

# Getting Off to a Good Start at Home-Start

# Home Start

Support and friendship  
for families

---

Home-Start Sheffield  
Annual Report 2012/2013

---



# Contents

---

Chair's Report.....	3
About Us.....	4
Our Staff, Volunteers & Trustees.....	6
Family Stories.....	8
Meeting Demand for Our Services.....	9
Our Services.....	10
Our Groups.....	12
Our Main Aims.....	13
Outcomes.....	14
Quality Assurance.....	16
Monitoring & Evaluation.....	17
Our Funding.....	18



## Home-Start is the UK's leading Family Support Charity

Across the UK more than 15,000 Home-Start volunteers visit families at home each week, supporting parents in situations as diverse as isolation, bereavement, multiple births, illness, disability or who are just finding parenting a struggle. They provide non-judgemental practical and emotional support and help build the family's confidence and ability to cope. Home-Start runs more services and has more volunteers supporting more families than any other family support charity in the UK.

# Chairs Report

## Home-Start Sheffield has continued over the past year to provide its invaluable work to families with young children.

Each year it seems that we are writing about the success of Home-Start Sheffield and the difference it has made to families, yet at the same time we talk about uncertainties in future funding. This year, in particular, has been one of financial instability and we know that we will be facing some challenges in the future.

We have continued to work closely with other organisations in the City, recognising each other's expertise, which has enabled us to continue to develop as we seek to meet identified needs. This has included the successful work being carried out in conjunction with the refuges in Sheffield to support parents who have experienced domestic abuse. We are also embarking on a school readiness project in conjunction with Home-Start UK.

During the year we lost our Early Years funding as the Council looked to reconfigure both prevention and intervention services in the City.

This led to some difficult decisions, including making one of our support

worker posts redundant, along with a temporary reduction in staffing hours. We thank Julie Slingsby for the work she did during her time with Home-Start. We also said goodbye to one of our co-ordinators, Michelle Buckley who secured a job with Alzheimers UK and wish her well for the future.

This will be my last Chair's Report as I step down from the position after 4 years, though I plan to remain as a trustee. I would like to thank the amazing and passionate staff, volunteers and trustees I have worked with over this time and thank them for their commitment during what has, and continues to be, difficult times.

We look to the coming year recognising that there will be some serious financial challenges ahead but we will strive to ensure that Home-Start Sheffield continues to deliver its vital service to families in the City.

Emily Morton, Chair



## Home-Start is 30 Years Young!

In September 2012, Home-Start Sheffield celebrated its 30th anniversary. Thanks to everyone who has supported Home-Start Sheffield.

# About Home-Start

Home-Start Sheffield offers a unique service. We recruit and train volunteers, who are parents themselves, to visit families at home who have at least one child under 5.

Our aim is to help give children the best possible start in life, by supporting parents to grow in confidence, develop and strengthen their relationship with their children and widen their links with the local community.

## We Offer

- A volunteer with parenting experience to visit parents with young children at home. The volunteer offers regular weekly support tailored to the family's needs.
- Emotional support to help parents find ways to manage and resolve problems.
- Direct support for children including playing, listening, having fun, establishing routines, encouraging development and providing opportunities for outings and treats.
- Practical help with getting to appointments, doing the shopping, budgeting, nutrition and meal planning, cooking and making the home safe.
- Outreach and family groups so parents can get out, meet others, and become more involved in their own community.
- Information and links to other organisations including health and educational services.
- Attendance at meetings and moral support, especially in relation to dealing with case conferences or solicitors and court cases.
- Access to parenting advice and parenting skills training.
- School readiness support helping parents to develop a positive home learning environment for their children.

“I was taught techniques to teach my toddler through play. It reassured me that my child was developing well.”

## Summary of Services

- Outreach and home-visiting support to parents with a variety of need across the City.
- Specialist outreach parenting education work through our partnership with 'Parents as First Teachers' (PAFT) to support parents to encourage their child's early learning.
- Specialist work with women experiencing Postnatal Depression.
- Family groups offering support to vulnerable parents from disadvantaged areas, new mothers, and women with Postnatal Depression.
- Specialist support to vulnerable first time mothers to support them to develop secure relationships with their babies.
- Supporting parents who have experienced domestic abuse and are in the transition from a refuge/safe house into their new home.
- New project starting in 2013 called Big Hopes, Big Future; Home-Start Sheffield is one of 9 schemes across England to take part in a national pilot looking at how home-visiting volunteers can support families to get their child ready for school.



### Our Current Service Profile:

Last year (1st April 2012 - 31st March 2013) we supported 263 families with 508 children and a total of 113 volunteers were available for home-visiting.

# Our Staff, Volunteers and Trustees

At Home-Start Sheffield we have a very committed team of Volunteers, Staff and Trustees.

## Staff and Trustees

We currently have 10 part-time paid staff that are employed and managed by a Voluntary Trustee Board that includes representatives from local agencies. The board employs the staff and is responsible for the effective management of the scheme including funding, insurance, premises, budgeting and good employment practice. A paid manager is responsible for managing the scheme on a day-to-day basis. The home-visiting service is provided by volunteers, who receive preparation, ongoing training, and regular support and supervision.

### Staff:

Sara Gowen – Manager  
Sara McClean – Senior Co-ordinator  
Joanne Glen – Co-ordinator  
Michelle Buckley – Co-ordinator  
Ellie Thomas – Co-ordinator  
Tabitha Sutcliffe – Co-ordinator  
Karen Minors – Co-ordinator  
Sadia Asghar – Co-ordinator  
Sarah Mason – Support Worker  
Julie Slingsby – Support Worker  
Ellen Summers – Administrator  
Alison Vaughan – Administrator

### Trustees:

Emily Morton – Chair  
Liz Hawkins – Vice Chair  
David Swales – Treasurer  
Liz Fisher – Company Secretary  
(Resigned October 2012)  
Jane Allkins  
Fran Eastham  
Dinesh Naik (Resigned October 2012)  
Jo Rudd  
Janet Thorn  
Pam Webster – Company Secretary  
(from November 2012)



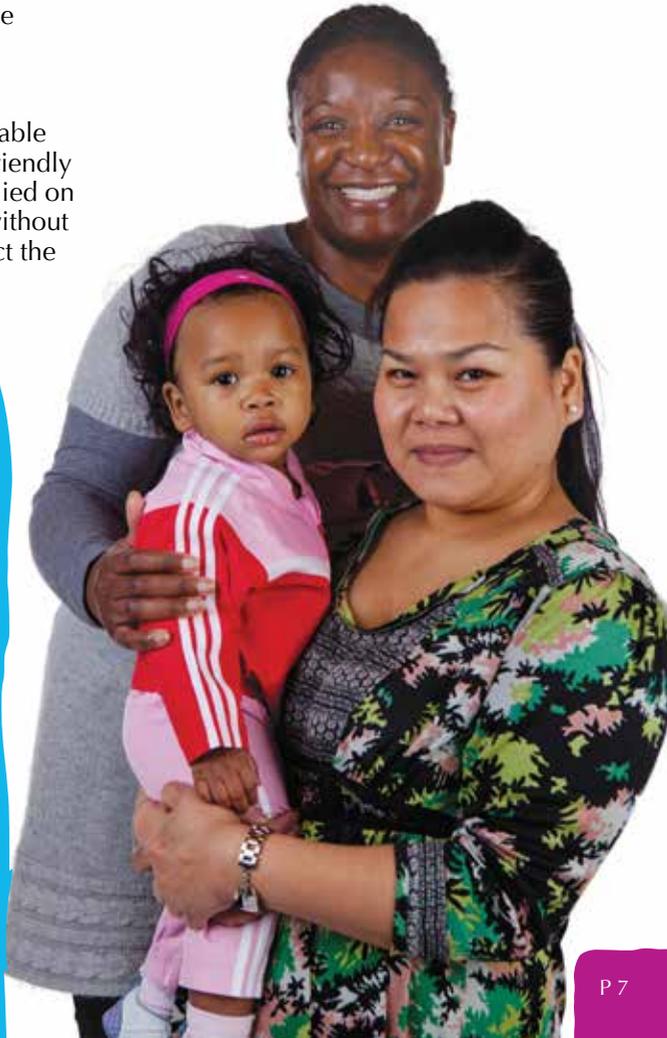
## Our Volunteers

At Home-Start Sheffield we have over 110 volunteers. Volunteers visit families once a week in their own homes, or to support them with a wide variety of difficulties, e.g. providing an extra pair of hands for parents with twins and triplets, being a friend to a single parent who feels lonely and isolated, giving a break to a parent who has a child with a disability, providing a listening ear to someone with postnatal depression, or helping a mother fleeing domestic abuse.

Our volunteers are committed and caring people who offer their time freely. They are usually parents themselves and bring with them personal experience, skills and knowledge of the resources available within the local area. They are friendly and approachable and can be relied on and trusted by parents to listen without being judgemental, and to respect the needs of each individual family.

“ The training was interesting and fun. The actual experience of assisting ‘my’ family was unexpectedly emotional in that in a relatively short time, I developed a friendship with mum and bond with the child”

All volunteers meet the requirements of our person specification. They are interviewed before being invited to attend a 9-day preparation course and will undergo a final interview before a decision is made by the co-ordinator about their suitability for placement with a Home-Start family. Two references and an enhanced Disclosure and Barring Service (DBS) check are compulsory for each volunteer. Our training is to a very high standard and accredited by the Open College Network at Level 2.



# Families Stories

## At Home-Start we value friendship

Feeling lonely and isolated is by far the greatest need for families referred to Home-Start.

Having a friend can be one of the most enriching and supportive relationships in a person's life and it can be easily taken for granted!

We build our service to parents on the premise of this simple relationship.



### Keryn's story

Keryn has ME and finds it hard to always have the energy her child needs. Learning about child development and play in PAFT gave her the confidence to support her child and look after herself. Parents As First Teachers (PAFT) has been fantastic and reassuring. I received a lot of support when my child was diagnosed with autism. Knowing that Karen was coming once a month and that my child would get a good hour or more of play was lovely. Karen understood about my child's autism and adapted the activities to suit her.

### Suzanne's story

Suzanne is a single mum with 2 children aged eight months and three years. The 3-year old has lung problems and requires daily physiotherapy as well as a number of medical appointments. Suzanne's Home-Start volunteer looks after the baby while Suzanne does the physiotherapy for the 3-year old.

We go swimming and to the park together which helps my 3-year old keep in good health. I would not be able to do this on my own. I have also been worrying about returning to work and difficulties in my relationship. My volunteer has always listened patiently and helped me think through my worries. It is the emotional support that is as important as the practical help.

### Janette's story

I was lacking in self-esteem and had no confidence. I'd had issues with drugs in the past and social services were involved, I was worried that I might lose my kids. Sarah has helped me so much I now can go shopping on my own, I have been managing my money, my confidence has improved and I have not taken drugs. The difference between Home-Start and social services is that Social Services get involved for the kids, Sarah is here for me not the kids and if I feel better then I can make a better life for my kids.

# Meeting the demand for our services

The demand for our services has steadily increased over the years; to illustrate the scale of support we now provide at Home-Start, we show here the increase in the service we have provided from 2009 to 2013:

APR 09 – MAR 10	APR 12 – MAR 13
<b>203 families supported</b>	<b>263 families supported</b>
99 new families referred and supported	155 new families referred and supported
77 (38%) lone parents supported	94 (36%) lone parents supported
389 children supported	508 children supported

Type of family support	APR 09 – MAR 10	APR 12 – MAR 13
Home-Visiting Volunteer (includes PAFT*)	123 (60.5%)	212 (81%)
Group Support	68 (33.5%)	43 (16%)
Home-Visiting and Group Support	12 (6%)	8 (3%)

Referrers	APR 09 – MAR 10	APR 12 – MAR 13
Health Professional	35%	57%
Social Care	14%	7%
Self	41%	7%
Other (community and voluntary organisations)	8%	20%
Early Years (direct from MAST)	2%	9%

# Our Services



## Support for parents across the City

Through funding from Sheffield City Council Early Years Service and Public Health, we provide a combination of outreach, home-visiting and group support across the city. The main emphasis is on supporting families to:

- Improve speech and language development
- Support them to engage with their child's early learning
- Support early bonding and attachment
- Promote healthy lifestyles
- Link in with local resources, especially Children's Centres and Home-Start groups



## Postnatal Depression

Through funding from the Big Lottery Fund we support women across the city who are experiencing or are vulnerable to Postnatal Depression, via outreach, home-visiting and group support. Any parent with a child under 1 will be considered for support. Group support is available to those mothers who feel confident enough to leave the house. This may be supported by the volunteer if it was felt to be appropriate.



## Early Attachment

Through funding from the Big Lottery we can support vulnerable new mothers to learn about how their babies develop emotionally and how they form relationships with their care giver.

We offer support in a variety of ways dependent upon the needs of the mothers who are referred:

1. Home-visiting throughout the year by a volunteer, to provide support, friendship and practical assistance to new mothers.
2. Group work led by the co-ordinator focused on babies' development as well as mothers' therapeutic needs – i.e. baby talk and parent talk.



## Early Learning

Home-Start Sheffield work in partnership with Parents as First Teachers (PAFT) to bring to Sheffield a programme that offers parents support on learning, growth and development in children from 0-3years. PAFT was originally funded through the Early Learning Partnership Project (ELPP) which was a Department for Children, Schools and Families (DCSF) initiative. Funding is now received from the Henry Smith Charity.

Through the PAFT programme we:

1. Provide regular long-term support to enhance parent and child attachment,
2. Arrange fun activities for parents to do with their children that encourage language, motor, social-emotional and intellectual development
3. Share child developmental information with parents and help them observe their child's development against milestones, giving opportunities for the earlier detection of development delay.
4. Share ideas and support parents with parenting concerns, e.g. toilet training, weaning etc.
5. Encourage parents to learn the value of play and the importance of engaging actively with their children.

It can be delivered on a one to one basis in a family's own home, or in a group setting.

# Groups

Groups offer a welcoming, non threatening environment for parents to meet, make friends and engage in activities for their own and their child's personal development.

Below is a list of our current groups.

Group	Time and Place	Criteria
<b>Sallywags</b>	Tuesday 9.30 -11.30am Scowerdons Community Centre Co-ordinator – Sara McClean	<ul style="list-style-type: none"> <li>• Referrals only</li> <li>• Fun, stimulating activities for parents and children</li> <li>• For families living in the East of the City</li> </ul>
<b>Lose the Blues</b>	Tuesday 1 - 3pm St Bartholomew's Church Primrose Hill Hillsborough Co-ordinator - Joanne Glen	<ul style="list-style-type: none"> <li>• For women vulnerable to or diagnosed with Post Natal Depression</li> <li>• Programme of activities for parents and children</li> <li>• Referral only</li> </ul>
<b>Sunny Days</b>	Monday 12.30 - 2.30pm St Paul's Church & Centre Norton Lees Lane Co-ordinator – Sara McClean	<ul style="list-style-type: none"> <li>• For women vulnerable to or diagnosed with Post Natal Depression</li> <li>• Programme of activities for parents and children</li> </ul>
<b>Ecclesfield Under 1s</b>	Friday 19.30 – 11.15am Gatty Memorial Hall Priory Road Ecclesfield Co-ordinator – Eleanor Thomas	<ul style="list-style-type: none"> <li>• Focused on Early Attachment and bonding for expectant and new mothers</li> <li>• Programme of activities for parents and children</li> <li>• Parents can pop in if they feel the group would be useful to them</li> </ul>

# Our Main Aims

---

## Early Intervention and Prevention

Our emphasis is on supporting families at an early stage to ensure the support we offer has the best possible impact on children. We support families to give their children the opportunities they need to thrive and develop in the earliest years. Identifying and addressing problems early on is vital for the future life chances of Sheffield's children.

## Sustainability

We want to make sure Home-Start is here for parents and children now and in the future.

## Diversity and Inclusion

We want to ensure that all parents are aware of what we can offer and feel confident in our approach. We want to ensure we reach those who are socially disadvantaged or those who do not find it easy to ask for help or access services for themselves or their children. We want to learn what works best for them and how we can shape our service to meet their needs.

## Quality

We will ensure we have a continuous process of self-assessment and review, in every part of our work to ensure we continue to improve, develop and offer the highest quality service to families.



# Outcomes

---

Our outcomes show the effects or changes we hope to bring about by our activities.

## Parents

Home-Start has a holistic view of parenting support which considers not only outcomes for children but also outcomes for parents and the wider community. Common sense tells us that parents who feel better about themselves have a higher chance of engaging positively with their children.

Outcomes for parents vary from something as simple as getting more sleep to more fundamental changes such as gaining enough confidence to attend a course in their community. Such outcomes can have a far reaching and long lasting effect for the whole family.

## Volunteers

Championing and promoting the value of volunteers and volunteering is at the heart of Home-Start. Our volunteers are our most important resource – delivering the face to face service to families and governing our scheme.

**We depend on their:**

1. Skills, experience and knowledge
2. Generous gift of time
3. Willingness to be flexible and do a variety of roles in Home-Start

**Volunteers benefit from:**

1. New skills, experience and Knowledge
2. An Open College Network Level 1 or 2 qualification
3. Improved knowledge of local services and local issues
4. Raised awareness of the needs of families and communities
5. Improved access to paid employment opportunities and a range of education opportunities
6. A sense of personal achievement and satisfaction
7. Improved confidence and self esteem





## Children

Home-Start has a holistic view of parenting support which considers not only outcomes for children but also outcomes for parents and the wider community. Common sense tells us that parents who feel better about themselves have a higher chance of engaging positively with their children.

Outcomes for parents vary from something as simple as getting more sleep to more fundamental changes such as gaining enough confidence to attend a course in their community. Such outcomes can have a far reaching and long lasting effect for the whole family.

## We aim to ensure children:

1. Have improved relationships with and attachment to parent
2. Have good cognitive abilities, motor skills, social-emotional development
3. Develop emotional and mental resilience
4. Feel secure, confident and have good mental health
5. Are less likely to experience abuse/or neglect
6. Are more likely to trust other adult peers, and cooperate with teachers later on

## We will do this through:

1. Promoting healthy, realistic attitudes and expectations about pregnancy, childbirth and childrearing
2. Promoting an understanding of child development and a realistic expectation of a child's behaviour
3. Encourage sensitive and predictable responses to the baby's cues and signals
4. Enhance the mother's ability to see things from the child's point of view
5. Encourage a home environment that is safe, and conducive to optimum development

# Home-Start Quality Assurance

The Home-Start Quality Assurance (QA) system was developed by Charities Evaluation Services (CES) as a bespoke system, incorporating all the elements of PQASSO, CES' quality assurance system for small organisations, recognised as the 'industry standard' in the voluntary sector. The system has also been designed to include and reflect the requirements of Investors in People and other national quality standards. The QA system puts the highest quality support for families at its heart.

There are now 8 QA standards in total and they cover all aspects of running a Home-Start scheme well. For each of the standards specific criteria have been developed together with indicators that need to be in place to demonstrate compliance with the criteria. We are reviewed externally by Home-Start UK (our head office) every 3 years to ensure we comply with all the criteria.

Home-Start Sheffield is fully compliant with the QA system. We carry out self-assessment reviews on an annual basis to ensure continued compliance. We were reviewed in February 2013 and received a score of 97%.

"The support provided helped to maintain the sanity of the family who were finding it difficult to cope with even the basics. Having a volunteer allowed support to help with eating and providing a break." - Health visitor



# Monitoring and Evaluation

---



Home-Start Sheffield records its work efficiently and collects and analyses sufficient information to assess the benefit of its work with families. Collecting the views of families, volunteers and other agencies is an integral part of Home-Start's work. Monitoring and evaluation informs decision making and is used to improve services.

We have a comprehensive monitoring and evaluation system in place to measure our outcomes, using formal and informal tools to produce qualitative and quantitative data on the impact that Home-Start has on the lives of

parents, children and volunteers. MESH (Monitoring and Evaluation System Home-Start), developed by Home-Start UK, uses our system of referral form, initial visit form, review visit form and end visit form to collect data and record outcomes. Parents, children, referrers and volunteers are all approached and encouraged to evaluate their experience. Our monitoring process is designed to provide a detailed case study of a family's involvement with Home-Start, showing the duration of support, what services they accessed, what we supported them with, how we did it and the impact it had.

# Our Funding

---

The statement of financial activities for the year 1st April 2012 – 31st March 2013 shows net incoming resources of £251,264, this was made up of funding from the following:

Big Lottery Fund

Church Burgesses Trust

Freshgate Trust Foundation

Henry Smith Charity

Kathleen Hannay Memorial Trust

Sheffield City Council Early Years Service

Sheffield Primary Care Trust (Public Health)

Sheffield Town Trust

Total resources expended amounted to £250,626.

We have received donations from the following:

Home-Start Sheffield members

FairShare Ranmoor

Waitrose

Birkdale Preparatory School

Rotary Club Abbeydale

Dr Dinesh Naik

Angela Donnelly



We would like to say a big...



...to our funders, to our volunteers, and to our staff and trustees, all of whom make it possible for Home-Start to continue supporting families in Sheffield, ensuring we make a difference and change lives.



Home-Start Sheffield,  
86 Upper Hanover Street,  
Sheffield  
S3 7RQ

Phone: **0114 2788377**  
Fax: **0114 2788378**

Email: [enquiries@hssheffield.org.uk](mailto:enquiries@hssheffield.org.uk)  
Website: [www.hssheffield.org.uk](http://www.hssheffield.org.uk)

National Patron:  
HRH Princess  
Alexandra, the  
Honourable Lady  
Ogilvy, GCVO

President: Helen  
Jackson former  
MP for Sheffield  
Hillsborough

Patrons: Meg  
Munn MP, Angela  
Smith MP, and Cllr  
Jackie Drayton

Company limited  
by guarantee  
registration no.  
4938227  
Registered charity  
no. 1101167