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**MANAGER: Richard Seal**

**ORGANISER: Sally Eccles**

**ORGANISER: Cheryl Walmsley**

**ADMINISTRATOR: Tracey Jackson (until 31<sup>st</sup> August 2016)**

**Patron: HRH Princess Alexandra, the Hon. Lady Ogilvy, KG, GCVO**

**Home-Start Derby - a company limited by guarantee,  
registered in England & Wales, number 5209201  
and a registered charity, number 1105676**

# **MANAGEMENT COMMITTEE**

## **April 2016 to March 2017**

<b>CHAIR</b>	<b>Kath Gruber (Trustee)</b>
<b>VICE-CHAIR</b>	<b>Judy Ponsford (Trustee)</b>
<b>SECRETARY</b>	<b>Richard Seal</b>
<b>TREASURER</b>	<b>Steve Aspley</b>
<b>Gaynor Carrington</b>	<b>Trustee</b>
<b>Pauline Buckle</b>	<b>Trustee</b>
<b>Kathie Anderson</b>	<b>Trustee</b>
<b>Kev Murphy</b>	<b>Trustee</b>
<b>Sarah Higton</b>	<b>(Health – Advisor)</b>
<b>Ben Wyke</b>	<b>(Social Care/Education/ Mental Health - Advisor)</b>
<b>Kudsia Batool</b>	<b>Education Advisor</b>
<b>Colin Bird</b>	<b>Business Advisor</b>

# Chair's Report

## April 2016 to March 2017

2016 – 2017 Financial year has been a hard year financially for Home Start Derby, losing over 80% of our funding and having to carve new income generations and develop new relationships to support our service in a demanding time frame has proved challenging. Our accounts reflect the difficulty felt by Home Start Derby, however our continued presence, service development and diversification has seen us grow and be in a position where we are more investable and more dynamic and having a greater impact than ever before. Our funding projections are still uncertain beyond 5 – 7 months at a time, however we are seeing this varied and 'patch work quilt' approach to funding as a short term solution whilst we have been looking at new ideas for our charity, leading to the next financial year being a very exciting time of potential change for Home Start Derby.

Our service covered two geographical areas (DC & AV) through this financial year and our figures reflect both projects:

### **Headline Figures April 2016 – March 2017**

169 Families Supported

268 children under 5 years old supported

107 referrals made into the service over this financial year.

Our patterns of referrals stay relatively the same with NHS professionals making up 61% of referrals into our service for this period and 9% of referrals based on self-referrals.

The demographic data on our families has also maintained similar to last financial year with 59% of all new referrals being from White British families and a representation from African, Pakistani and Indian ethnicities of 9% each.

44% of our service users are living in social housing

32% of our service users are from private rented housing

21% of our service users are from privately owned housing

2% of our service users were in temporary housing

94% of all referrals through this period were for Mothers

We have seen an increase in the representation of private house owners accessing our service, this group of service users had a high level of isolation and mental health concerns as reasons for referral.

Our service delivered 57540 hours of support time to families through this financial period; this was mainly down to our wonderful volunteers.

Our service and charity continues to be reliant on the goodwill and generosity of our volunteers with 52 parents actively giving up their time to support other local parents through this time. Home Start Derby saw 14 new volunteers trained through this period over three preparation courses.

## STATISTICS

April 2016 to March 2017

Home-Start Derby continues to help meet the needs of families and children by building on their strengths, supporting and developing their skills including:

- ❖ Family relationships
- ❖ Parenting
  - being involved in children's development, their safety and well-being, transitions into education
  - encouraging a positive home environment and lifestyle
  - helping to improve difficult behaviours
  - encouraging play, activities, learning and school attendance
- ❖ Health
  - Physical
    - supporting families to attend appointments with health professionals
    - supporting with disability of child and/or parent
  - Emotional
    - supporting emotional well-being
    - reducing isolation
    - helping to access and attend courses and community facilities
- ❖ Access to other family services
- ❖ Problem solving and coping with difficulties
- ❖ Coping with finance and debt
  - supporting and signposting to access debt and benefits advice

# HOME-START DERBY

## Comments from families receiving support



"I can now shop, clean and cook in my day as well as have time to spend with my children"

"Talking to an adult in my nighty, who does not judge me has been amazing"

"Home Start Amber Valley are great"

"I would have been complete mess without my volunteer"

"I always started my visits with a frown and ended with a smile and that happened every week for a year"

"I want to volunteer when I can, give something back"

"I completely trust my volunteer and Home Start to help me and my children"

"I can not express my gratitude enough, my daughter has her Mum back"

# Case Study

## INTRODUCTION TO FAMILY

**Mum** - (Aged 28)

**Child** - (Aged 2)

We received a referral for this family from their Health Visitor to support to offer emotional support for Mum and to help with getting her child (C1) prepared and 'ready for school' by following our Big Hopes, Big Futures (BHBF) programme delivered within the home by a trained BHBF volunteer.

## REASON FOR THE REFERRAL

Mum had developed problems with her sight in her teenage years and without any explanation or reason to date she was registered blind at the age of 14. Mum was very isolated and lonely without family and friends living locally to support her. Her only means of support in the area was dad to C1 and his immediate family, all of whom were fully sighted. After an 8 year relationship together, dad left the family home suddenly before Christmas to be in another relationship.

Mum was devastated. She needed her confidence building back up again. Mum was reliant on dad for everyday living support and for the care of C1 so needed our support to help with routines and boundaries within the home, home safety, play activities, help to get the family out into the community and increase C1's opportunities for learning and development and socialisation with others.

There were concerns around mum's depression and mental health which the GP was supporting with and how mum was going to cope with C1 given his age and development needs. Mum was quoted as 'managing but struggling' and needing something in place to help with C1's development for the long term as it wasn't clear whether mum was not meeting their needs due to her own mental health or if it was due to her disability.

## HOW DID HOME-START DERBY SUPPORT?

This family was the first to be offered our support in two different ways;

- 1 - To have a **Core visiting volunteer** who would concentrate on being there for mum, offering emotional support by listening to work through her feelings and thoughts around the recent relationship split and also to support with her coping strategies to care for C1 around the home.

The **core visiting support** lasted just over a month with the volunteer visiting weekly to listen and allow mum to explore her feelings. This was beneficial to mum as she was able to link some of her feelings to the loss and bereavement cycle; losing her mum to suicide as a young child, losing her sight so young, being robbed of a 'normal' life and then her partner of 8 years having left. Mum wasn't ready to address some of the other relationship issues she had around parental contact for C1 so the support was mutually agreed to close.

- 2 - To have a **Big Hopes Big Futures Volunteer** who would offer structured, direct work to help increase play and learning opportunities with C1 to improve his developmental stage.

Our **BHBF volunteer** supported for 8 months with strategies and play opportunities to help improve C1's development and learning. Some of mum's worries and concerns for C1 were language development, eye contact, reading/interest in books, recognition of shapes, numbers and colours, access to appropriate toys within the home and being able to experience imaginative play.

These were all areas that Mum felt she was limited to do with C1 given her disability and lack of ability to often respond appropriately to give C1 the input he would otherwise receive from a fully sighted parent. Eg: talking about the outside environment like *'Oh there is a bus, what colour is it?' 'Can you see the cat?'*

Our initial visit form was completed at the first visit with the family. This assessment identified the following areas of improvement as well as those identified as concerns by mum;

- Speaks clearly and is understood by adults - **(Disagree)**
- Can play with lots of different children of his/her own age - **(Disagree)**
- Often appears aimless when asked to choose an activity - **(Strongly Disagree)**
- Can recognise his/her own name in print - **(Strongly disagree)**
- Regularly read to at home - **(Strongly disagree)**

Throughout the weekly visits of 1 hour, the volunteer used our **BHBF resources** to work on improving the areas identified. She was involved with providing, reading books (recognition of words), building blocks (Counting and stacking), flashcards (Colours and shapes), small world play (Improvement of speech and increased play opportunities), making masks and working with puppets (promoting facial expression and improved eye contact with others), suggestions around potty training (building on the initial steps of encouragement).

The volunteer also supported mum by signposting her to other local family services that she could access with C1. During the support mum had difficulties with her own Personal Assistant (PA) who was provided by social care to support her with cleaning and cooking in the home. The volunteer was involved in giving mum the confidence to deal with the PA who mum felt was abusing her vulnerability and not doing as she should be in terms of her role. The volunteer offered emotional support during the weeks of instability when there was some backlash and conflict as a result of her actions. In the end mum was provided with a new PA who she felt comfortable with and therefore more settled in her own home.

As a result of noticing some improvements with C1 and achieving some of the actions for mum around C1's development, our support was mutually agreed to close because given C1's age and with the introduction of a new PA it was felt that there wasn't much more we could offer at that stage but what the family

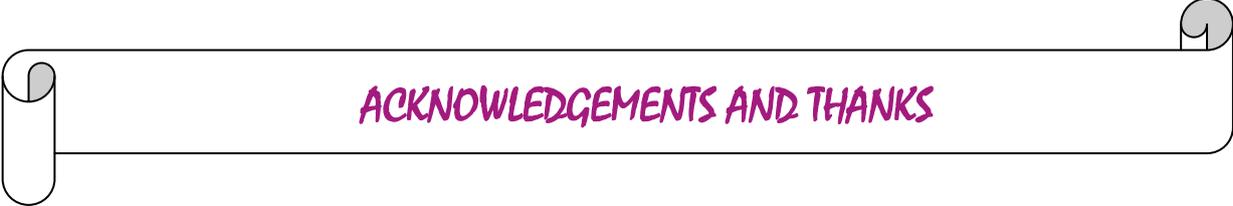
were able to do was continue to work on and use the strategies and suggestions given during the support with the help of her PA too.

A final review form was completed at the last visit which identified the following;

- Speaks clearly and is understood by adults - **(Strongly Agree)**
- Can play with lots of different children of his/her own age - **(Strongly Agree)**
- Often appears aimless when asked to choose an activity - **(Disagree)**
- Can recognise his/her own name in print - **(Strongly agree)**
- Regularly read to at home - **(agree)**

### **FEEDBACK ABOUT OUR SUPPORT**

- Mum**      *'The continuity of the same person coming round has been good for H'*  
*'I have the confidence that H is not going to fall behind. I can be involved in him soaking it all up at this age. I have now bought some of the toys you have brought round that H likes'*  
*'I like the volunteers approach, I think about things differently now with the lots of suggestions given'*  
*'The volunteer has helped to add extra routines to our day and we now know this is what we do'*
- Volunteer**      *'H looked straight at me and smiled when I walked through the door this week, which is the first time he has done this!'*  
*'This family has taught me a lot about how children learn, disability and the importance of being open minded about parenting. I am so glad I had the chance to work with them and I wish them happiness in the future'*



## **ACKNOWLEDGEMENTS AND THANKS**

**Many thanks to all the volunteers who supported families during the year April 2016 to March 2017 and also to those who became volunteers after April 2017.**

**Thank you to all trustees, advisors and partners for their continued support.**

**Thank you to our funders and supporters over this period, your generosity ensures our valuable service continues**