

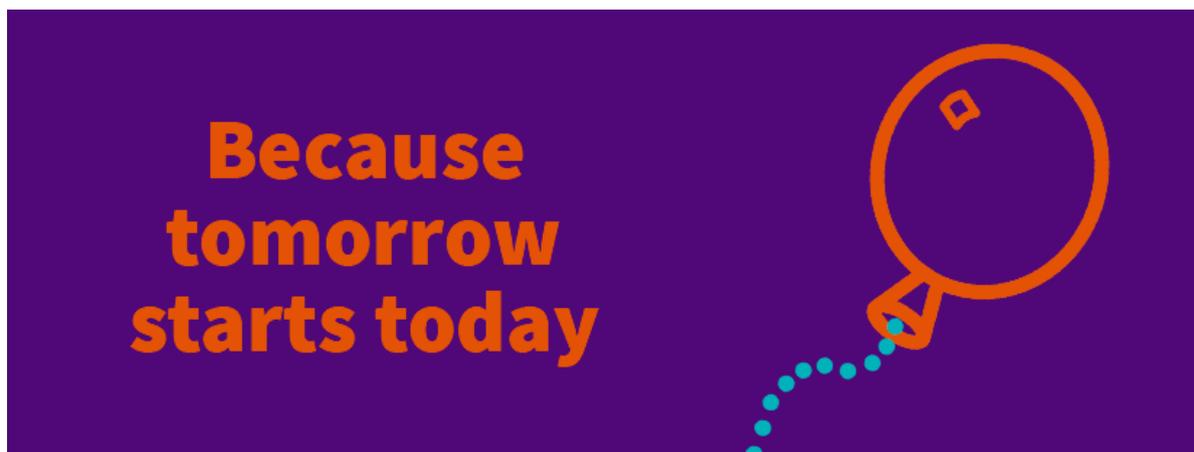
**Home-Start  
Southwark**

**Annual  
Report  
2019-20**



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

# Home-Start Southwark

## TRUSTEES

Chair – Sarah Messenger	Trustee - Maggie Kaipah-Milne
Vice Chair – Pippa South	Trustee - Clare Cary
Honorary Treasurer - Alice Gardiner	Trustee – Danna Johnson (Until 29/11/19)
Trustee - Paul Baddeley	Company Secretary - Sandra Powell (until 3/9/19)
Trustee - Christopher King	Company Secretary – Penni Hawkins (from 29/1/20)
Trustee – Jill Bell	

## STAFF

Director	Cheryl Rhodes
Team Manager	Cheryl Parkinson (until 19/6/19)
Team Manager & Volunteer Co-ordinator	Juliet Thompson
Family Support Co-ordinator	Mavalyn Bonsu
Family Support Co-ordinator	Becca Jones (On maternity leave 30/01/20)
Family Support Co-ordinator	Odette Ellis (until 29/01/20)
Child Development Practitioner	Alison Henry
Family Support Co-ordinator	Ivy Asare (from 13/01/20)
Family Support Co-ordinator	Lucy Wright (Maternity Cover from 6/01/20)
Bump to Babe Project Assistant	Serena Dyett (until 30/5/19)
Information Officer	Leonardo Greco
Business Development Co-ordinator	Penni Hawkins (from 29/01/20)
Business & Finance Manager	Sandra Powell (until 3/9/19)

## 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

Preparing the Chair's report for the AGM always provides an opportunity to reflect on the year that has passed and take pride in another 12 months of making a profound difference to the lives of the families we work with. This year has been no different and, as ever, the Board has continued to be hugely impressed by our amazing staff team, our dedicated, caring and generous volunteers and equally importantly our families. Their resourcefulness, resilience and willingness to engage is inspiring and gives a clear sense of purpose to everything we do.

The organisation continues to be led brilliantly by Cheryl Rhodes who first joined us in June 2018, and we benefit enormously from her experience and tenacity in exploring every opportunity to drive the organisation forward. Equally importantly we have a team of highly professional, skilled and dedicated colleagues whose passion for what they do comes through every day. The insight, integrity, compassion and creativity they all bring to their work are the crucial ingredients for the impact we continue to have. Throughout the year we welcomed Ivy Asare, Lucy Wright and Penni Hawkins as new members of the team and we were delighted that Juliet Thompson was appointed as Team Manager in June 2019. I also want to thank Becca, Mavalyn, Alison and Leonardo for continuing to do an excellent job for us. The Board appreciates all the help, advice and support we get from colleagues across the staff team.

Throughout the year, we also said thank you and goodbye to colleagues who had made a significant contribution to the success of Home-Start Southwark, in some cases for a number of years. Odette Ellis, Cheryl Parkinson and Sandra Powell all moved on for different reasons and whilst we were pleased that they were pursuing new, exciting opportunities in their lives we were very sorry to see them go. They all cared passionately about Home-Start Southwark and made a big difference in their time with us. In particular, I want to pay tribute to Sandra who had worked for us for almost 15 years and played such an important role in the success of the organisation over that time. She knew everything and everyone and provided huge shoes to fill; I know all the Board would want me to place on record our deep appreciation for everything she did in her time with Home-Start Southwark. There is a final person I would like to thank. Danna Johnson was a trustee for 6 years and an invaluable source of wise advice on a range of issues but particularly safeguarding.

We were pleased to engage in constructive and creative conversations with colleagues from Home-Start Lambeth to explore how we might work together more closely moving forward. We are grateful to Home-Start UK for providing a consultant, Will Prochaska, who facilitated a number of sessions which helped us to build relationships, share ideas and information and identify opportunities to work together in the future. Recent events, over 2020, have placed those conversations in a different context but we are pleased that strong relationships have been developed.

Finally, I would like to thank our funders who recognise the importance and impact of the work we do. In addition, we are hugely appreciative of the efforts of local people who have made individual donations or raised money in different ways. These include Tom South who raised over £6000 by running the London Marathon in April 2019 and the Dulwich Runners who raised £350. We were the chosen charity for Cavendish Care, and they raised £500 and we're very grateful to Pam Sylvester and Deirdre Davis who ensured we were the Dulwich Golf Club's Lady Captain's Charity for 2019, raising £5,200. The Christmas Big Give raised £9,900 and we would like to thank The Childhood Trust and Jackie Yap for their role in that. Last but definitely not least, we are very grateful to Terry South for his ongoing support.

**Sarah Messenger**

# Director's Report

One of our core objectives this year was to ensure future sustainability and we looked to advance this aim in several ways.

We aimed to shift to a funding model where grant funding is based on the total running costs of the programme, rather than on individual projects and associated posts. This method recognises the connectedness of all our projects and reflects our holistic approach to working with families. It also simplifies funding bids and the resulting reporting process meaning we spend more time on design, delivery and ensuring high quality than administration.

We also aimed to further align our service delivery with local health, education and social care priorities. This was targeted at complimenting existing statutory and voluntary projects by ensuring we bring unique services that help to meet the diverse needs of children and their families in Southwark. This work is ongoing as we seek to further develop our skills, knowledge and practice in the areas of childhood obesity, early years development, emotional wellbeing and perinatal mental health. We want to position ourselves as central to Southwark's early intervention package for children and families.

Much of our multi-year funding was coming to an end by March 2020 so a lot my efforts went into writing bids, building networks and ensuring we evidence the impact of our work effectively. We had some success but were finding even very strong bids were not getting past the first hurdle. This is partly because most local government support for the voluntary sector has largely disappeared over the last decade and many charities are competing for ever decreasing sources of income from the same trusts and foundations.

Despite this, we were successful with 3 key bids and have a National Lottery application that was postponed because of the pandemic, being considered now (they also awarded us considerable interim funding to cover the delay). We received continuation funding from United St Saviours Charity (UStSC) and Henry Smith Charity and gained a new partner in the Peter Minet Trust. I want to thank all these organisations for putting faith in HSS and the work we do in this community. I particularly want to thank Sarah Thurman at UStSC, who is a fantastic advocate of our work and finds innovative ways to help strengthen our charity. All these funding streams are either core or unrestricted in line with our strategic objectives.

I want to thank our team of dedicated staff who have coped admirably with many changes as some long-term staff have moved on to new opportunities and we have welcomed new members. I particularly want to thank our Team Manager, Juliet, who has stepped up to her new role brilliantly. Juliet leads by example showing commitment, compassion and a willingness to always go the extra mile; I simply couldn't have managed without her.

We have accessed a lot of development opportunities for the team and volunteers, including specialist training from Speech & Language, Nutrition & Dietetics and the Autism Support Teams as well as domestic abuse training with SOLACE. Staff have had opportunities to develop their own specialisms with accredited training in Immigration support and Mellow Parenting. Each Family Support Coordinator also leads an area of guardianship. These include domestic abuse, mental health, perinatal support, immigration/refugees and child development.

I want to acknowledge all our existing partners including Children & Family Centres, Family Early Help, the Parental Mental Health Team, Health Visitors, Midwives and many more. We also developed relationships with PECAN and John Keats Primary School in delivery of our group work.

We especially want to thank the Globe Theatre for providing us with nearly 500 beautiful books donated at their Christmas show for the children we work with.

Finally, I want to thank our volunteers who are so impressive in giving their time, knowledge and skills to make a difference to children and families in Southwark. Our volunteers work with families to change lives, bring hope and empower some of the most vulnerable families in our community. Families tell us their relationship with their volunteer is positive because they have mutual understanding of their circumstances and provide emotional and practical support without judgement.

Additionally, I congratulate one of our longest serving volunteers, Judith McCallum, who was invited to the Queens Garden Party (this will take place next year after postponement), she is a fantastic example of everything we stand for at Home-Start Southwark. Thank you for your continued support and be assured that next year's report will be a very different story!

**Cheryl Rhodes**



# Performance

Since 1995, Home-Start Southwark has supported 2,830 families and 7,789 children with a range of complex needs and recruited and trained 672 local volunteers. We are very proud of our achievements and continued engagement in the local community which are only made possible through the dedication of our volunteers, staff, Trustees and funders.

## 2019-20 delivery:

During this financial year, Home-Start Southwark worked with 157 families and 340 children. Each family had at least one adult and one child under the age of 5. Of these:

- 69 achieved their outcomes and have been closed during the monitoring period
- 11 were supported by a volunteer or a Family Support Co-ordinator
- 37 being supported remotely in response to Covid-19 lockdown and social distancing
- 6 received interim support from a Family Support Co-ordinator as they wait for a volunteer
- 34 attended our Big Hopes Big Future group / with 27 (with 68 children) completing it.

66 families with 140 children were supported through our Core programme, 57 Families with 124 children via Bump to Babe and 34 families with 76 children through Big Hopes Big Future.

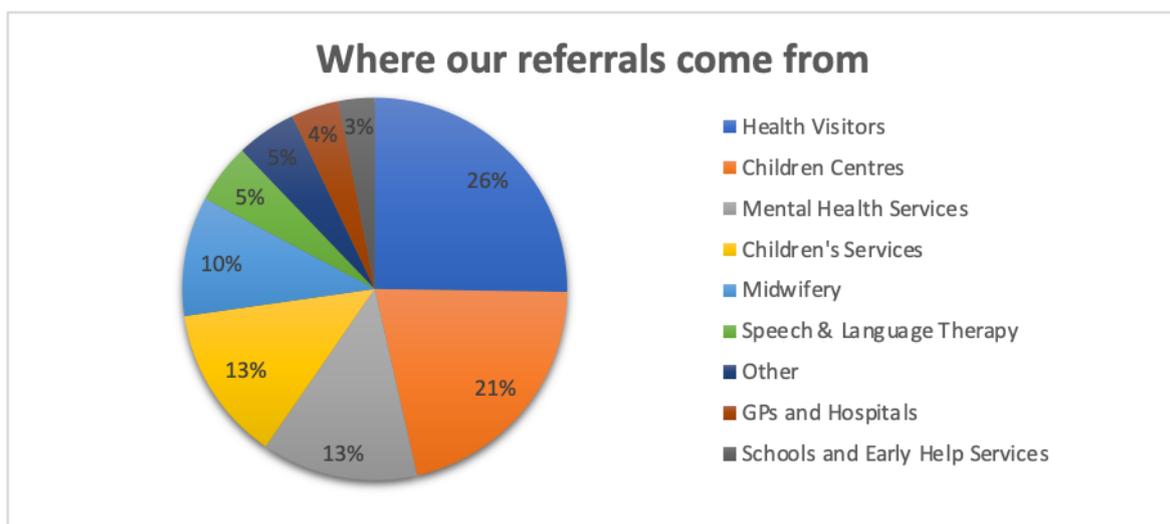
There were an additional 28 families whose referrals were received, and we had just began working with, and a further 7 families which following initial an initial engagement were closed without being referred to a support programme, due to the family moving out of the area, being ineligible, declining the service or not responding to communications from us.

## Referral Sources

In 2019-20 the scheme received 104 referrals. Of these 69 families were referred on Internally to receive support; 19 families were waiting for their initial visit, and 16 families had rejected the service or were declined as inappropriate referrals.

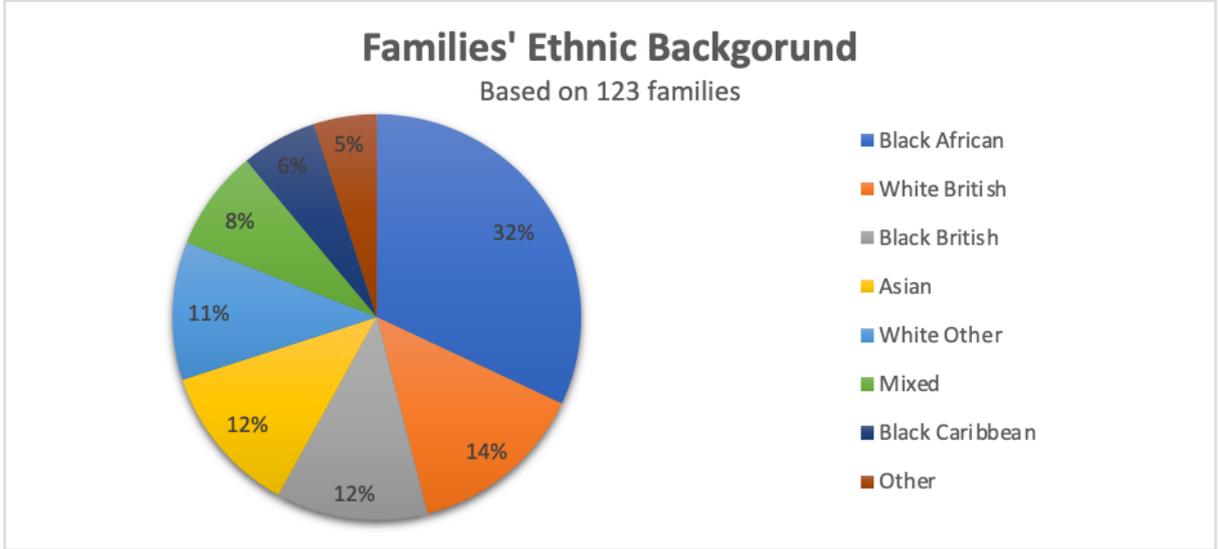
Families were referred to Home-Start principally through Health Visitors, Children's Centres and other Children Services and Mental Health Services which together accounted for 73% of referrals.

Due to the coronavirus outbreak Home-Start Southwark stopped accepting new referrals in early March to review our service delivery systems and focus on supporting existing families through the pandemic and lockdown.

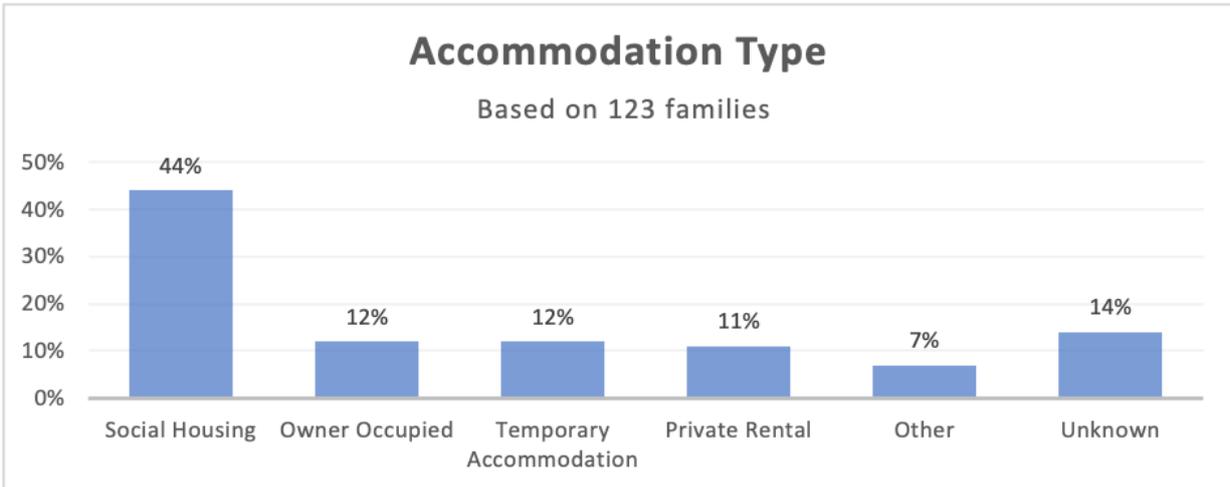
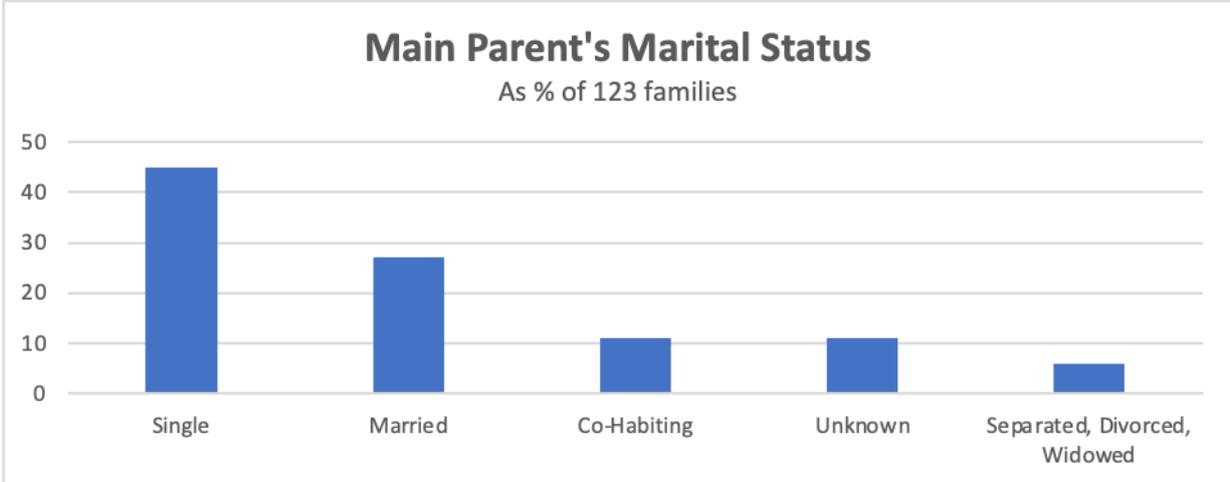


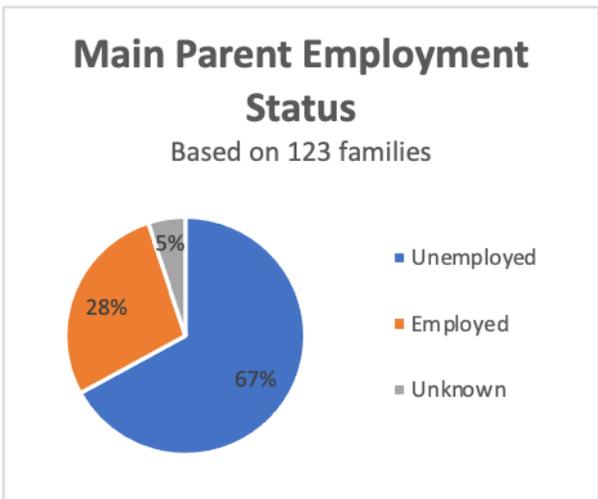
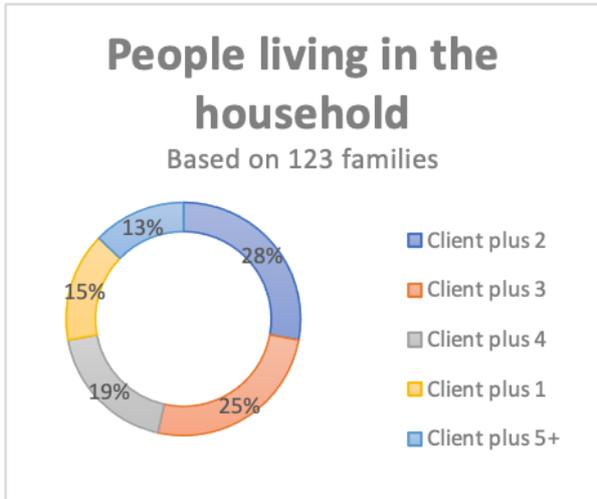
### Demographics of supported families

One third of families supported were from Black African background with a further 12% Black British and 6% Black Caribbean, accounting for 50% of families. Asian and White Other accounted for 12% and 11% respectively, while 14% of families were from White British background. The demographic distribution is stable and reflective of the local population year on year.



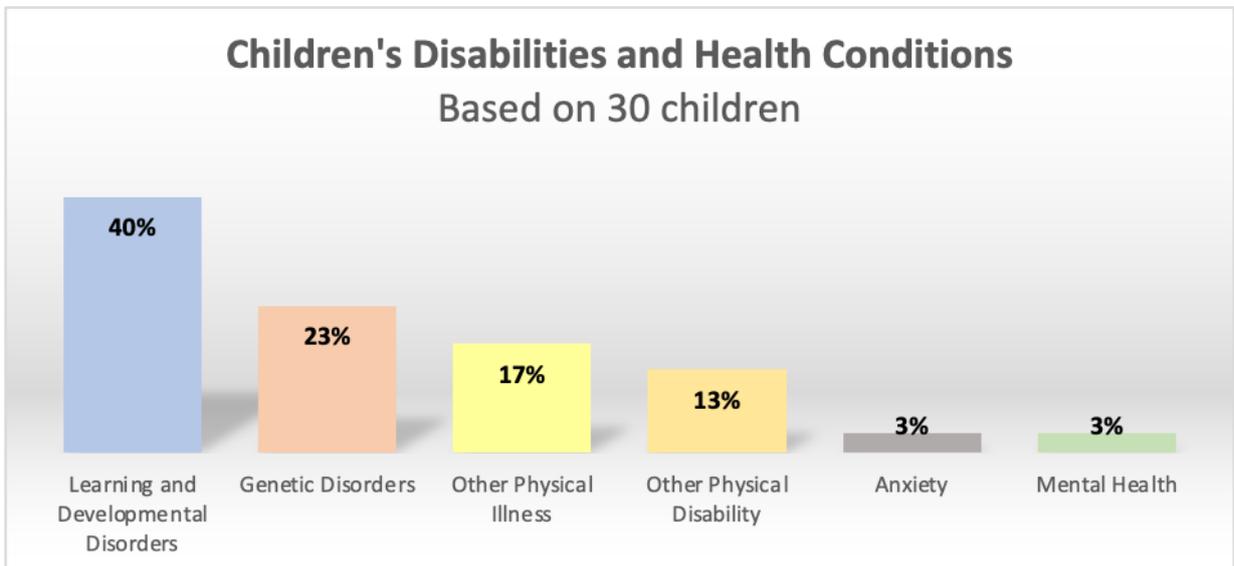
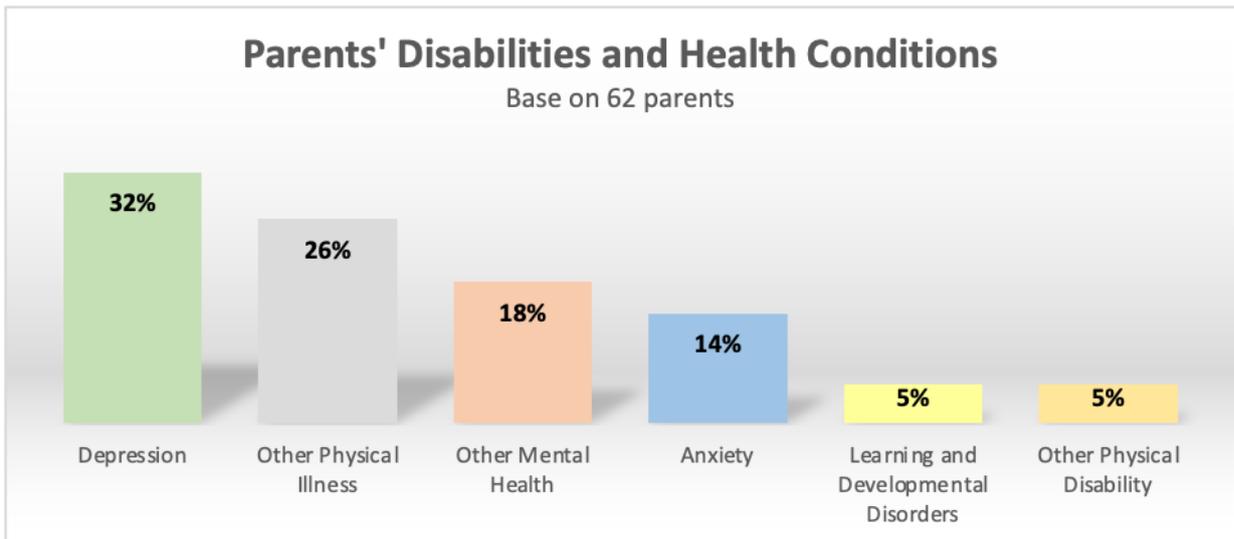
45% of the families supported were single parents looking after one or more children with at least one child under 5 years of age. Almost a third were married and 11% were co-habiting.



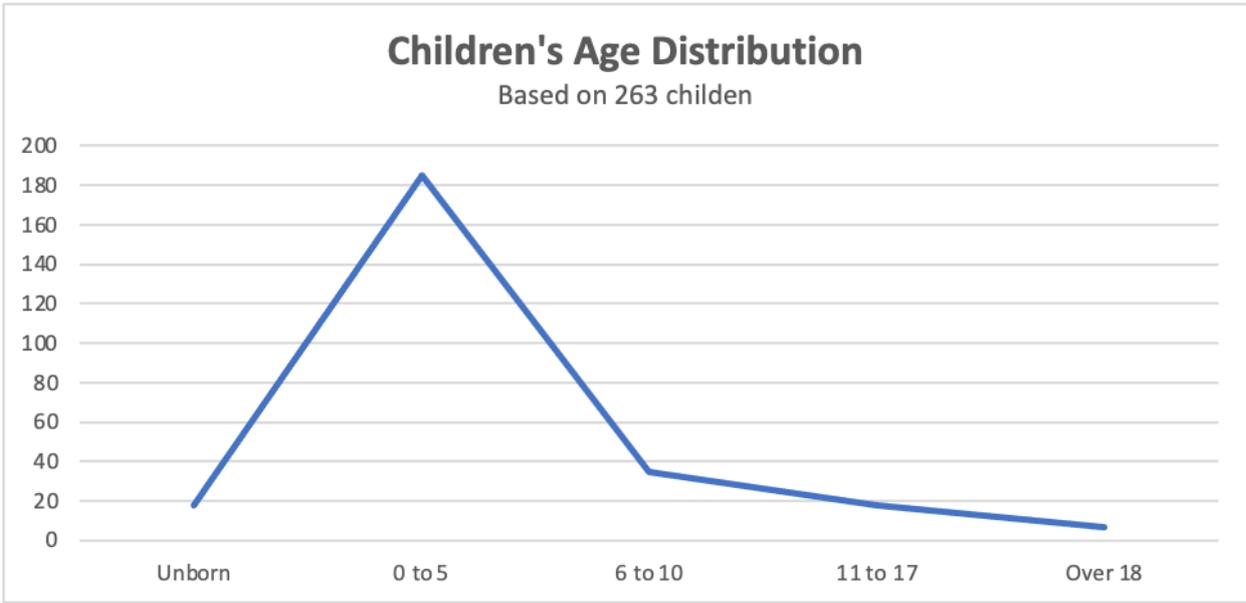
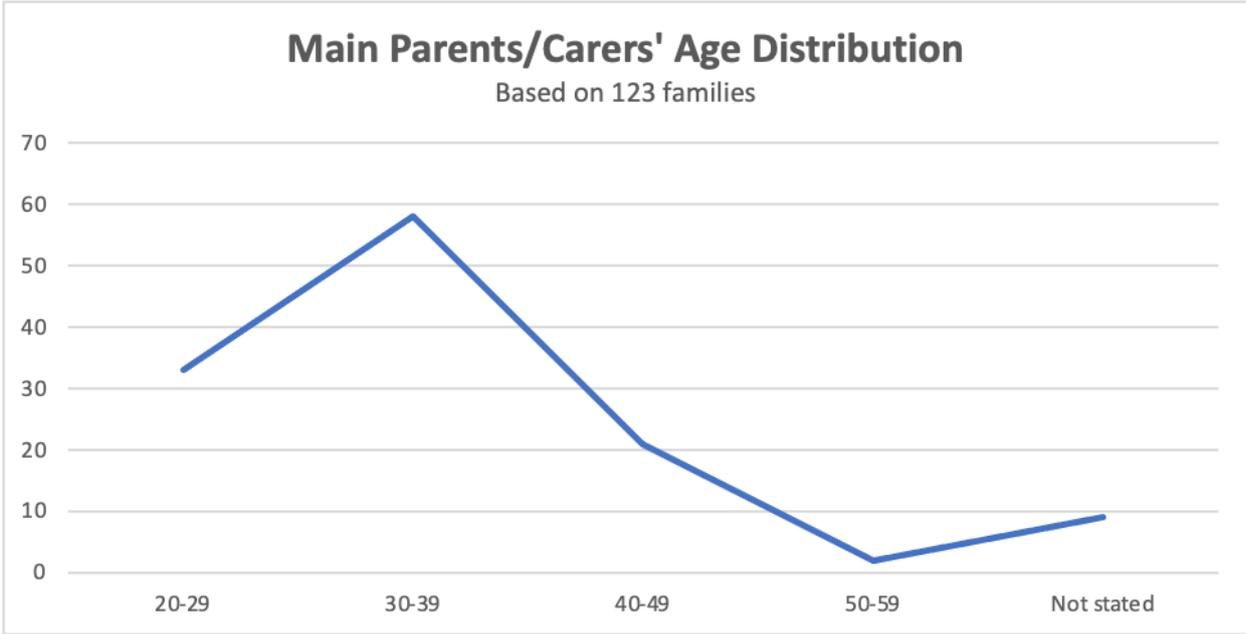


### Disability and Health Conditions

Of the 123 parents, 62 (50%) disclosed having one or more disability or health condition, while of the 263 children, 30 (11%) were reported to have one or more disability or health condition.



**Main carer’s and children’s age distribution**



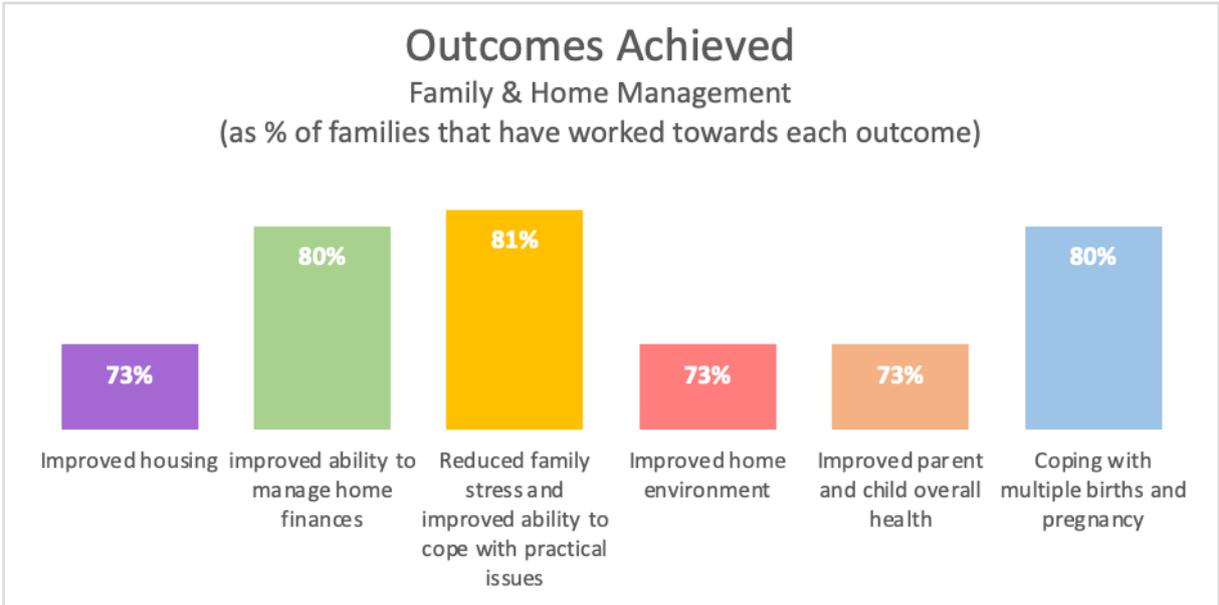
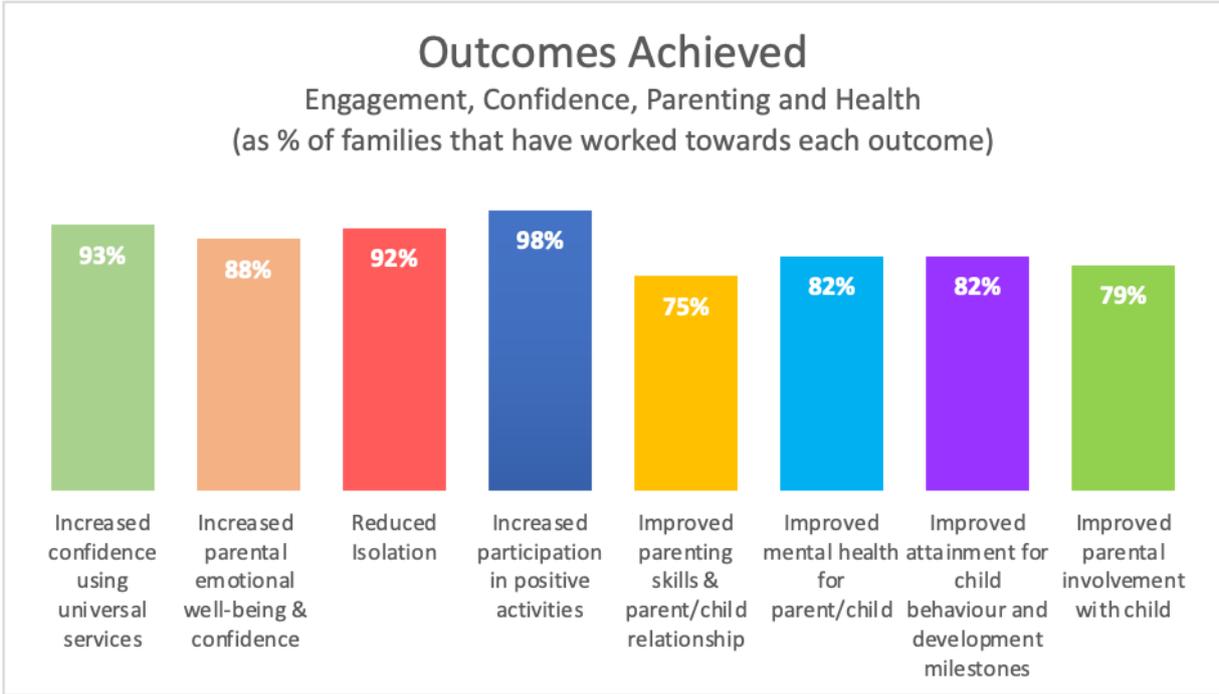
**Outcomes our families have achieved**

Our families benefit from a number of programmes and projects which are tailored to meet parents’ and children’s individual needs. Programmes include our Home Visiting service, Bump to Babe, Big Hopes Big Future, and Made of Money. These programmes enabled families to reduce their isolation, improve their resilience and increase their participation in positive activities, increase their confidence in parenting, and support children to demonstrate improved social and emotional behaviour. In 2019-20:

- 57 families with 124 children received the Bump to Babe service
- 33 parents took part in the Made of Money programme, with 22 completing the course.
- 7 parents joined the Mellow Baby course and completed it.
- 34 parents with 96 children took part in the Big Hopes Big Future programme.

The two bar charts below illustrate the outcomes achieved by families including engagement, confidence, parenting and home management.

It is worth noting that on average almost 40% of families that achieve a given outcome, only identified the need after working with their volunteer and co-ordinator for a few months and not at the first assessment visit. As parents familiarise themselves with their volunteer and build a relationship, they become more open to discussing their circumstances helping them and identify other areas they wish to work on. Some achievements are also indirect. For instance, as parents access services and improve their bonding and relationship with their children, they realise that this has improved their ability to pay and interact with the child and therefore support the child’s attainment and school readiness.



## A family story

Habiba was referred by Family Early Help. She is a single mother of 5 children aged 16, 14, 12 and 8 years old along with 5-month-old Dafina. The family lives in an overcrowded council property and Habiba shared that she suffers from a spinal problem which had affected her leg and that she had a very difficult birth with Dafina which left her in a coma for five days. Habiba was physically weak and relied on her children's help. She *said* did not go out due to anxiety and lost confidence. She had broken sleep with flashbacks of the traumatic labour and severe pain and was in a low place mentally, struggling to manage the household budget and the day to day running of the home. Habiba asked for support with activities with her daughter, help attending groups and to have someone to talk to for emotional support.

The Coordinator made several referrals to Food Banks and Little Village for food, clothes and essential items for Dafina. She also helped with her Universal Credit and Employment & Support Allowance claims and successfully applied for a fridge and bunkbed from BBC Emergency fund. Habiba's volunteer, Rachel, supported her for two hours a week for over six months enabling her to look into further training and accessing GP care.

*"She [the coordinator] is a very lovely lady, very nice, I'm stuck for words, always there for me, bringing food for me. I couldn't go out much, she would just ring and say I'm bringing some food for you today. Any help I needed I just call her."*

Habiba also found the Big Hopes, Big Futures Group very helpful for Dafina as she was worried about her development. She was particularly worried about her sharing as she was inclined to hit others if she wanted something. She said the group helped Dafina to do activities and play with children her age in a positive way and helped her development. She added '[the sessions] helped me not to keep telling her off too much saying no, no, no. I've tried to show her a different way, encouraging her to be kind, generally everything is good'. 'Dafina really enjoys it, singing the goodbye song and the nursery rhyme songs'.

*"I felt very good, it's good to have someone coming to see you each week. I was excited to see her and talking with her about lots of things. Rachel [volunteer] would come and chat with me each week. I couldn't go out, I didn't feel like going out, I had lost all my confidence. I tried to forget what had happened to me but sometimes the feelings were very difficult."*

During lockdown as Habiba was having difficulty providing for her family, Home-Start Southwark gave her £100 of Tesco vouchers and provided her with three Kindle tablets to help her children access schoolwork online and to enable her to join the Big Hopes Big Futures Group zoom sessions.

Habiba said Home-Start support 'made me wake up'. She started attending a course twice weekly and says proudly, 'I will get a certificate for the course in hospitality management'. She really enjoys meeting new people on the course and a friend that she had helped when her children were younger is now helping her by looking after her daughter for a couple of hours a week. Since lockdown she is doing the course from home online.

'I know that I have people around me that helped me a lot and that at any time I was not alone'.

**Case study based on a conversation with Habiba in May 2020**

# Bump to Babe

Bump to babe project provides support to pregnant women in the third trimester and families with babies under a year old. Support is received through home visiting from volunteers and staff who receive enhanced training on perinatal support, or through the mellow babies parenting programme.

In 2019-20, 57 families with 124 children received bump to babe support. Through coordinator and volunteer support families were able to achieve several outcomes including:

- Increased interaction between mother and child and developing stronger bonds.
- Improved understanding of breastfeeding and better nutritional routines.
- Resolved financial, housing and immigration issues.
- Improved parent confidence and parenting skills which reflects on the whole family and other siblings.
- Improved parental mental health and a reduced sense of isolation through better social networks, attendance at groups, activities and accessing services.

Our Bump to Babe coordinator, Becca Jones, organised a joint training session with the Perinatal Mental Health Team and Cocoon in April 2019. Staff from the Perinatal Mental Health Team, Home-Start Southwark and Home-Start Lambeth, and other organisations supporting perinatal mums came together at Kings College Hospital for a unique training and networking event'. The aim of the session was to increase understanding and improve coordination between these organisations in order to provide a more holistic and better integrated support to perinatal mums in Southwark and Lambeth.

By March 2020, all our services including Bump to Babe had to adapt very quickly to a new way of working due to COVID-19. We switched from face-to-face home visiting to telephone calls and virtual support to ensure families' and volunteers' safety. This has brought many new challenges for the families we support, most of whom have given birth during lockdown and have had to manage their new babies in isolation. In response to this new environment and to create opportunities for peer support our coordinator started delivering, in late March, a weekly virtual song and rhyme time session with the bump to babe families which has been a great success.

We are confident that we are delivering relevant and much-needed support to our families in these difficult times, one parent said, "thank you so much I don't know what would've happened to me if not for your timely help and support".

## A new Voice

I joined Home-start Southwark in January as bump to babe coordinator maternity cover for Becca Jones.

My previous role was at a children's centre as a parenting and volunteer coordinator, where I also facilitated infant massage groups and several parenting groups.

I bring these skills to my current role at Home-Start and I am excited to deliver one-to-one and group infant massage sessions for bump to babe families later in the year. I will also be co-facilitating mellow bumps and mellow parenting courses which will be provided online with expectant mums referred by our partner agencies.

Online courses will be a first for both Home-Start Southwark and our Mellow Programme, and I am looking forward to the challenge!

*Lucy Wright  
Bump to Babe Co-ordinator*

## A Bump to Babe Story

Home-Start Southwark received a referral for Patrice a single mother in her early twenties who was 34 weeks pregnant with her first child. Patrice was living in temporary cramped bedsit. Patrice had lived with her mother prior to the pregnancy but she had to flee her home due to threats of honour-based violence. Her mother was verbally and emotionally abusive and consequently Patrice was disowned by her family. Patrice was not in contact with the baby's father either. He did not want to be involved in the pregnancy because his family did not approve of it. This impacted on Patrice's mental health and emotional wellbeing. She suffered from low mood and anxiety. Patrice was also overwhelmed with financial stress. She disclosed that she had Female Genital Mutilation (FGM) Type 3 and did not want the same for her baby. There were concerns that Patrice was socially isolated with limited support.

Our Coordinator visited Patrice and carried out a detailed needs analysis with her to fully understand her situation and how best we could support her. The objectives agreed with Patrice focussed on improving her mental wellbeing by reducing her isolation through building a support network. Other objectives were to help her access local groups, services and activities; to provide emotional support and a 'listening ear'; to increase her confidence in her parenting skills and abilities through improved attachment and bonding with her child; and to support Patrice to identify ways to manage and maximise her money in order to be more independent and confident in understanding financial budgeting.

The Coordinator visited for two hours a week for six months. During her visits she worked with the family to achieve the objectives, always in a family-led way that built up Patrice's confidence. She helped Patrice get toys, clothes and equipment for the baby: accompanied Patrice to access local baby groups, services and activities; supported her moving into a new home; and provided practical support to complete benefit and utility grant applications. She also helped Patrice register to access community, health and food schemes; successfully applied for a grant to purchase a cot and mattress, and provided the family with supermarket vouchers to help cope during the coronavirus crisis

By the end of the support period Patrice had increased her participation in positive activities in and out of the home improving her interaction with others in baby groups. She also improved her relationship and attachment with her baby, being able to set boundaries and routines, provide appropriate feeding and spending quality time playing with her baby. The support enabled Patrice to improve her self-worth and confidence in her abilities as a parent and as an independent woman. It also enabled her to manage her mental health and access health services, through gaining an understanding of the importance of attending clinic and health visitor appointments.



# Big Hopes, Big Futures

The BHBF programme has increased the likelihood of children reaching their developmental milestones such as their competencies, speech and language development and social, self-regulatory and practical daily skills, which are closely linked to the Early Years Foundation Stage objectives, making the transitions to nursery and school easier for children and parents alike.

This year the programme worked with 34 parents and 96 children from 18 months to 5-year olds. Of these, 27 parents (with 68 children) completing 6 weeks or more and 7 (with 28 children) attending less than 6 weeks, due to sickness, work and personal circumstances and therefore just started making progress. The programme was delivered in a few different ways including:

- Within the family home by trained volunteers and staff who support the families with activities and resources to develop these skills
- As a pilot project for children starting reception class (aged 4) at John Keats Primary school
- Through weekly 1½ hour Stay & Play sessions initially in collaboration with the Camberwell and Dulwich Children's centre delivered by the BHBF co-ordinator and an Early year's practitioner, and later delivered by the Co-ordinator and two BHBF trained volunteers.

## Group BHBF Sessions

The 1.5hours sessions were delivered weekly for 12 weeks at the Albrighton centre. The sessions had a different focus each week to provide parents with activities to engage with their children and support their development in four different areas:

**Practical** skills by establishing routines for bed and mealtimes, developing independence around self-care and hygiene, toileting/potty training and brushing their teeth.

**Knowledge** development through building confidence with early literacy and numeracy, listening and attention skills, enabling them to show understanding and building their vocabulary through singing, nursery rhymes and book sharing.

**Emotional** development of personal, social, emotional and negotiating skills, playing and sharing with others, understanding boundaries, managing emotions and dealing with tantrums.

**Physical** development, using their large motor skills through outdoor play and fine motor skills, such as cutting skills, dressing themselves and confidence with pencil control.

The sessions were then repeated to embed the learning. Parents found it to be a very supportive environment where they gained some child developmental knowledge and where they could voice their own concerns and share their experiences with others.

“My child didn't like to brush her teeth, we were given a brush your teeth chart and she is starting to brush her teeth on her own, thank you so much for all the suggestions.” (child aged 2)

“She enjoyed meeting and playing with the other children, felt very at home so hopefully will settle into school easily.”

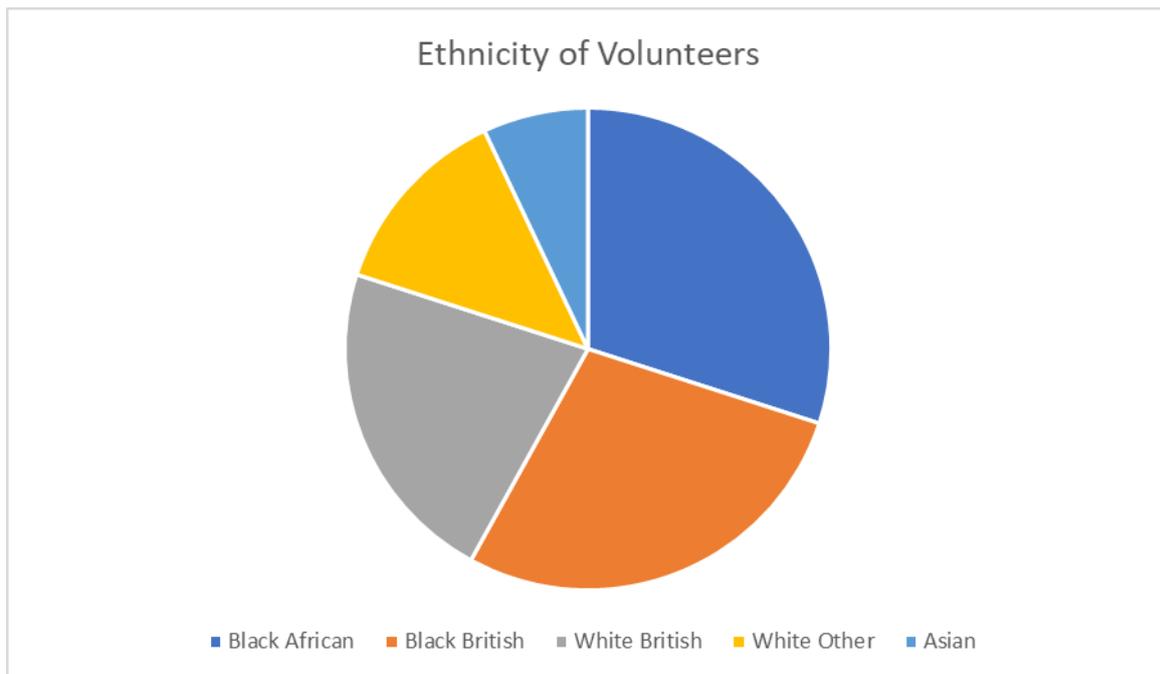
“Home-start has really helped my child to become familiar with his new school environment and fellow pupils. This has helped him to settle and relieve his anxieties.”

“I liked the fact that children were given the independence to carry out activities on their own, but knowing the support is available if needed.”

# Volunteers

Home-Start Southwark volunteers are a remarkable group of dedicated, caring and resourceful local people who give their time to support others in their community who are struggling. 65% of our volunteers are from the BAME community and of those 30% were born in Africa. Many of them have first-hand experience of the difficulties of arriving in a new country and making a new life for themselves and their children. This is what motivates them to help others in a similar situation and that lived experience provides a bond and a level of trust with the families they're supporting.

One of the reasons that our support is so effective is that the ethnicity of our volunteers matches the ethnicity of the community in Southwark we serve as the graph below demonstrates.



## Volunteer numbers

At the end of March 2020 we had 68 active volunteers of which:

- 19 were actively supporting a family
- 5 were ready for their first match following training
- 32 were resting after having finished supporting a family for 6 months
- 12 were waiting to be matched to a new family

There were also six volunteers waiting for references and/or DBS clearance to start their volunteering, and ten new volunteers attending the January Volunteer Preparation Course.

## Family Support

Our volunteers usually visit a family for two hours a week for between six and nine months to provide practical and emotional support. Some volunteers also help at our Big Hopes, Big Futures nursery-readiness group. All that changed when lockdown was introduced towards the end of March and we could no longer visit families in their homes or run groups. Most of our active volunteers continued to provide support by phoning or video calling their Home-Start families. Although this was a difficult time for everyone personally they still wanted to ensure that the

families had the reassurance of a weekly call to help reduce the isolation and fear that many were feeling.

### **Volunteer Preparation Courses**

We try to run our Volunteer Preparation Courses in different parts of Southwark to make it easier for volunteers to access our training and so that we have volunteers throughout the borough. In Summer 2019 we ran a course in Dulwich Wood Children's Centre which is located in the south of the borough and in Autumn 2019 we ran a course in the Albrighton Centre which is in the centre. In January 2020 we started running a course in South Bermondsey Children's Centre in the north of the borough. Unfortunately this course was interrupted by the COVID-19 lockdown, but one of the remaining sessions will be run over Zoom, and the final session which is Safeguarding will hopefully be run in person in September 2020.

### **Training and Support**

We offer our volunteers a range of additional training to help them develop their family support skills. In 2019-20 we provided the following training:

- Big Hopes, Big Futures Group Facilitator training
- Made of Money budgeting course
- NVQ Level 2 online training in a range of social care subjects
- Speech and Language training x 2 sessions
- Domestic Abuse training

We also invited volunteers to several Volunteer Support Group breakfasts where they can meet other volunteers and share experiences. We usually invite a guest to speak at these breakfasts such as Talking Therapies and Southwark Works.

And finally, to show our huge appreciation for our wonderful volunteers we organised a summer lunch in a local pub, and a Christmas Lunch in the Albrighton Centre cooked by the Home-Start Southwark team.



# A Volunteer's Story

Obioma is a busy mother of four young children working three days a week in office administration. Despite leading such a full life, she has still found time to volunteer with Home-Start Southwark for the last 18 months. Her motivation for volunteering is to use her life experience to help families who are suffering. She's a caring, passionate person who loves to help others and wanted to reach out to people in need.

Obioma did Home-Start Southwark's eight-day Volunteer Preparation Course in Autumn 2018.

Soon afterwards she was matched with a local family with two young children who were living in one room. The family had no routines - the children were going to bed at 5.00am and sleeping until the afternoon so they were missing breakfast and lunch. The mum was feeling frustrated and depressed, like she had lost hope, and dad found it difficult to relate to or communicate with his family. Obioma said she used what she'd learned on the Volunteer Course about getting to know a family, building trust, and putting herself in their situation during her first few weeks with the family.



As time went on, she provided reassurance and encouragement and gradually helped the family to introduce some structure – to put the children to bed earlier, get them up earlier, feed them breakfast and get them ready for nursery. Previously the parents hadn't really known what to do with their children and rarely took them out, but Obioma encouraged them to go out to the park, to borrow books from the library, to read and sing to them, and to let them play with toys. The transformation in the family during the nine months that Obioma visited was incredible. They relaxed, Dad opened up, Mum became much more positive, and the children's lives were so much happier.

Obioma says that volunteering is the most fantastic thing and that she finds it very, very rewarding to see the impact that she has on a family and to know that she means a lot to them. She describes being a Home-Start volunteer as an uplifting and life-changing experience and she says that Home-Start Southwark is doing a fantastic job saving lives, saving kids and transforming families.

***Case study based on a conversation with Obioma 21-05-20***

# End of Year Financial Review 2019-20

We are pleased to report the Home-Start Southwark 2019-20 results. Our total funding for the year was £298,662, an increase of 11% compared to prior year, and our 'total resources expended' for the year was £290,796, a decrease of 4% driven by increased headcount to support our restricted activities. Resultant 'net resources after transfer' for the year was £7,866. Of this balance, £5,096 related to restricted activities and is carried forward into 2020/21.

Our key grants this year included funding from the following charitable organisations:

Existing grants:

- The Big Lottery Reaching Communities: £120,183.
- BBC CIN: £40,052
- The Henry Smith Charity: £35,000.
- The Peter Stebbings Charity: £22,100.
- United St Saviours Charity: £20,149 (additional 3-year grant awarded in 2019/20)
- Clarions: £4,832

In addition to these grants, we are hugely grateful to our generous benefactors and private individual donors who recognise the ongoing importance of our work and continue to support us. Our special thanks this year go to Marquesado who donated £18,000, the Adrian Swire Charitable Foundation which donated £10,000, Celia Randell who donated £3,000, The Elizabeth Prince & Zaiger Trust which donated £2,000 and The Children's Trust which donated £2,250. We would also like to thank Ultramarine Ltd which donated £1,400, T Colclough who donated £1,100 and J Swedberg who donated £1,000.

We continue to focus our attention on securing ongoing funding to ensure that we can provide high quality training to our volunteers and exceptional service delivery to the families in our community in need of our support. Further funding and replacement funding (as grants draw to a close) is required in order for us to fully achieve both our near- and medium- term business plan goals and to secure our long-term future. With this at the forefront of our minds, we continue to seek to identify and apply for new sources of funding to cover both our project delivery and core costs whilst also maintaining close control of our expenditure.

**Opening funds balance: £135,595;**

**Closing Funds Balance: £143,559**

Alice Gardiner, Honorary Treasurer

## 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 reserves in this fund at 31 March 2020 was £81,800 (2018/19: £81,800).

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. (Full Annual Review & Accounts available on request)

# Funders and Supporters

On behalf of the families, we would like to thank the following organisations and individuals who have helped us 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

-  Buttle UK
-  Save the Children – Eat, Sleep, Learn, Play
-  Elizabeth & Prince Zaiger Trust
-  Henry Smith Charity
-  Peter Stebbings Memorial Charity
-  Peter Minet
-  The Big Give
-  Adrian Swire Charitable Trust
-  Robert Holman Memorial Trust
-  Children's trust
-  Richardson Charitable Trust
-  Barton Trust

## Private Individuals

-  Pamela & Howard Jacobs
-  Celia and Charles Randell
-  Dr N. Johnson
-  Thomas South
-  Chris and Charlotte King
-  Tina Colclough
-  Anna and Richard South
-  J Swedberg

## Voluntary & Community Organisations

-  Community Southwark

-  Contact a Family
-  Citizen Advice Bureau
-  Solace
-  PACT (Parent & Children Together)
-  Family Fund Business Services
-  Glasspool
-  Eaton Fund
-  Pecan
-  Kids Portage Home Learning
-  Advising Communities
-  Southwark Food Bank
-  Southwark Young Carers
-  Albrighton Community Centre
-  Bede House
-  Link Age Southwark
-  Shakespeare's Globe

## Statutory Agencies

-  Southwark Children's Services: Social Care & Early Help Teams
-  Sunshine House
-  Special Educational Needs

## Children's Centres:

-  Walworth, Borough & Bankside
-  Bermondsey & Rotherhithe
-  Camberwell and Dulwich
-  Peckham, Peckham Rye & Nunhead
-  Speech and Language

-  Nutrition and Dietetics
-  King's College and Guy's & St. Thomas's Hospital's Community Midwifery and Community Health Visiting
-  Child & Adolescent Mental Health Service (CAMHS)
-  South London and Maudsley (SLAM): Parental Mental Health Team & Perinatal Mental Health Team

## Others

-  Dulwich & Sydenham golf club
-  Ultramarine Ltd
-  EasyFundraising
-  Morrisons (Peckham)
-  Marquesado
-  Arcadia
-  Sainsburys
-  Sydenham High School
-  John Keats Primary School
-  Dulwich Runners
-  Cavendish Care
-  M&G plc





## Support us

### Everyone needs help at some time in their life

We depend 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/charities/Home-Startsouthwark](http://uk.virginmoneygiving.com/charities/Home-Startsouthwark)



You can also donate as you shop, at no extra cost, with



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



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020 7737 7720 | [info@HomeStartSouthwark.org.uk](mailto:info@HomeStartSouthwark.org.uk)

**Registered Address:** Home-Start Southwark  
Albrighton Community Centre, 37 Albrighton Road, London SE22 8AH

Charity registered in England & Wales, Charity no. 1107413  
Company limited by guarantee, Company no. 5239322