



## INFORMATION FOR FAMILIES

Home-Start Haringey, Hackney and Waltham Forest  
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### WHAT IS HOME-START?

Home-Start is a voluntary organisation offering support, friendship and practical help to families in their own homes. There are over 300 schemes in the UK. Trained volunteers visit families one day each week for up to 4 hours. Home-Start understands that being a parent, wherever you live or whatever situation is sometimes not easy. Many parents feel exhausted and overwhelmed by the stresses of family life, some parents lose confidence in their ability to cope. Everyone needs a hand sometime.

### WHO CAN HOME-START HARINGEY, HACKNEY AND WALTHAM FOREST HELP?

- Lonely or isolated parents.
- Mothers who have postnatal depression.
- Families with twins, multiple births or several pre-school children.
- Families where there are health problems/disabilities/special needs
- Families who are new to an area
- Lone parents

Any family living in Haringey, Hackney or Waltham Forest, who is experiencing difficulties, can ask Home-Start for help.

### HOW CAN HOME-START HARINGEY, HACKNEY AND WALTHAM FOREST HELP?

Home-Start volunteers can visit you regularly in your own home, one day a week for up to 4 hours, they offer: -

**Friendly Support** Volunteers offer friendship through difficult times, for as long as it is helpful or needed.

**Understanding** All volunteers are chosen for their ability to understand how parents feel – most are parents themselves.

**Reassurance** Volunteers will help you to see you are not alone – all of us can feel overwhelmed at times.

**Flexibility** You decide with the co-ordinator when the visits will happen and how you and the volunteer spend the time.

**A listening ear** You can talk to your volunteer, cry on their shoulder if you need to and not feel judged.

**Confidentiality** Information about you is not disclosed to anyone outside of Home-Start – except where a child may be at risk when information will have to be shared.

**Practical help** Volunteers can help you to play with the children, get to the clinic, park or toddler group, look at budgeting, help with ideas on running the house or parenting your children.

**Choice** You can choose whether to accept Home-Start support or not.

**Volunteers do not baby-sit or do housework.**

#### **FOR HOW LONG CAN HOME-START OFFER HELP?**

This could be for a period of up to 9 months, depending on the needs of the family. Families, their volunteer and the co-ordinator have regular reviews of the support.

#### **WHO ARE THE VOLUNTEERS?**

Home-Start volunteers come from many different backgrounds and vary in age, most are parents themselves or have parenting experience. They have been selected for their friendliness and understanding and will visit you in your home because you have invited them and they wish to offer you their time and friendship. All have been trained by Home-Start, have references and are police checked. Their work with families is supervised by the co-ordinators in Home-Start.

For further information, please contact: Home-Start Haringey Hackney and Waltham Forest on [info@hshhandwf.org](mailto:info@hshhandwf.org)

