



Support and friendship
for families

Home-Start Haringey Annual Report

1st April 2014 – 31st March 2015



Home-Start Haringey Volunteers at the Black History family event in Broad Water farm

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Charity No. 1107409 | Company No. 05130957

Chair's Report

Jean Hamilton-James

The Scheme has supported 130 families this year, up from 96 last year and aims to increase this further by seeking further funding opportunities and expanding the services provided. We also expect to be recruiting new volunteers and taking on more families by expanding our online presence through social media.

We have further developed our approach to sustaining volunteers through Volunteer appreciation events, and opening up to include volunteers' families as part of the whole Home-Start Haringey family.

As with other charities depending on cycles of support, this year, was especially difficult for the scheme. I would like to thank all the funders, trustees, advisors and staff for their hard work, adaptability and determination throughout the changes and the struggles faced.

I would also like to thank Fatmata Bah and Joan Kirungi for all their consistent hard work, support, understanding and efforts, as there have been difficult times to contend with and they have shown strength and thoughtfulness throughout.

The Management Board has also welcomed new trustees to the board – Tarun Patel who brings to the board Finance expertise and Shy Rostom who brings fundraising and IT expertise.

Thank you for joining us!

Finally, I would like to thank all the volunteers for their hard work and efforts during the training programme and working with the families and children. Home-Start Haringey continues to provide inspirational and positive support that makes a difference in the lives of families throughout the borough.

Home-Start: a nationwide organisation

Home-Start is a nationwide organisation with a network of 288 community-based schemes across the UK and with the families of British Armed forces in Germany and Cyprus.

Home-Start wants to see a society in which every parent has the support they need to give their children the best possible start in life.

At the heart of Home-Start is the belief that parents play the key role in giving their children the best start in life and that other parents have the experience and understanding to support those families who need help. The national organisation uses its resources to support the community based schemes, of which Home- Start Haringey is one.

Nearly 15,000 home-visiting volunteers help more than 29,170 families every year – giving over 1million hours of time 2,488 volunteer trustees manage and support the work of each local Home-Start.

Home-Start now operates in 22 countries and on five continents across the world.

The Role of Home-Start Haringey

We provide support, friendship and practical help for any family living in Haringey under stress and experiencing difficulties, where there is at least one child under the age of 12

- Provide up to four hours of support once a week to families in their own homes
- 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. Home-Start Haringey aims to support families by building confidence, so that in the long term parents may go on to become Volunteers themselves and support other families or go back to education and employment
- Provide a non-threatening environment for parents to express their fears and frustrations
- Encourage families to widen their network of friends and to use community support services effectively
- Train Volunteers through an accredited preparation course, and regular ongoing training so they can offer effective support
- Provide Strengthening Families Strengthening Communities parenting education training for trained volunteers
- Are committed to a policy of equality of opportunity, which respects the identity, rights and value of each individual

Governance

The Management Board is comprised of trustees/directors (who have legal responsibility for the operation of the scheme), and advisors. The Scheme Manager attends each meeting of the Board to report on the operation of the scheme, to advise and inform the Board's discussions and to ensure that any decisions made by the Board are implemented.

The Scheme Manager has day-to-day responsibility for the running of the scheme, and in her absence all the Co-ordinators are responsible for acting as the Manager's deputies. The Family Support Worker and Administrator liaise directly with the named Co-ordinator, deputising in the absence of the Scheme Manager.

Home-Start Haringey has specific procedures in place for safeguarding and promoting the welfare of children. All volunteers receive safeguarding training and sign Home-Start Haringey's Code of Conduct. The Policy Sub Group review the Safeguarding Policy, which is circulated to the Board and Haringey Children and Young People's Service for approval.

The procedures for dealing with Safeguarding Children are in summary:

- Concerns by volunteers/families go to the Designated Persons (Co-ordinators);
 - Concerns from Co-ordinators go to the Strategic Lead (Scheme Manager), and to Safeguarding Advisors;
 - 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.

Volunteers 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 Scheme Manager. Each year the Board agrees an annual budget and authorises the Scheme Manager to manage the scheme within this, subject to specific spending approval limits

Management Board

The Management Board has a diverse professional background; neighbourhood management, finance, mental health, children and young people's service, higher education, IT, consultancy, Nursing + midwifery, child development and local parents.

The Management Board provides strategic lead to the organisation, working within the good practice guidelines of Home-Start UK bespoke Quality Assurance (QA) system.

Jean Hamilton-James	Chair
Margarita Diacou	Vice Chair and Company Secretary
Sue Cairncross	Trustee
Dave Bradley	Advisor to MB
Paul Dennehy	Advisor to MB
Tarun Patel	Trustee – Chair of Finance and Funding
Shy Rostom	Trustee
Lydia Lezama	Trustee – Treasurer
Julia Machin	Trustee
Julie Vaggers	Advisor to MB – Head of Rowland Hill Children's Centre
Janet Keighley	Advisor to MB – Regeneration Consultant
Luciana Frederick	Advisor to MB – LBH Children and Young People's Services

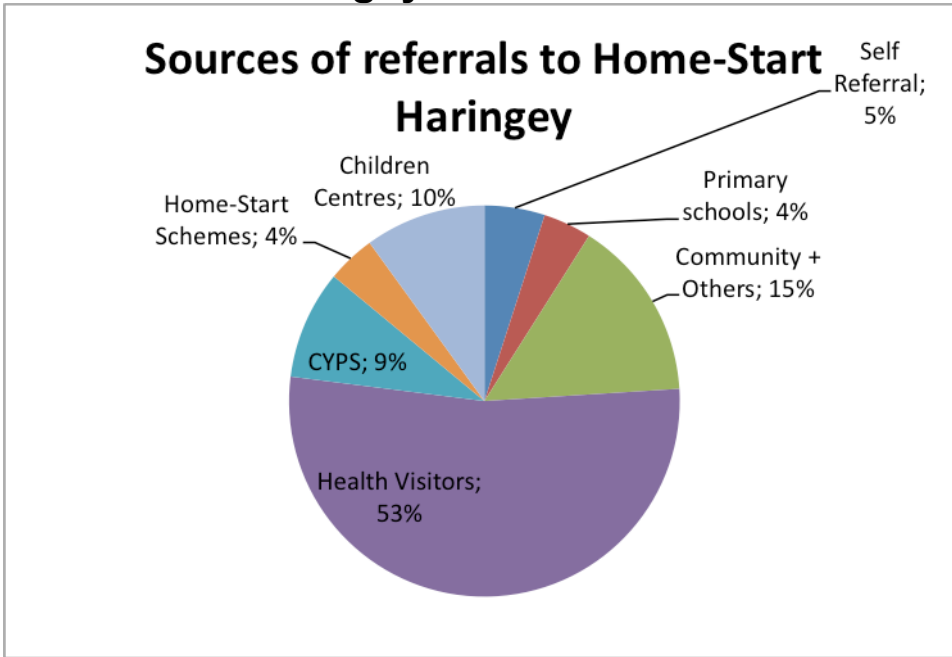
Staff

Home-Start Haringey has a team consisting of a full-time Scheme Manager and four part-time staff: a Parenting Co-ordinator, Family Development Co-ordinator, Volunteer Co-ordinator and an Administrator.

Staff Team

Fatmata Bah -Scheme Manager
Cora Robertson -Parenting Co-ordinator
Verona Pullar – Family Development Co-ordinator
Laura Green – Volunteer Co-ordinator
Joan Kirungi –Administrator

Home Start Haringey Statistics 2014–2015

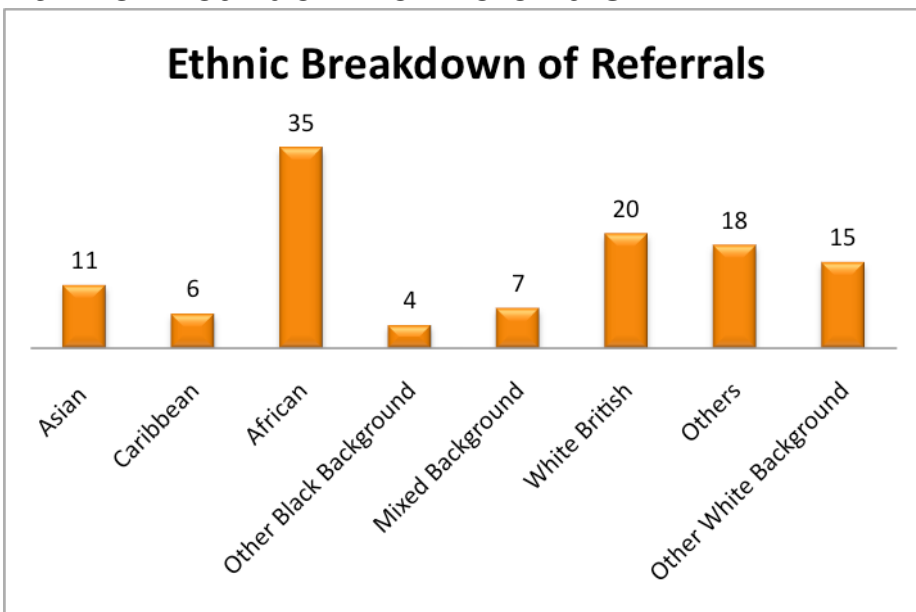


Community + Others' include Solace Women's Aid, IAPT West Team, Next Door Project, HARTS, GOSH, EPIC, Hearthstone, Family Welfare Association, Haringey First Response, Haringey Women's Aid

There are many reasons why families are referred to Home-Start. Here are some examples:

- | | |
|--|--|
| Feeling isolated | Managing children's behaviour |
| Stress caused by conflict | Parent's self esteem |
| Day-to-day running of the home | Helping accessing services in the local area |
| Parent's physical health / Wellbeing | Managing household budgets |
| Children's physical health / Wellbeing | Managing multiple children |
| Coping with multiple birth | Being involved in child development |

Ethnic Breakdown of Referrals



Family Support:

In the reporting year of 2014–2015, the scheme has supported;

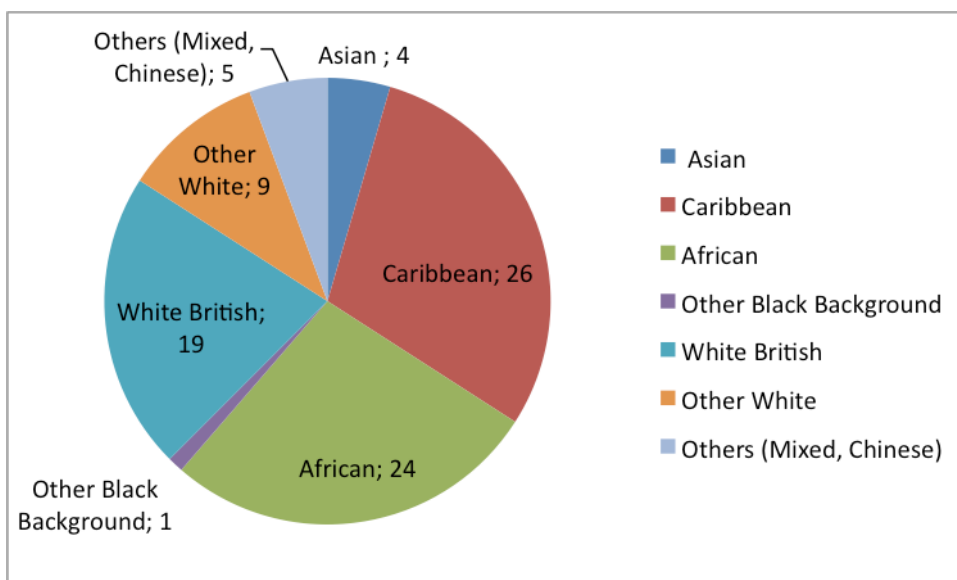
- 130 families, this includes 116 new referrals and families still receiving support from 2013–2014.
- Families who reflect the cultural diversity of the borough which include communities such as: Bangladeshi, Indian, Pakistani, and other Asian communities; African, Caribbean and mixed background communities; European, including White British, Irish, Turkish, and Kurdish communities.
- 253 children
- 77 families who were lone parents.
- 42 families were either on Child in Need register, or had a Care Plan, 50 families with disabilities and 35 families experienced Domestic Violence

The team made links with various community groups to extend the service we provide to an increasing number of the Borough's diverse communities.

Volunteers

Haringey local parents have continued to support other local parents through Home-Start. The Management Board and staff extend our appreciation and heartfelt thank you to them for all their hard work, commitment and perseverance over the past year. Our volunteers reflect the community and bring with them personal experience, skills and knowledge of the resources available within their local area. They come from a wide diversity of ethnic backgrounds: Africa, Turkey, Pakistan, Asia, United Kingdom, India, The Caribbean, Bangladesh, Europe, Greece, China, and Ireland and other European Union countries.

Ethnic breakdown of volunteers



We delivered three volunteer preparation courses and 33 volunteers successfully completed training with CRB and two references. Throughout the period April 2014–March 2015 we had a team of 88 volunteers who have been available to support families and 16

who were able to gain accreditation during the year. Our volunteers provide us with a resource of community languages that range from: French, Yoruba Twi, Arabic, Punjabi, Turkish, Italian, Spanish, Bengali, Ga, Ewe, Akan, Krio, Urdu, Tgalog, Portuguese, Romanian, Somali, Dutch, Greek, Bangladeshi, Igbo, Hausa, German, Bengoli, Lao, Vietnamese, Japanese, Lingala, Swahili, Kitete, Ikwere, Hindi, Ndebele , Iranian. Below are all the home visiting volunteers who have given their time to Home-Start Haringey during this reporting period April 2014 –March 2015:

Eva	Augustina	Zoe	Christina	Lorna
Luamba	Ozgen	Clover	Deisy Lorena	Jennifer
Patricia	Ruth	Claudette	Beverley	Leatrice
Sharon	Geraldine	Hulya	Belinda	Florence-Kate
Jean	Roseline	Paulette	Kemisher	Claudette
Sharon	Jo	Patricia	Sylvia	Teresa
Nana	Dijana	Rebecca	Nneka	Dolly
Laura	Sarah	Win	Helene	Ihsha
Zohra	Leonie	Daureen	Shereen	Christine
Dasa	Elizabeth	Shereena	Rachel	Selina
Jane	Felicia	Emmel	Sophia	Nicola
Fatma	Hirut	Keisha	Clark	Elsa
Catalina	Symone	Gerard	Heung-Mui	Collette
Doreen	Genevieve	Jude	Grace	Christiana
Nicola	Monifa	Olukemi	Jinna	Nicole
Annette	Maria	Silvia	Allessandra	Demetriania
Borry	Mekeades	Micah	Laverne	
Nieves	Stacy	Irene	Jade	

Volunteer Profile

Nneka Okafor – Volunteer

I come from a background of education being the upmost important method of success, so my previous background consists of having ten GCSE's, three ALEVELS, BSC psychology credits and a lot of vocational achievements along the way. I also had volunteered and worked with the healthcare and early year's sector so I was aware from an early age that I wanted to work with children and families. Being young although I had done well academically I was still confused about where I wanted to be in my professional vocation so I decided to go back to university and complete an early childhood studies degree. One day in the second year of my degree I discovered Home-Start Haringey online and as I started to read through the website I respected that there was an organisation in place to help families with both emotional and practical support especially knowing myself how important it is to have someone there to help you get through life's turbulent events.

My time as a Home-Start volunteer has been a remarkable and enlightening experience for me. From the moment I walked through doors at my first preparation course day I left a different person thriving and bursting with knowledge and with confidence knowing I could make a difference to families' lives. Although I found it hard to believe how I as a single person and not being a parent myself could help support

these families, with the help of my coordinators and fellow volunteers they help me to realise the importance of talking things through and listening to families could sometimes be all they need. Also it allowed me to reflect on my strengths and how these can be useful for all families and along with strengths looking at weaknesses and how these can be shaped and somewhat challenged into forming me into an enhanced character. I have been with Home-Start for a year now and in that time I have supported two families (currently still supporting one).

Both families have had diverse family dynamics and demanded completely different natures of support, however both had toddlers with similar demands and needs from their families. My first family although a rather shorter time was spent with them due to geographical changes for the family I was able to see progression and milestones develop within family which brought satisfaction to the family and I.

My second family has brought around personal challenges for me as the concerns within family are new to my expertise however because of the consistent training I have had and the volunteer support groups that occur within Home-Start it makes it easier to manage and also reaffirms confidence within myself that I am giving the right type of support to this family.

Since starting Home-Start I have completed a numerous amount of training courses which have helped me develop not only as a volunteer but in my own personal life, including the preparation course which prepares you to be a volunteer and with that I completed my level 2 accreditation.

Shortly after that I completed the 'Strengthening families and Strengthening communities' course which helped with educating parents about how to deal with some of the pressures that comes with being a parent e.g. routines, punishment, rewards, smacking etc. I then completed the future proof facilitator money management course, which equipped with the knowledge and equipment to deliver top parents on topics such as how to manage their money effectively, debt, product branding, how to switch utility companies and so much more.

Following that I then completed the Speakeasy facilitator training programme which is an accredited learning course to help with parents feeling confident and have factual information to give to their children on relationships, sex and growing up in an age appropriate manner. I then went on to complete the Family in Partnership training course, which was delivered with the aid of the family in partnership model, which is to help 'professionals' combine their knowledge alongside the parent/carers knowledge to get the right outcome for the family. I also completed an emergency first aid course.

Then lastly followed by a programme in junction with the housing services at Haringey training myself and another volunteer in the housing sector, this is beneficial in our current times because housing is so in demand and the majority of families in Home-Start at one point have an issue with their housing.

Deciding to volunteer with Home-Start was one of the best decisions I have made, seeing the smiles on the families faces when you have lend them a hand or even hearing the words 'thank you' bring a sense of elation that is extremely hard to describe. I cannot wait to continue my journey as a volunteer and 'befriend' so many more families.



Home-Start Haringey volunteers at the February 2015 preparation course



Home-Start Haringey volunteers at the Volunteer Appreciation Day in December 2014



Home-Start Haringey volunteers after the 'Strengthening Families strengthening Communities' course 2014



Volunteers receive Open College Network (OCN) accredited training in 2014



Trustee Shy donated all monies she made at a bake sale to Home-Start Haringey.

Treasurer's Report

Tarun Patel

The twelve months covered by the accounts represent the ninth full year of operation for Home-Start Haringey as a charitable company limited by guarantee, and the twelfth year of operation of Home-Start Haringey as an organisation.

Main funders during this period were Mercers Trust, Red Nose Day-Evening Standard Dispossessed Fund, the Henry Smith Charity, Lloyds Bank and The Big Lottery Fund (BLF).

In overall terms grant and other income was similar to that in the previous year. The forthcoming year is key to the organisation in terms of funding bids due to the completion in mid-2015 of the 5 year funding received from the second Big Lottery Fund grant. Without further funding from The Big Lottery Fund, or other organisations, the charity will be forced to scale down its operations significantly. The Management Board have prepared for this eventuality should it crystallize.

The negotiations on a new rental agreement in respect of the premises continued but were incomplete at the year end. Funds continue to be set aside to cover the anticipated rent and possible repairs liabilities, and it continues to be necessary to, if possible, build reserves to cover these liabilities and future funding deficits. The Management Board also undertook a review of other potential premises and gained summary advice over the legal position with regards to the current premises, repairs liabilities and the rents payable outstanding.

Scheme Manager's Report

Fatmata Bah

Home-Start continues to support Haringey families to build their resilience and reduce factors that threaten their wellbeing. In April 2014 – March 2015; we supported 130 families and 253 children. The Scheme supported families in areas such as; parenting support (Positive Parenting Program - Triple P), isolation, multiple children under 5years, behaviour management issues, managing money, families with no recourse to public funds, domestic violence survivors, health and nutrition, families needing to build their self-esteem and confidence.

Thank you to our volunteers who make it possible to provide the level of one-one support that families need. Home-Start Haringey volunteers are core to the support we provide. They give of their time and experience to other local families in need. We successfully delivered 3 cycles of OCN accredited Volunteer Preparation Courses and trained 33 new volunteers. We have had 88 volunteers available to support families. We ensure that as our volunteers support other parents, we also provide personal development support for them.

Our volunteers had access to 8 bi monthly peer support and personal development ongoing training in areas such as; St. John's First Aid, Deaf Awareness, Speakeasy (Sexual relationship education), Futureproof facilitator training, Family partnership model (Solution building), Child development and parenting, Sudden infant death and Housing advice. Eleven of our volunteers went on to further training and 23 secured full and part time employment and two are presently doing in service training with Housing as part of a trial partnership working.

We had our first formal volunteer appreciation event in December 2014 and have another planned event for July of 2015. Thank you to our volunteers for selflessly giving of their time.

Our staff team has worked tirelessly throughout the year to support both families and volunteers. The complexity and multiplicity of needs that we work with require a team of varied skills knowledge and experience. Verona, Laura, Joan, Cora and Corinne were able to work together to ensure families' needs were met. Thank you all.

Home-Started has worked well and strengthened its working relationship with various partners in our North London Consortia and in stronger links with Public Health who provided free training for our staff and volunteers. We are also participating in the emerging Home-Start London Consortia. Our team is also involved in Haringey's new Early Help Forum and have acted as host to the forum. We plan to continue to work closely with other partner agencies in the Borough, as part of their activities, delivering workshops and information sharing.

As a team; Management Board, Staff and volunteers, we have continued to respond to the needs in our community and meet funding outcomes. We successfully applied for and achieved Investors in People Kite Mark. Thank you to the scheme's Personnel and Recruitment, Funding and Finance, and Policy sub

groups. All have worked very hard to provide the required forum for more in-depth understanding of the needs of families, the national and local economic climate and our strategic planning needed in making recommendations to the Management Board and informing our Business plan.

Management Board Sub-group Reports

Policy Group

Paul Dennehy (Chair)

- Members of the Policy Group during 2014-2015 were Paul Dennehy, Fatmata Bah, Sue Cairncross, Margarita Diacou and Jean James
- During the year, the Group developed or reviewed a number of policies including those on Child Protection, Safeguarding, Environmental Policy, Health and Safety, Safer recruitment and selection, Declaration of Interest, Employment and recruitment, Family support, Gifts and hospitality, Risk assessment, Staff lone working, Flexible working, The HS Volunteer's charter, and the Volunteer policy
- Policies developed or reviewed by the group are presented to Management Board for formal approval and signature
- We have a carefully maintained Policy & Procedure Review Plan, ensuring that we review each of our policies every three years, so that they are always fit for purpose, and reflect any changes in legislation etc. We also develop and introduce new policies where required
- The extensive work done to develop the policies means that the review process is usually fairly straightforward
- The group applies a range of perspectives and experience to the review process (including that of staff and volunteers) to ensure that the policies are effective, and in discussion a policy's fitness for purpose is tested against a range of real and hypothetical circumstances
- As usual, the group members' knowledge and wide experience has been invaluable

Recruitment & Personnel Group

Paul Dennehy (Chair)

- The full membership of the Recruitment and Personnel Group during the year was Paul Dennehy, Fatmata Bah, Lydia Lezama and Jean James.
- The group does not have a programme of regular meetings, but is convened when there are specific issues to discuss.
- During the year, the group discussed a number of staffing issues and the recruitment of a Parenting Co-ordinator.

- The Group Chair provided advice and support to the Chair and Scheme Manager as required

Finance and Funding Group Tarun Patel (Chair)

The Finance & Funding sub-group, which comprised Tarun Patel (Chair), Fatmata Bah, Margaid Gosschalk (former Chair), Jean Hamilton James and Lydia Lezama has met on six occasions during the period. The sub-group typically meets to identify future funding deficits and potential funding organisations and then completes and submits applications to those organisations. In addition the Group considers the regular financial monitoring reports prepared by the Administrator (Joan Kirungi), and keeps financial policies under review.

During the year the sub-group submitted bids to Trust House Charitable Foundation, Tudor Trust, Sir Edward Lewis Foundation and also participated in the London Borough of Haringey “A Better Start” bid. The most significant bid during the year was for The Big Lottery Fund which involved a two stage application process; a bid of almost £500,000.

The outcome of these bids will have a significant impact on the work the sub-group undertakes in 2015/16.

I would like to take the opportunity to thank the members of the sub-group for the work they undertook during the period; congratulations to them on the various successes throughout the year.

Acknowledgements

Home-Start Haringey would like to thank everyone who helped us to meet our goals in 2014-2015.

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:

Big Lottery Fund
The Henry Smith Charity
Lloyds Bank Foundation
Haringey Association of Voluntary &
Community Organisations (HAVCO)
Home-Start UK
Jo Gibbons
The Mercers' Company
The Evening Standard Dispossessed Fund
All Visiting Speakers and Trainers