which 90 received a service and 27 were closed with no service for being ineligible or declining the service after an initial contact due to changes in their circumstances. Families were referred to Home-Start principally through Health Visitors, Children's Centres, midwifery and mental health organisations which together accounted for over 60% of referrals.



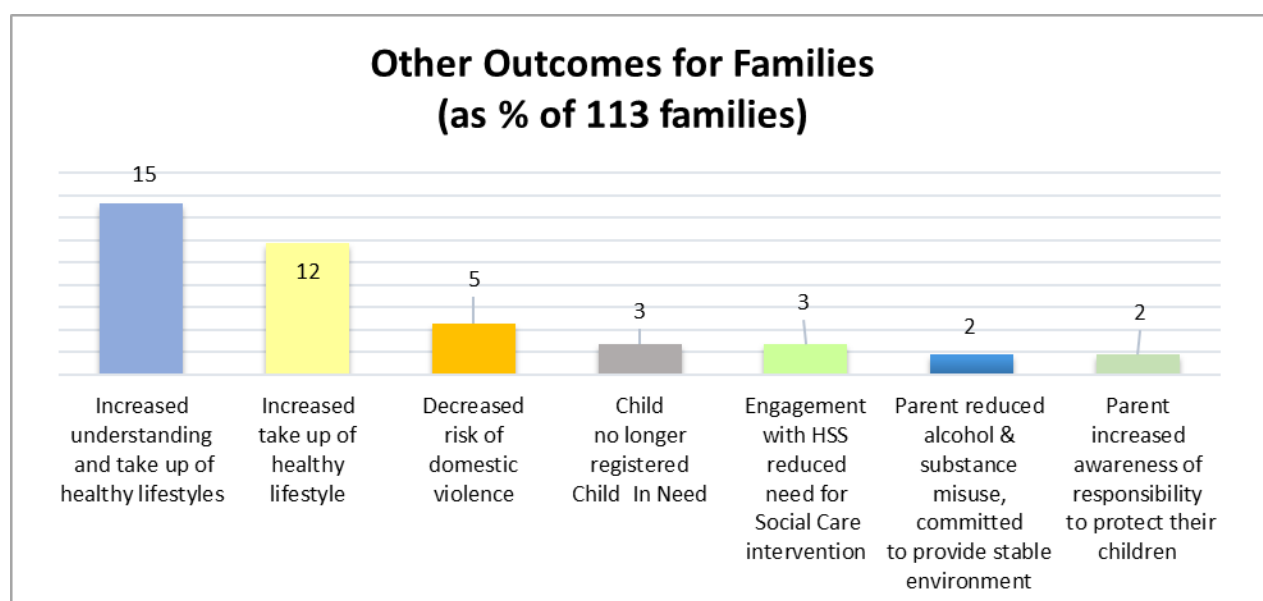
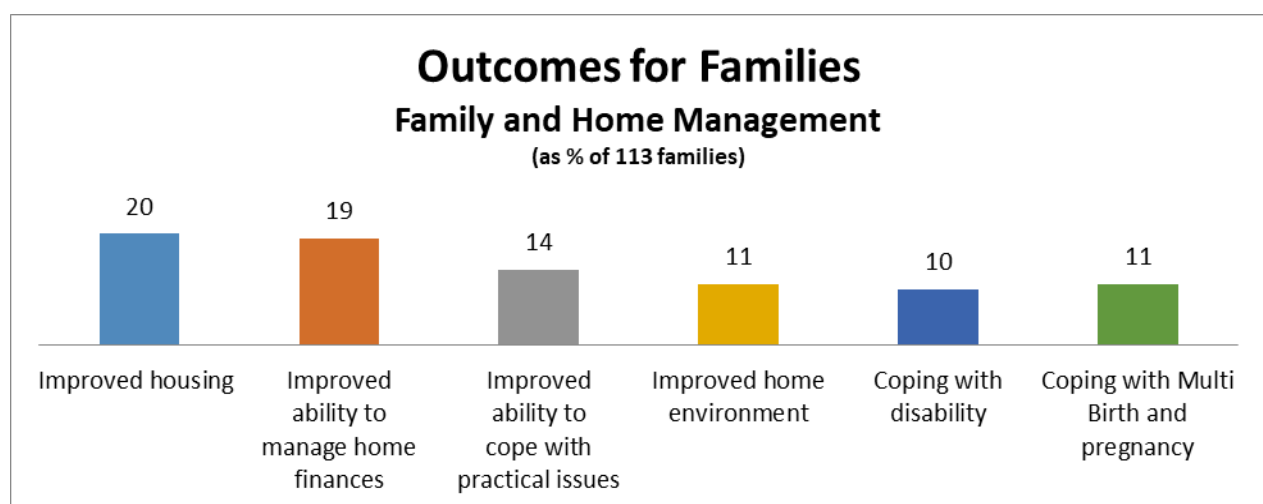
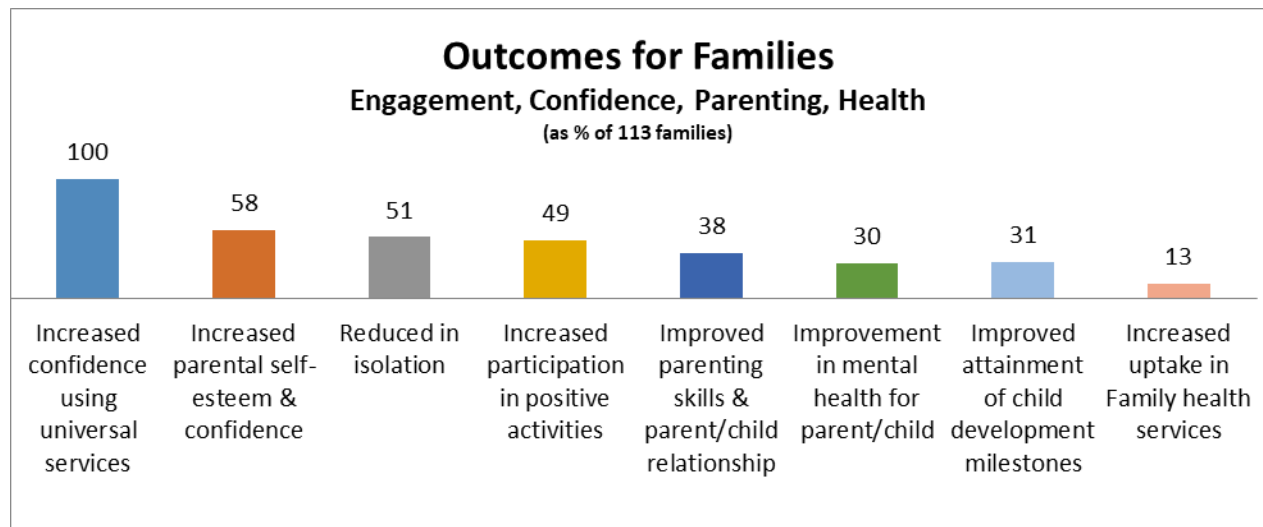
The disability and ethnic breakdowns have remained reasonably constant over the past few years with 49% (80 out of 162) of all families referred in 2017–18 having one or more disability or health condition, affecting the parent and/or a child. The most common conditions were autism, mental health and learning disability. Black African still represents the largest ethnic group followed by White British.



97 of the 113 families we supported, identified two or more objectives to address. The most common areas identified by families as their priority were receiving support to access local services and activities, addressing personal and family isolation issues, receiving emotional support, and support with family management issues including improving the home environment, housing and managing home finances.

Most parents worked to achieve multiple outcomes. In many instances parents also achieved further outcomes that were not originally identified during their initial visit. This is a regular trend which we have noticed over many years. This is because parents develop trust with their volunteer, allowing them to open up about their circumstances and identify

other areas they wish to work on. Some of these achievements are also indirect. For instance, when the needs for accessing services and local activities are met parents may also realise that the intervention has reduced their personal and family's isolation and improved their emotional wellbeing due to a wider network of support. 71 of the families referred have achieved two or more outcome, while 42 have achieved one.





# A FAMILY'S STORY

## LISA'S<sup>1</sup> FAMILY

Lisa, an Eastern European mum, and her partner Jim, a Black Caribbean dad, have two children under 3 years old. Jim works long hours and Lisa feels isolated, suffers from long term chronic depression and hearing voices. A Social Care worker is also involved with the family as Lisa has been subject to self-medicating with alcohol whilst both her children were in her care and for reported incidents of domestic violence. The relationship between Lisa and her partner has become strained since the referral to Social care.

Lisa received support through our Big Hopes Big Futures project and while working with the family our volunteer noticed that Lisa seemed to favour her daughter which manifested in her not setting appropriate boundaries with her daughter yet having unrealistic expectations for her son. Lisa seldom played with her children and struggled to understand the importance of play and interaction. She had very little confidence and self-worth as she had never had someone tell her “you’re doing a good job”.

The volunteer visits Lisa weekly to support her and brings materials and toys to encourage Lisa to be creative and help her pay attention to both children through play. They go to the park together to encourage playing in a social setting, experiment with new activities and work on how to praise her children in age-appropriate ways. The volunteer is also helping Lisa and Jim to access couples counselling and parenting courses.

Over the past few months Lisa’s confidence, independence and self-esteem have greatly improved which has led to a healthier attachment with her children as she spends more quality play-time with them and has set routines and boundaries for them. Lisa now also accesses support to address her drinking issues. The children have also benefited as they are now also able to socialise with other children, have healthier attachments and more balanced lives. The 2-year-old is also more likely to be nursery-ready by the time he starts attending nursery in September 2018.



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<sup>1</sup> Individual names have been changed in this case study.

# A FAMILY'S STORY

## TOYOSI'S<sup>2</sup> FAMILY

Toyosi, 26, is originally from West Africa and came to the United Kingdom five years ago. Her husband had settled in the UK before she arrived and set up a home for them. Toyosi has three young sons who are under five years old. David her eldest son was diagnosed with Autism Spectrum Disorder in 2017. Elijah her second son is showing signs of global development delay. This is impacting on the daily lives of the family with both parents struggling to manage the children's behaviour in the home and out in public.

David is very active at home moving between activities very quickly. He continually seeks adult's attention. He requires a structured differentiated routine at home. David takes up a lot of his parents' time and needs to be constantly supervised. It is difficult to take him out with the other children as he is liable to run off and has no sense of danger. Toyosi avoided going out and attending local Children's sessions as it was difficult to supervise all three children. Toyosi was worried that Elijah was starting to copy David's behaviour. Consequently, she was stressed, exhausted and often has very low moods which affect her sleeping, eating and parenting.

Home-Start began working with Toyosi in 2018 to support her improve her ability to manage David and Elijah's behaviour. The focus was on providing Toyosi with strategies and techniques to use when her son's behaviour become challenging. On the first few visits the Family Support Worker accompanied Toyosi and the children to attend speech and language therapy sessions to help improve David's communication and listening skills. On occasions the Family Support Worker delivered the 'Big Hopes Big Futures' programme by bringing toys, books, games and activities to support Toyosi on how to interact with her children. Over the following weeks the Family Support Worker helped Toyosi to improve her participation with the children by accompanying them to the Park and accessing positive local activities.

A few months later feedback from professionals on David's education and health plan was positive and his behaviour has improved. Toyosi's mental wellbeing has improved and she recently completed an English language course. Toyosi is more confident and resilient in parenting and will start attending a Health and Social Care course.

Toyosi said *"I have received a lot of support from my Family Support Worker. I am very grateful and happy. Thank you so much for helping me and my family"*.

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<sup>2</sup> Individual names have been changed in this case study.








## BUMP TO BABE

The Bump to Babe project, which provides support to pregnant women in their third trimester and families with babies under a year old, entered the final year of its three-year grants from Trusthouse and BBC Children in Need in June 2017. With new funding from United St Saviours also starting in June 2017 we were able to enhance delivery to families in North Southwark and Bermondsey and offer an exciting 6–8 months traineeship to volunteers and residents as Project Assistant. We welcomed Zoe in this role in July 2017, followed by Natalie in February 2018.

In November 2017, we were privileged to be asked by BBC Children in Need to make a short film to be featured on BBC London News. Our volunteer Coral, and her family Sharon and Elliott were featured, and attended the Children in Need Appeal Night show. We continue to provide all our volunteers with enhanced training to work with families, and continue to form successful matches, where the relationship built with the volunteer supports the family to make changes and achieve their goals through weekly visits. In 2017–18, 43 Bump to Babe families received support from a volunteer, or staff member.

The Mellow Babies course, an attachment-based early intervention programme that focuses on promoting parent–child relationships, was delivered between April and July 2017 at South Bermondsey Children's Centre and we began 2018's delivery in February at Ellen Brown Children's Centre to a total of 11 mothers, with 27 children.

### Some of the changes we have supported families to make this year include:

-  Support to prepare homes for baby (safety planning, budgeting for equipment etc)
-  Improved bonding, play, interaction and attachment between mums and babies.
-  Continued breast feeding by supporting mum to attend Breast feeding Café.
-  Improved emotional wellbeing including improved access to mental health services.
-  Improved access to exercise enhancing physical and mental health.
-  Greater confidence in managing needs through implementing routines.
-  Improved engagement with agencies and attendance at baby medical appointments

### Some feedback from Mellow Babies families:

*"Coming to Mellow Babies has made more difference to my mental health than anything else like counselling ever has."*

*"I learned how to be a better parent. I can look at my son and feel I'm doing well enough."*

*"Hearing other people's experiences helped me build confidence in my parenting journey. I can now reflect on the way I was parented and change the things I wasn't keen on."*

## BUMP TO BABE PROJECT ASSISTANT

### Natalie's Experience

Natalie joined Home-Start Southwark in February 2018 for an 8 months' paid placement as the Bump to Babe Project Assistant. Here is her personal account of her progression to paid work and further education.

"I applied for the Bump to Babe project assistant role in November 2017 and was delighted to get the job. I have always wanted to work within a charity and Home-Start Southwark is one that has always appealed to me. The fact that Home-Start works with all families, regardless of background, culture or class meant that I would get the chance to work with a cross section of families which was so exciting for me. I was particularly looking forward to making a difference to families with babies as I know having a baby can increase isolation, so I wanted to provide practical and emotional support to combat this common experience of new mums.

When I was told I would be taking on my first family as coordinator I initially felt nervous. However, the support I was given from my coordinator meant that I felt equipped and confident to support the family. Working with this family showed me how important it is to build trust with people in order for them to open up fully about what they are struggling with and make a start on making progress. Working on the parent's confidence and empowering them to see that they could make small steps was the key to enabling them to tackle the bigger issues they were facing. I learnt that it was better not to try and fix things for families but support them to have the confidence to do things for themselves and, now I've moved on, I feel she is more able to tackle things without me.

"Working at Home-Start gave me a huge sense of achievement. The logging systems and databases that Home-Start use have really improved my record keeping skills and my confidence in inputting data. I observed my colleagues and learnt how each family is carefully assessed and the importance of keeping records up to date. As well as supporting families I arranged an event at a local shopping centre to raise awareness of the service with local families and successfully recruited volunteers.

I now look forward to my next chapter, training to develop my knowledge and skills around baby development and understanding anxiety.

## BUMP TO BABE CASE STUDY

### FAMILY FINANCES

This case study is about a mother and father with five children under 8 years old, newly arrived in the UK from Central Africa. On arriving in the UK, the mother lacked fluency in English and the three older children had been diagnosed with autism which negatively impacts the family's daily life. The mother suffers from depression due to past trauma, she is very emotional and tearful and frequently experiences low moods. The family lives in a three-bed house and is struggling financially as their welfare benefits were recently stopped.

The Home-Start Family Support worker, trained in the Made of Money approach, provided the family with financial advice and budgeting support and helped to complete benefit applications and liaise with agencies and supported the parents to write letters to ensure that the family receives all the benefits they are entitled to. The worker also supported the mother to attend Children's Centre groups and access local services and has recently enabled the mother to sign up for English classes to increase her confidence.

The worker will continue to support the family to identify ways to manage their finances, using the Made of Money framework; and to support the parents to be more independent and confident in completing forms and writing letters as their English skills improve.

Over the period of support the family improved their language skills which in turn increased their confidence and reduced their isolation through participation in activities. The family is now also better able to manage their finances and deal with their mental health. The children now have opportunities to socialise with their peers and have a stronger bond with their parents through play.

#### Some feedback from Bump to Babe families:

*"Having a Home-Start volunteer was like having a mum again. I lost my mum when I was young and having a baby made me think about her and how she must have felt about me. It was great to have an experienced mother as my volunteer."*

*"Home-Start has been so helpful, you don't know how much you're doing for us. Without you I don't know where I'd be – it's been so supportive."*

*"[My volunteer] changed a hopeless day into a hopeful one. I had too much to do and no motivation to do it. She helped me work out what to do, and I could do it by myself. Very few people can change things around like that for someone. It was a very significant day."*

## TWINS & MULTIPLE BIRTH GROUP

Our Twins & Multiple Births group continues to be an extremely popular activity at the Albrighton Centre. The group meets every Thursday morning and is a place for parents and carers of twin and multiple birth children to meet with other families who understand the specific challenges they face.

During 2017/18 the group continued to grow and is a well-attended space for the parents of twins to meet. The group received visits from Oral Health and Speech Therapists. This year the group has had excellent attendance with 83 families and 168 children participating during the year.

## DATA MANAGEMENT

During 2017–18, we implemented our new database system, delivered staff training and migrated out data from our old database to Charity Log. This new database provides the capacity to store all our records electronically, safely and in accordance with the new data protection regulations and will improve our efficiency, data management, information flow and reporting capability.

## THE LENA PROJECT





Home-Start Southwark piloted LENA (Language Environment Analysis) which is widely used by the US based LENA Research Foundation to support early language development and interaction in children from birth to 3 years of age. The pilot ended in March 2018 and had some positive aspects in demonstrating to the families how often they communicate with their children throughout the day. The weekly comparable graph allowed families to analyse the data and with a coaching approach from the trained volunteer combined with LENA's "Talking Tips" identify ways to increase family communication. However, we encountered logistical issues throughout the pilot which ultimately impacted on the delivery of the programme locally. From April 2018, we decided not to continue offering LENA as a speech and language tool.



## HOME-START SOUTHWARK VOLUNTEERS

Between April 2017 and March 2018 there were 46 active Home-Start Southwark volunteers offering their time, energy and friendship to help struggling parents create happier lives for their children. They are of different ages and come from diverse backgrounds and cultures but share the same desire to give back to their community and to help others who are going through difficult times. *"The volunteers are an inspiration and it has been a privilege to work with them since taking up the post of Volunteer Coordinator in June 2017."* Juliet Thompson, Volunteer Coordinator.

### DURING 2017-18:

-  46 trained volunteers and four Home-Start Co-ordinators supported 113 families and 255 children to work toward achieving their self-identified outcomes.
-  17 new volunteers were trained, one of whom, Mavalyn Bonsu, went on to become our new Family Support Worker, joining the Home-Start Southwark team in December 2017.
-  9 volunteers left the scheme to pursue employment, education and other personal goals.
-  Volunteers received ongoing training including three **LENA Speech and Language** trainings, **Made of Money financial management** training, **First Aid** training run by the Red Cross, **Fuel Poverty** training run by South East London Community Energy, a **Signposting Day** with Citizens Advice Bureau, Southwark Council and First Place Children's Centre and **Supporting Parents with Mental Health Difficulties** Training run by SLAM NHS Parental Mental Health Team.

In addition to providing invaluable support to families, volunteers benefit personally and professionally from their volunteering experience through:

#### Increased self-esteem

There is more and more evidence that volunteering boosts wellbeing and builds self-confidence. As one volunteer recently said *"Volunteering with Home-Start Southwark is the best thing that I do – I would do it every day if I could. It's so rewarding when you leave and feel that you've made that difference".*

#### Experience for employment and further study

Volunteers gain valuable experience that can help them return to work after a period of caring for children or unemployment. Many choose to volunteer with Home-Start because

they want to work in the fields of family support, health care or social work. As one former volunteer who is now training to be a Social Worker said, *"I loved being a volunteer – it gave me a chance to change my career completely"*.

### Increased skills to boost employability

Volunteers learn a whole range of useful skills through our Volunteer Preparation Course, which one of our new recruits described as *"an excellent course – easily the best preparation I've had as a volunteer"*. As part of our commitment to supporting our volunteers we have arranged that the Volunteer Preparation Course will be accredited at NVQ Level 1 or Level 2 by Certa from Summer 2018.



### Greater sense of belonging and community integration

We provided opportunities for volunteers to meet and get to know like-minded members of their community and share their family support experiences in a confidential manner. In this financial year, we held two Volunteer Support Groups, one of which was attended by the SLAM NHS Work Well Team. We also hosted a Summer Lunch in a local pub and a Christmas Dinner in the Albrighton Centre to thank our volunteers for the amazing work that they do.





## ISOBEL'S VOLUNTEERING STORY

"I came to Home-Start interested in helping where I felt both comfortable and could be of real help to someone who may have experienced the same difficulties as I did when I moved to England with my family. My children were aged one and two, I knew no one and spent long periods of the day on my own. I wish I had known about Home-Start then as it would have been a place of great solace and comfort to me, knowing someone would be there to offer support and companionship to a parent with young children struggling with some of life's daily challenges.

"Becoming a volunteer was a highly rewarding process. I felt like I had really achieved something once I completed the training, which I hadn't felt in a long time. We trained in a group, which meant we got to know the other volunteers well and didn't all feel so 'new' each time we came back. I learned to listen but also to speak up when I didn't know something; the facilitators showed great patience for our endless questions and listened to every single concern voiced all too often by us budding volunteers. They provided thoughtful and intuitive answers, time and time again.

"The family I volunteered with was a mother with two young children. We played, walked, talked and went about her daily life for a couple of hours once a week. You cannot know the intimacy and privilege of being allowed into someone's home until you are sitting in their kitchen with them and they are talking, sharing their worries and struggles with you, a virtual stranger. It is a privilege I will not forget and did not take lightly. Thank God for Home-Start who had prepared me so well!

"I am now in my second year of training, studying to be a counsellor, working in a placement at a counselling centre seeing clients each week. It was my work as a volunteer for Home-Start, which laid the boundaries of trust, care, and support that secured my place as a counsellor-in-training."



Home-Start Volunteer Isobel




## SUCCESSFUL PARTNERSHIPS

### Grants for Individual Families

During 2017–18, we secured over £2,247 in grants for individual families from the Glasspool Charity Trust and Buttle UK to provide essential white goods, beds, bedding, cots and single and double prams to some of our neediest families in Southwark. We also referred families to Southwark Food & Baby Bank and the local Community Fridge (sponsored by Sainsburys).

### Mother and Baby' kits and 'Back to School' packs '

The partnership with the Al-Mizan Charitable Trust continued in 2017–18, which provided 12 'Mother and Baby Essential Kit' boxes to distribute to expectant and new mothers who are financially disadvantaged and could not afford essential baby items. We also received 20 'Back to School' backpacks to distribute to disadvantaged families that are experiencing financial difficulties. Both programmes gave priority to families who:

-  were homeless or living in sheltered accommodation or were seeking asylum
-  were victims of domestic violent and abuse
-  have a physical disability or long-term health condition

### Morrisons (Peckham)

Our local Community Champion Rose Morgan donated food and refreshments for one of our volunteer preparation training courses, and drinks and party decorations for our Christmas party.

### Christmas Joy

When pupils at Judith Kerr School heard that some children in Southwark might not receive any presents at Christmas, they came up with a scheme to help. Local toy shop Kinderlala provided presents at cost price which Judith Kerr pupils then bought and donated to Home-Start Southwark. Local Handicrafts business Von Mir Fur Dich also donated gifts. We would like to thank all the staff and parents, especially Jackie Yap, for supporting Home-Start Southwark and helping us to bring some Christmas joy to Home-Start families.

Also, a special thank you to the staff at BT Open Reach and the Business and Planning Department for their donation of shoe boxes filled with Christmas presents.



### London Living Wage

We are proud to announce that during the year we became a London Living Wage Employer. The London Living Wage is based on the principle that workers should earn a living to provide for themselves and their families.

## END OF YEAR FINANCIAL REVIEW 2017-18

Details of Home-Start Southwark's revenue and expenditure for the year under review and the previous year are shown on page 9 of the Financial Statements.

We are pleased to report the Home-Start Southwark 2017/2018 results. Our total funding for the year was £282,363, a decrease of 13% compared to prior year but in line with historical funding levels. With our continued focus on securing new sources of funding, we have been successful in securing sufficient funding to replace the funding from the London Borough of Southwark (2016/17: £210,551) which ceased at the end of last year.

Our key grants include funding from the following charitable organisations:

New this year:

- The Big Lottery Reaching Communities for our three year Parents Together project. The grant totals £367,983 of which £132,199 was received this year.
- The Henry Smith Charity for three years funding totalling £102,000 of which the first instalment of £33,000 was received this year
- The Peter Stebbings Charity for three years funding commencing this year (totalling £69,575).
- United St Saviours Charity for two years funding commencing this year (totalling £39,897) to develop the Bump to Babe project

Existing grants:

- BBC Children in Need and Trusthouse Charitable Foundation for our ongoing Bump to Babe project. The current year grants of £23,325 and £20,000 respectively were the final instalments of the three year grants.

The success of our ongoing fundraising activities means that the future of our organisation has been secured for the coming years. However, there is an ongoing need to replace funding as grants draw to a close and further funding is still required in order for us to fully achieve our near and medium term business plan goals and to secure our long term future. As such our team continues with its tireless efforts to identify and apply for further grants to cover our primary core costs and focus our efforts on implementing a more strategic approach to our income generation to sustain the organisation. On this note, we are pleased to announce that we were successful in securing a further three year grant (commencing 2018/19) from BBC Children in Need totalling £137,502. It is testament to our fantastic team in the office and in the community, our proven track record of exceptional service delivery and our active and engaged Board of Trustees that this additional funding has been awarded.

We also extend our heartfelt thanks to our benefactors and private individual donors who time and time again provide us with much needed financial support. Our special thanks this year go to The Orr Mackintosh Foundation and an anonymous donor who each donated £5,000, The Robert Holman Memorial Trust, The Elizabeth Prince & Zaiger Trust and Celia Randell who each donated £2,000, Ultramarine Ltd which donated £1,500 and our private donors who collectively donated £2,385.

**Opening funds balance: £161,317;**

**Closing Funds Balance: £172,079**

Alice Gardiner, Honorary Treasurer

(Full Annual Review & Accounts available on request)

## **Reserves**

The trustees have examined the charity's requirements for reserves in the light of the main risks to the organisation. It has established a policy whereby a designated contingency reserve, comprised of unrestricted funds, is held by the charity to meet the charity's potential future contractual liabilities (including staff costs and working capital needs) in the event of an orderly wind-down of the activities of the charity. The level of the designated contingency reserve is reviewed by the trustees on a regular basis. The level of this fund at 31 March 2018 was £81,800 (2016/17: £91,700).

## LOOKING FORWARD

### Sustainability

The funding environment is currently competitive and although we have been successful in diversifying our income stream, sourcing core funding remains a challenge. In 2018/19, we will be developing a new 3-year Business Plan and fundraising strategy to ensure we build on existing programmes and remain sustainable.

### Volunteer Development

We are proud of our volunteer development programme which aims to give volunteers the opportunity to gain an accredited qualification, acquire additional skills and experience as well as the option of progression into further education. In 2018/19, we aim to develop a volunteering strategy to improve the recruitment, retention and experience of volunteers.

### IT & Website Upgrade

We aim to upgrade the scheme's website creating an attractive, informative and interactive platform for our users.

### Strengthening and Developing New Partnerships

We aim to expand our partnership with local professionals, neighbouring Home-Start schemes and other voluntary and statutory agencies by creating opportunities for collaborative working at a strategic level.











We will further strengthen our relationships with the four children's centre localities with each of our coordinators linking with a centre, having hot-desk space and joining their case reflection meetings. The aim of this is to share skills and knowledge of the Home-Start team by liaising, planning and reflecting with the family services professionals who have a similar professional remit.

We will continue to develop our service delivery to meet the needs of our local community and to find innovative ways to improve our efficiency and provide the best outcomes for our stakeholders.








# FUNDERS AND SUPPORTERS

On behalf of the families we would like to thank the following organisations and individuals who have helped us to provide our much-needed service. We are also grateful to all the individuals who have made donations but wish to remain anonymous.

## Charitable Trusts & Foundations, Family Fund













-  Buttle UK
-  Save the Children – Eat, Sleep, Learn, Play
-  Lloyds Community Fund
-  Al-Mizan Trust
-  The Robert Holman Memorial Trust
-  Elizabeth and Prince Zaiger Trust
-  The Richardson Charitable Trust
-  Henry Smith Charity
-  Peter Stebbings Memorial Charity
-  The Peter Minet Trust

## Private Individuals

-  Pamela & Howard Jacobs
-  Celia and Charles Randell
-  Amelia Howard
-  Pippa and Terry South
-  Kristen Frederickson
-  Chris and Charlotte King
-  Assiatu Conteh


 Zoe Balcombe

## Voluntary & Community Organisations

-  Community Southwark
-  Contact a Family
-  Citizen Advice Bureau
-  Solace
-  PACT (Parent and Children Together)
-  Kids Portage Home Learning
-  Advising London
-  Southwark Food Bank
-  Southwark Young Carers
-  Albrighton Community Centre
-  Southwark TimeBank
-  Bede House






## Statutory Agencies

-  1<sup>st</sup> Place Parent & Children Centre
-  Bermondsey & Rotherhithe Children's Centre
-  Aardvark Children's Centre

 Nunhead & Peckham Children's Centre

-  Southwark Children's Services: Social Care & Early Help Teams
-  King's College Hospital & Guy's & St. David's Hospital – Community Midwifery Teams
-  Community Health Visiting Team
-  Child & Adolescent Mental Health Service (CAMHS)
-  Parental Mental Health Team (PMHT)
-  MAPPIM (Perinatal Mental Health)

## Others

-  Ultramarine Ltd
-  EasyFundraising
-  Morrisons (Peckham)
-  Judith Kerr Primary
-  Kinderlala



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## SUPPORT US

**Everyone needs help at some time in their life.**

Our charity depends on donations and grants to train volunteers and fund our work with parents and children. Every donation is truly appreciated because it enables us to make a real difference to a child's life.

You can donate by cheque, postal order, CAF vouchers or online at [uk.virginmoneygiving.com](http://uk.virginmoneygiving.com) – click “make a donation” and type: Home-Start Southwark.

You can also *donate as you shop at no extra cost* with Easy Fundraising. Visit our page at: [easyfundraising.org.uk/causes/homestartsouthw/](http://easyfundraising.org.uk/causes/homestartsouthw/)

*giftaid it*

If you are a UK taxpayer, using Gift Aid makes your donation worth more. For every £1 donated, we get an extra 25p from the Inland Revenue. To Gift Aid your donation please contact the office for a form.

Find out more at  
[HomeStartSouthwark.org.uk/donate](http://HomeStartSouthwark.org.uk/donate)



## CONTACT US



Support and friendship  
for families

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HomeStartSouthwark



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