



# Home-Start Haringey, Hackney and Waltham Forest: Annual Report

1st April 2020 – 31st March 2021



Promoting Digital Inclusion at Haringey, Hackney and Waltham Forest

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**Home-Start Haringey, Hackney and Waltham Forest is a Charitable Company Limited by Guarantee**

**Registered in England & Wales**

**Charity No. 1107409 | Company No. 05130957**



## Co- CHAIR'S REPORT, 2020-2021 – Sue Cairncross

Once again I find myself writing my Annual Report whilst the country is still under the shadow of Covid. During this week alone figures for new cases have once again increased, despite large numbers of people having been vaccinated. This makes our work not only very difficult but even more important to support vulnerable children and their families who are struggling with the current situation.

HSHH&WF has received support from various organisation during the year including Home-Start UK, John Lewis, Tesco and many others listed at the end of this Report. As a result of this we were able to continue helping local families including providing new tablets, especially useful during lockdown when children were studying on line at home. With funding from DCMS/HSUK we have been able to support families suffering from loneliness and mental health issues both of which have been on the rise during the pandemic.

We continue to see families either face to face or via telephone contact. Currently we have a backlog of families on our waiting list and are desperately in need of further funding to continue our valuable work.

I would like to thank Home-Start UK, our Management Board and Trustees, as well as our hard working staff, who work tirelessly to identify and apply for the appropriate funding to enable us to continue our work.

Hopefully the next Chair's Report will be more positive and our lives and service provision will return to something resembling normal!

**Home-Start: a nationwide organisation:** As a national organisation operating in UK, and with armed forces families in Germany and Cyprus, Home-Start has reached: nearly 16,110 home-visiting volunteers help more than 28,926 families and 60,000 children every year – giving over 1million hours of time. 2,000 volunteer trustees manage and support the work of each local Home-Start. There are 268 local independent Home-Starts in the UK alone and now operate in 22 countries on five continents across the world.

### **The Role of Home-Start Haringey, Hackney and Waltham**

**Forest (HSHH and WF):** We provide support, friendship and practical help for any family living in Haringey, Hackney and Waltham Forest under stress and experiencing difficulties.

- Provide up to three to four hours of support once a week to families in their own homes, taking into account physical distance precautions
- Provide virtual support for families as appropriate
- Help to prevent family crisis, breakdown and protect children from harm
- Encourage the parent's own strengths and emotional well-being so that these can be passed on to their children, so helping in their development.
- We support families by building confidence, so that in the long term parents may go on to become Volunteers themselves and support other families' resilience or go back to education and employment.

- Provide a non-threatening environment for parents to express their fears and frustrations, to widen their network of friends and to use community support services effectively.
- Train Volunteers through a structured 10weeks preparation course, including, safeguarding, child development, listening skills, domestic abuse, managing money and regular ongoing training so they can offer effective support.
- Provide Strengthening Families Strengthening Communities parenting education training for volunteers.
- Are committed to a policy of equality of opportunity, which respects the identity, rights and value of each individual.

**Governance:** The trustees/directors have legal responsibility for the operation of the scheme. The Director of Operations attends each Board meeting to report on the scheme's operation, to advise and inform the Board's discussions and to ensure that any decisions made by the Board are implemented. The Director of Operations has day-to-day responsibility for the running of the scheme.

HSHH and WF has specific procedures in place for safeguarding and promoting the welfare of children. All volunteers receive safeguarding training and sign HSHH and WF's Confidentiality, GDPR and Code of Conduct. Home-Start UK reviews the mandatory Safeguarding Policy, and the Policy sub group reviews the procedures for volunteers which is circulated to the Board for approval.

The procedures for dealing with Safeguarding Children in summary are:

- Concerns by volunteers/families go to the Designated Persons (Co-ordinators);
- Concerns from Co-ordinators go to the Strategic Lead (Director of Operations) and to the Safeguarding Advisor.
- In the absence of the Strategic Lead Person, the Designated Persons, the Safeguarding Advisor or the Chair of the Management Board is contacted;

The Strategic Lead, Designated Persons or Safeguarding Advisor or Chair will contact Children and Young People's Service should a child be seen to be at risk of significant harm. Co-ordinators have a caseload with matched volunteers who will usually only be in contact with their Co-ordinator except in cases when that Co-ordinator is absent, when they will deal with another Co-ordinator or the Director of Operations. Each year the Board agrees an annual budget and authorises the Director of Operations to manage the scheme within this, subject to specific spending approval limits.

**Management Board:** The Management Board provides strategic lead to the organisation, working within the good practice guidelines of Home-Start UK's bespoke Quality Assurance (QA) system. The Management Board has a diverse professional background; neighbourhood management, finance, mental health, children and young people's service, higher education, IT, consultancy, child development and local parents.

**Sue Cairncross:** Co-Chair  
**Lisza Iannucci:** Treasurer  
**Henrietta East:** Company Secretary  
**Elizabeth Ennin-Gyasi:** Trustee  
**Nana Kwame Amponsah:** Trustee

**Lydia Lezama:** Co-Chair  
**Leatrice Bailey:** Trustee  
**Jo Gibbons:** Trustee

**Staff:** HSHH and WF has a team consisting of a full-time Director of Operations and three part-time staff: Parenting Co-ordinator, Volunteer Co-ordinator, and a Trainer Administrator.

## **Staff Team**

Fatmata Bah - Director of Operations  
Gennie Mountney – Parenting Co-ordinator  
Joan Kirungi – Volunteer Co-ordinator  
Ngozi Obanye– Administrator

## **HSHH and WF Family and Volunteers Statistics 2020–2021**

132 families were supported in the reporting year, which included 46 new Referrals. 46; Self-Referral – 1, Social Services - 13, Health Services – 10, Children Centres – 3 and other agencies - 19. Others include Haringey Complex Care, Parent Infant Psychology Services (PIPS), West IAPT and community groups.

Families are referred to HSHH and WF with a range of support needs: isolation, loneliness, managing children’s behaviour, stress caused by pandemic and conflict, parent’s self-esteem, day-to-day running of the home, help accessing local services, parent’s and children’s physical health / wellbeing and bereavement. Managing household budgets, domestic abuse survivors, children’s development, access to digital equipment and information, managing multiple children, and coping with multiple birth.

**Family Support:** In the reporting year of 2020 - 2021, the scheme has supported;

- 132 families, this includes 46 new referrals and families still receiving support from 2019–2020.
- Families we supported reflected the cultural diversity of the borough.
- 216 children
- 70 families who were lone parents.
- 28 families were either on Child in Need register, or had a Care Plan
- 23 families with disabilities and
- 19 families experienced Domestic Violence
- 38 families were dealing with mental health issues

The team continued to work with a wide range of other family support agencies virtually during the year for an effective referral pathway and to provide cohesive support for families.

**Volunteers** Our volunteers who are local parents or residents with parenting experience have continued to provide invaluable support to other families, virtually and physically distanced in HH and WF. The Scheme’s management and staff appreciate the contribution of our volunteers to service delivery which had extended during the year to regular phone support and food and other essentials drop services. The Scheme’s volunteers reflect the diversity of families we work with, bring with them knowledge and personal experience of the local resources and family issues which gives a lived pool of experience to families.

57 volunteers supported the Scheme in 2020 – 2021. At the onset of the pandemic 25 volunteers continued to actively support families virtually. 24 volunteers provided intermittent support when restrictions were lifted. 8 volunteers who were shielding and or have family situations that required them to shield went on rest. The support ranged from online, phone, physically distanced in Outdoor spaces and food and family essentials and Xmas gifts drop offs.

We delivered on line support and workshops in the areas of; Resisting pressure for us and our children: Saying No, building self-esteem and Building friendships. Parents and carers of primary aged children: protect children from sexual abuse online and Introduction to online resources for parents to use. Sex education and growing up, Puberty (and the onset) physical and emotional changes

## **Director of Operation's Report: Fatmata Bah**

In 2020/2021, HSHH and WF has supported 132 families and 216 children. 57 Volunteers provided a blended virtual and physically distanced 1-1 support in dealing with issues of Covid, loneliness, isolation, domestic abuse, health and nutrition, disabilities, low confidence, budgeting, sexual health and relationship education. Dealing with family bereavement, issues of personal risk, behaviour management, home schooling and parenting under unprecedented health crisis which highlighted digital exclusion of children and families. Staff and volunteering and managing own risk while supporting children and families in dealing with theirs in a climate of multiple lock downs and frozen funding windows at a time when all our funded projects were coming to an end. Trustees have worked closely with the team, providing leadership under very difficult circumstance. The governance of the scheme went on line and monthly to ensure effective governance.

Though we suspended Face – Face training, we were able to continue personal development of Volunteers and families through virtual workshops. Our service flexed considerably during this year. We provided support both to volunteers and families. Volunteers during the peak of the pandemic was provided with financial support for phone and It credits to maintain very valuable support for families. The service could work virtually in providing emotional support and a much needed life line through the multiple lock downs. Families were also provided with much needed financial help, household support packages and vouchers at a time when most could not go to work and their vulnerabilities were exacerbated by their inability to access usual universal services and every day social contact with the outside world.

These Funders made it possible for our services to be available to beneficiaries: The National Lottery Community Fund, Drapers Charitable Fund, Beacon Lodge Charitable Trust, DCMS, John Lewis / Home-Start UK Partnership, Berkeley Foundation, The Bridge Renewal Trust, Haringey Giving and London Funders. AS funding windows are reopening, we continue to apply for appropriate funding to continue to provide a service for families.



# Acknowledgements

Home-Start Haringey, Hackney and Waltham Forest would like to thank everyone who helped us to meet our goals in providing a service for families in 2020–2021.

Thank you to all our volunteers, without whose support we would not be able to provide the quality of service we give to families.

## Funders and Supporters:

The National Lottery Community Fund  
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DCMS  
John Lewis / Home-Start UK Partnership  
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The Bridge Renewal Trust  
Haringey Giving  
London Funders

All On Line Speakers and Trainers