

# Home-Start Rochdale Borough



## ANNUAL REPORT 2015/2016



**MANAGEMENT COMMITTEE, ADVISORS & STAFF**  
**FOR DECEMBER 2015 UNTIL NOVEMBER 2016**

**Directors:~**

Peter Brierley – Chairperson  
Sue Richardson - Treasurer  
Margaret Woods – Vice Chair  
Colin Smith  
Warren Chadwick  
Margaret Edwards  
Lynn Butterworth

Our Honorary President – David Laytham

**Staff:~**

Donna McKenna – Scheme Manager  
Sharon Pearson – Finance/Office Manager  
Alison Kirkpatrick – Support Worker  
Gill Marsden – Support Worker  
Andrea Shepherd – Coordinator  
Sam Freeman – Autism Coordinator  
Emma Zagni – Support Worker  
Ruth Barber – Data Input Clerk

**Advisors:~**

Donna Stockton – Assistant Children’s Centre Team Manager for Early Help & Schools  
Ghulum Rasul Shahzad – Supporting BME & Working Together in the Community

**Accountants:~**

Community Accountancy Service Ltd.,  
The Grange, Pilgrim Drive, Manchester, M11 3TQ

**Funders:~**

Sure Start Children’s Centres  
Clinical Commissioning Group  
BBC Children In Need  
The Henry Smith Charity  
The Mayors Fund  
The Heywood Rotary Club  
Manchester Arndale  
Baily Thomas Charitable Trust

At Home-Start Rochdale Borough, we are proud of the strength and commitment between our Directors, Advisors, Staff members and Volunteers.

We are all actively involved with making sure all aspects of our Strategic Plans are fulfilled, whilst attention and detail is a priority when providing an excellent family support service to our community.

# INTRODUCTION TO OUR ANNUAL REPORT

## FOR 2015-2016



This Annual Report provides us with an opportunity to share Home-Start Rochdale's Mission, Core Beliefs and Aims of the charity. This ethos provides the firm foundations to which all our trustees, staff and volunteers work towards on a daily basis, to ensure we provide the best possible support to our families within our four Townships of Rochdale, Heywood, Middleton and Pennines.

The information contained in this report has been brought together by staff, trustees and parents to reflect on the achievements during the last year and to think about our exciting journey ahead in 2016-2017.

### Our Mission Statement

Home-Start offers emotional support, friendship and practical help for any family with young children, in local communities throughout the Borough of Rochdale.

The Charity offers a unique service, recruiting and training volunteers, who are usually parents themselves, to visit families at home who have at least one child, from birth to Primary School age to offer informal, friendly and confidential support.

To help give children the best possible start in life, Home-Start supports parents as they grow in confidence, strengthen their relationship with their children and widen their links within their local community.

### Our Core Belief

Home-Start believes that all children need a happy and secure childhood and that parents play the key role in giving their children a good start in life and helping them achieve their full potential.

### Our Aims

We aim to support parents to increase their confidence and independence by:~

- Offering support, friendship and practical assistance
- Visiting families in their own homes, where the dignity and identity of each individual can be respected and protected
- Reassuring parents that difficulties in bringing up children are not unusual and encouraging enjoyment in family life
- Developing a relationship with the family in which time can be shared and understanding can be developed; the approach is flexible to take account of different needs
- Encouraging the parents' strengths and emotional well-being for the ultimate benefit of their own children
- Encouraging families to widen their network of relationships and to effectively use the support and services available within the community

### Providing excellent Quality Standards

One of our major achievements for this year, was gaining 99% success, based on a thorough Quality Assurance Assessment carried out by Home-Start U.K.

We were assessed on 8 Quality Assurance Standards based on:~

Welfare of Children and Supporting Families, Working in Partnership, Managing Volunteers, Governance and Strategic Planning, Managing Staff, Managing Resources, Learning and Improving and Managing Information.

Our result provides evidence to our partner agencies and families with the reassurance they will receive an excellent all round quality service when they approach Home-Start Rochdale, as a funder, referrer, family in need of support, a volunteer, trustee or member of staff working in the scheme.

## Supporting families to give their children the best start in life

Many of our parents asked for emotional support, practical help or a listening ear during those early years when their children were young. As there is no rulebook for raising a family, sometimes it can seem overwhelming, particularly when our families were going through difficult times and they don't know where to turn for help.

Parents described Home-Start as easy to access as they are friendly, informal, flexible and confidential. Volunteers don't have a uniform or badge and don't look official. Parents choose to accept this help and choose their own package of support, aiming to improve their outcomes for their family.

We have supported families who were isolated in their community, those with no family members nearby and were struggling to make friends. Parents experienced stress, depression and anxieties making it impossible to go out without additional support. Many parents found it hard to cope because of their child's or their own illness or disability. Parents really struggled with emotional and physical demands of having multiple births, premature babies - sometimes born into an already large family. We have been asked to support families who experienced trauma relating to domestic abuse or those who are seeking Asylum because their home country is no longer safe for them to live there. Families struggle financially, because they have no access to public funds, they have debts, experienced relationship breakdown or they had to give up work to care for a family member.

### We listen to our Parents

A common thread this year has been many parents telling us, their children can be challenging at times and they are struggling to manage their behaviour.

As a parent, we all need some reassurance that we are 'doing the right thing' or 'putting the right things in place' to help manage their behaviour and put routines and boundaries in place. This has caused strain on parents relationships, often requiring help for both adults to understand the needs of their child, before taking on new ideas and developing coping strategies.

Parents tell us what their difficulties are and what would help to improve their situation. Home-Start Rochdale has responded to these parents by tailoring the support they receive to meet their individual needs and referred them to other services such as parenting courses.

**Support is provided by either trained volunteers or experienced paid workers with:~**

- Regular home visiting support – helping parents to overcome their difficulties whilst spending time with children to improve their outcomes during their Early Years.
- Help to access universal services within the community
- Group support for parents – enabling parents to offload, reduce stress and anxieties whilst sharing coping strategies and meeting new friends.
- Group support for siblings with a brother or sister on the Autistic Spectrum – supporting siblings to understand their brother or sisters behaviour, while they take time out, have fun and meet new friends.
- Weekly telephone support for flexibility
- Essential items such as food, toiletries, fuel and household items during emergency situations.
- Volunteers and staff are fully committed to helping parents to improve their overall health and wellbeing and support them to improve outcomes for their children.

This Annual Report will explain more information about our work during 2015-2016

*Donna McKenna*  
Scheme Manager

## CHAIR'S REPORT FOR DECEMBER 2015 - NOVEMBER 2016



I am happy to say that this is my third year as Chairperson for Home-Start Rochdale Borough and I have enjoyed every minute. Unfortunately, I was very poorly during this year and I want to say a big thank you to all those who sent me get well wishes during this difficult time and also to our Vice Chairperson Margaret Woods, who stepped up during this period.

As always, the Trustees, staff and volunteers have worked extremely hard to deliver successful family support to a wide range of families across the Borough of Rochdale during this last 12 months.

Home-Start Rochdale continues to listen to our local families and responds to their support needs where possible. This charity has been creative and flexible, developing new projects that provide help for families experiencing isolation, domestic abuse, Autism and poverty.

Like many other services, we have been faced yet again with the uncertainty of funding for the future as some services are being cut. We have however, managed to protect our core work of home visiting for this last year. We have submitted various funding applications to continue with this work and are waiting for decisions for our funding for the next 12 months, which is imminent.

We continue to be a part of the Greater Manchester Consortium for Home-Start schemes. Our aim is to promote the work of our 7 schemes within the Greater Manchester area and to work together, to ensure every child can access support at times when they need it most. We have linked closer to our neighbouring scheme in Bury & Bolton to look at ways we can work together to share ideas and resources, and improve future practice.

I want to give my thanks to all Trustees, Advisors, Staff, volunteers, Funders and Donators to the scheme, for all the dedicated support they have given, to myself and the scheme over the past year.

I want to wish the scheme good luck in the forthcoming year and for your continuous support in making Home-Start Rochdale Borough the great scheme it is today.

Here's to another successful year!

*Peter Brierley*  
Chair Person



Making a real difference to the  
lives of children and families

## WORKING IN PARTNERSHIP WITH LOCAL AGENCIES

Home-Start Rochdale Borough continues to work strategically with a variety of agencies from both the statutory and voluntary sector.

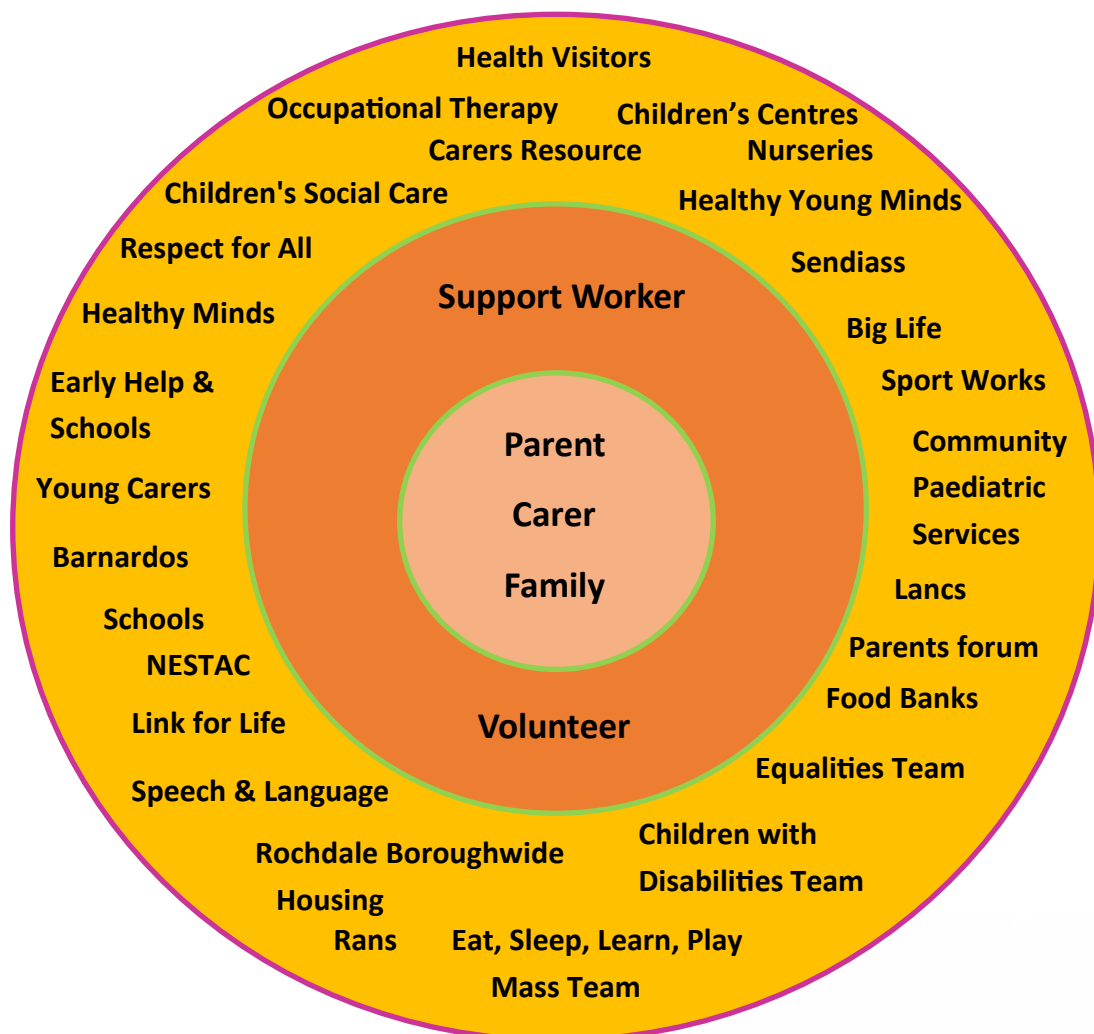
When we say “Partnership” we mean this because we commit to working with other professionals to help improve the outcomes for children, young people and their family.

We support our Local Authority key outcomes within our ongoing support for families.

*Children and young people in Rochdale have the best start in life and expected to achieve this full potential.*

*Children, young people and their families receive timely support to prevent the unnecessary escalation of need.*

*Children and young people in Rochdale are safe from deliberate harm and non-accidental injury.*



### Heywood, Middleton & Rochdale CCG priorities

#### Cooperating for a better Health & Wellbeing Plan

1. *Getting help in the Community*
2. *Getting more help*
3. *Improving Mental Health*





## FIRST RESPONSE PROJECT

### Supporting Families to improve their emotional wellbeing



Hello, my name is Ali and I am a Mental Health and Wellbeing Family Support Worker. I first became a volunteer in 2008 after being involved in the voluntary sector since 2004. I decided I wanted to help others and I also used working voluntarily as a recovery tool after having left my job of 15yrs due to ill health. I gladly became employed with Home-Start in 2009. I am very passionate about my role, having had experience of mental health issues myself and bringing up 5 children, I know how difficult it can be. Even when a parent has family and friends, suffering with depression can make you feel very isolated. You begin to stop talking because you feel a burden and stop socialising because you feel anxious. Having a Home-Start Support Worker or volunteer can take the pressure off and allow you to offload without feeling judged or a burden.

**My job involves carrying out Initial Visits with families who are referred to Home-Start, to assess the support needs within the family and visit the families in their own homes to:~**

- Provide short term support to parents with low level mental health difficulties.
- 6 weeks of focused support is offered to help families overcome their difficulties within a short space of time until the families support needs have been met or reduced. I carry out a review of the support provided to families and make suitable adjustments where required, to ensure positive outcomes are agreed and met.
- Providing a listening ear and allowing the family to offload without feeling judged, helping them to work out their own solutions to their difficulties.
- Support to build up a good relationship with the family so they can trust me and allow me to help them further. Respecting their values and opinions. Not to feel embarrassed or ashamed to cry and offload.
- Support those with poor self-confidence, relationship difficulties and those suffering stress due to living in poverty.
- Offer emotional and practical support with budgeting, debt, benefits, housing issues, household routines and behaviour management.
- Encouraging parent's strengths and emotional well-being for the ultimate benefit of their own children.
- Reassuring families that difficulties in bringing up children are not unusual and emphasising the positive aspects of family life.
- Supporting parents to become less isolated and promote independence to use other support services in the community by working with the parents to help build confidence and self-esteem.
- Support for families through the CAF process (Common Assessment Framework), attending meetings where appropriate and completing Team Around the Family reports.
- Ensure the family are attending all medical appointments. Refer parents to other voluntary or statutory services within the community to improve Mental Health and Wellbeing. I will introduce the family to their local Sure Start Centre or arrange a home visit from an Early Years Practitioner.
- I build important links with referring agencies associated with improving mental health and well-being, also Health Visitors and Lead Professionals to ensure the family are given the appropriate support.

The CCG currently fund my work as evidently it continues to be needed. Parents struggled to access Mental Health Services due to stigma, waiting times and childcare issues.

- Parents told us that Home-Start support was needed due to loss of income due to the new welfare system, relationship breakdown and bereavement.
- Families fleeing domestic abuse and Asylum Seekers having to flee war torn countries so they could feel safe.
- New mums becoming anxious about returning to work and suffering Post-Natal Depression.
- More and more families accessing food banks and families being threatened with eviction.
- Parents losing motivation to eat and live healthy due to depression and anxiety.
- Having mental health issues can have a big impact on the whole family and things can quickly spiral out of control. That's why providing support at an early stage is so important, so that we can help identify early signs of mental health issues, isolation and poverty.
- This year in particular I have supported more families with Post-Natal Depression, low self-esteem and confidence or isolation and being new to the area.
- Stress caused by financial hardship and unable to replace or purchase household items needed for the home

### So this is how I helped.....

These families were introduced to the Children's Centre to help reduce isolation, build confidence and self-esteem, they made new friends and the children started to develop personal and social skills. Referral to Big Life Wellbeing Service helped parents become more pro-active and motivated after having support from a Wellbeing Trainer to support with 5 Ways to Wellbeing, becoming more active, eating healthier, and resulting in children eating healthier and the families getting out and about more. Referrals to Eat, Sleep, Learn and Play for resources the families could not afford. Liaising with Health Visitors and Children Centres to see if there is availability in the time 4 u crèches so parents can access counselling. Now their emotional wellbeing begins to improve, relationships within the household are calmer and parents were able to enjoy quality time with their children. Parents began to be able to manage the household chores and pay bills as their overall emotional wellbeing improved.

I recently supported a grandma who had Special Guardianship of her grandson. Grandma suffered with anxiety and heart problems. I provided emotional and practical support to help improve behaviour management. I visited weekly allowing grandma to offload her worries. I referred grandma to the Parenting Support Team, but due to her suffering a miscarriage she was unable to attend. Since the grandson started school there was an improvement in his behaviour. I referred grandma to Healthy Minds, where she was accessing counselling for anxiety and bereavement.

When support finished grandma said she wanted to help families the way I had supported her and if it was not for my help she would have not overcome her difficulties. Grandma was signed up for the volunteer training and has now completed the course of preparation and is one of Home-Starts newest volunteers.

### Quote from a family:~

*"Thankyou so much for all your support we really appreciate everything you have done for us".*

(Rochdale parent)

*Alison Kirkpatrick*  
Support Worker





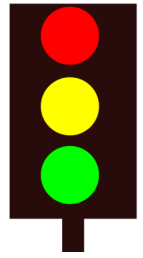
## ASSESSING THE LEVEL OF SUPPORT RAG RATING AND ROCHDALES NEEDS AND RESPONSE FRAMEWORK

When families are referred to Home-Start for support, the Coordinators will allocate them a RAG rating, based on their level of support needs.

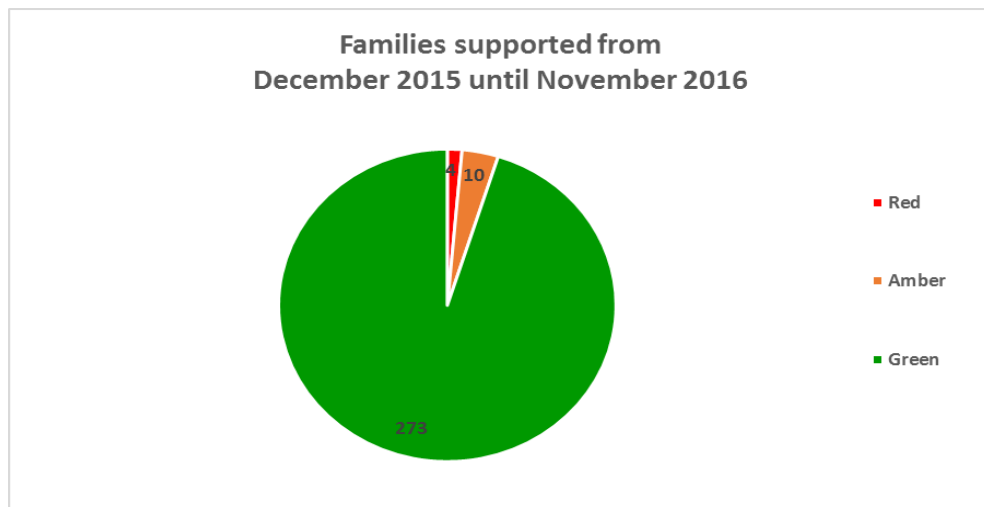
**RED = The family requires higher level support on a regular basis from a Coordinator or Support Worker**

**AMBER = The family requires additional support occasionally from an experienced Coordinator, Support Worker or Volunteer**

**GREEN = The family has low level support needs and requires minimal support from a Volunteer**



This RAG rating allows Coordinators to respond to families individual needs and provide additional support when required



Home-Start support is best placed within **Green** RAG rating as our service provides low level practical and emotional support, mainly at level 2 of the Needs & Response Framework.



We work in partnership with other service providers such as the Early Help Team, Family Support and Children's Centres, as children's level of support needs are increased or reduced.

Families presenting with higher level needs, would usually be signposted or referred to another service who could best meet their support needs.

## SCHEME STATISTICS

**DECEMBER 2015 UNTIL NOVEMBER 2016**



**Families Referred = 284**

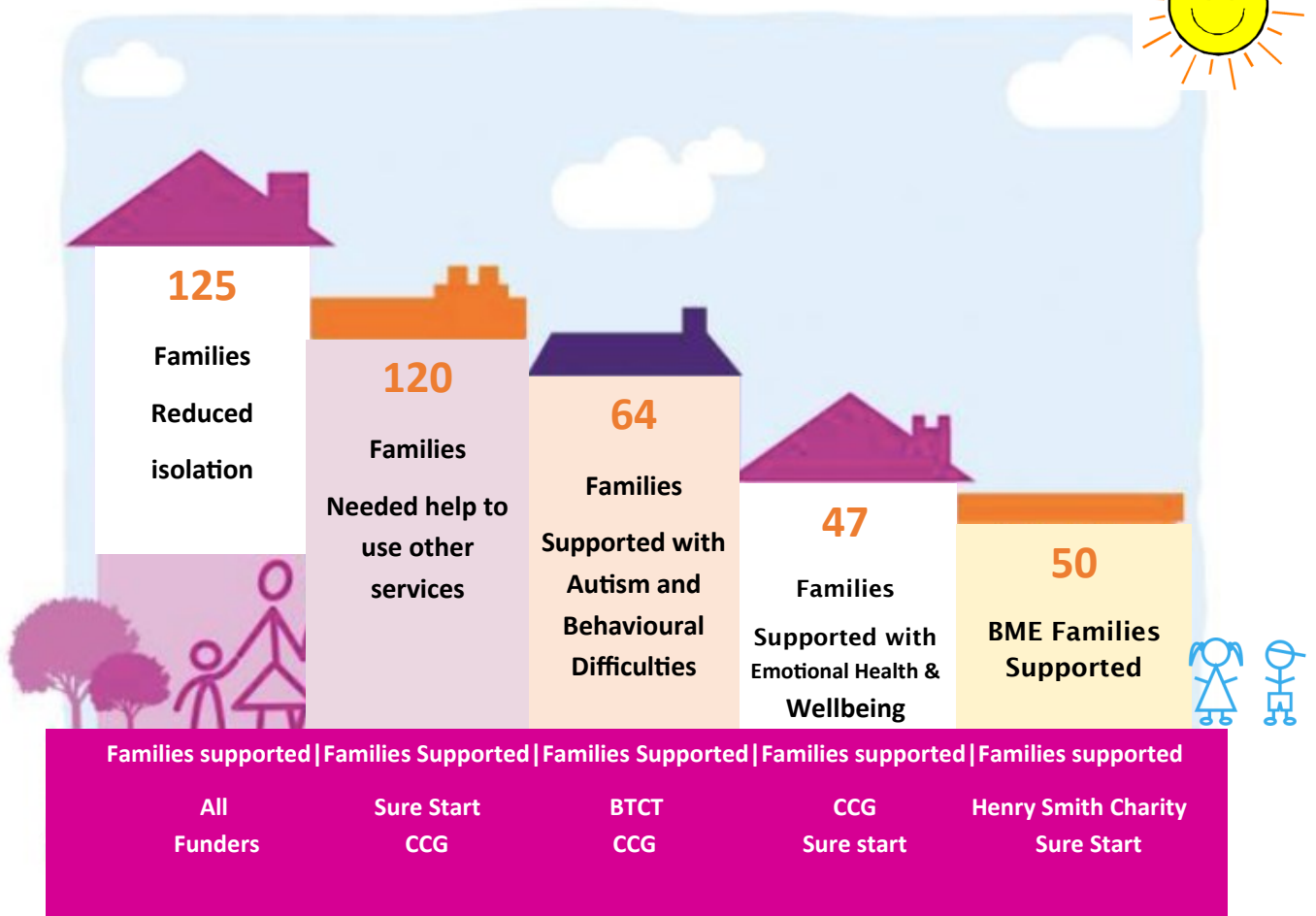
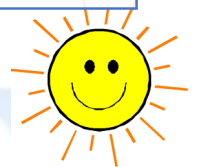
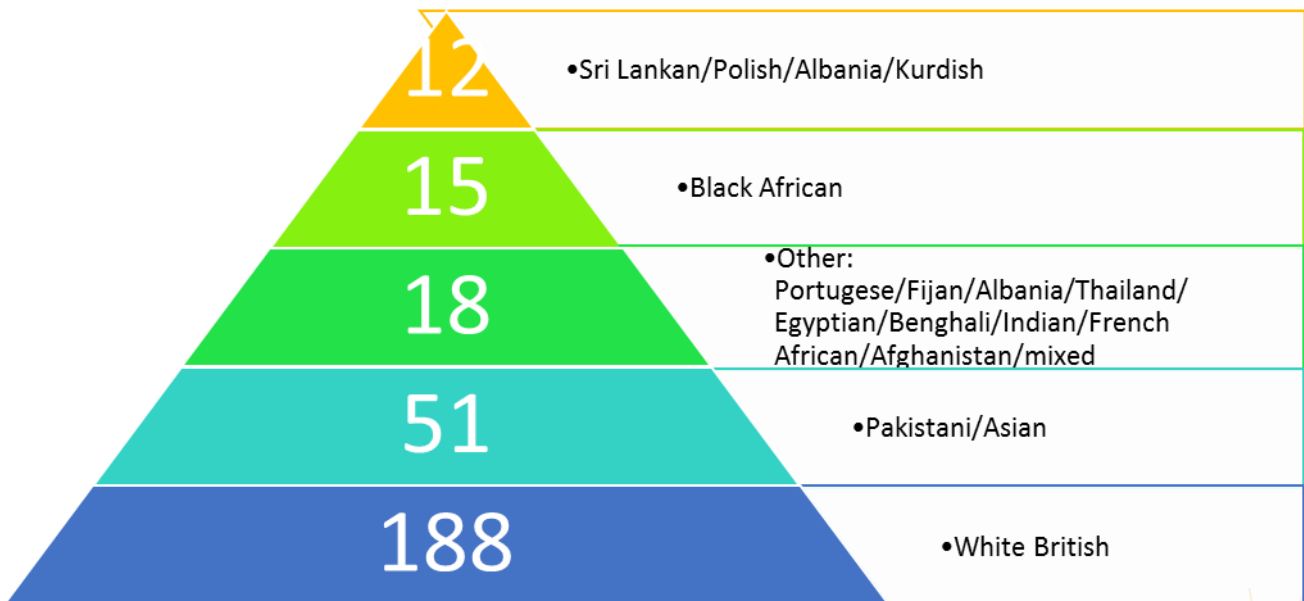


**Children under 5 Supported = 170**



**Children over 5 supported = 134**

**Ethnicity of families referred from 18 countries:~**



## SUPPORTING FAMILIES WITH AUTISM AND BEHAVIOURAL DIFFICULTIES



My name is Sam and I am the Autism Coordinator for Home Start Rochdale. I have four daughters and their ages range from 14 to 23 and they all have a diagnosis of Autism. I came to Home Start in 2009 as a volunteer, wanting to support families who were going through a process I had been through many times before. I knew I had a lot to give families, no matter which part of their journey they were on.

I am and always have been, very passionate about Autism and the job I do. I know from personal experience being a daughter of someone on the spectrum as well as a sibling and a mother how difficult life can be for all the family going through the process. I love to meet new families and support them on their individual journeys. Families appreciate talking to someone who has been there and “worn the T shirt” so to speak but are still on this magical but stressful journey which is very different for every family. One minute we are on top of the world and the next a blubbering wreck. I am so blessed these families let me into their lives at such a life changing time.

After becoming a volunteer I moved on to the role of Autism Support Worker. For the last few years I have been Autism Coordinator for the scheme. Although I have a lot of experience around Autism I am no expert and as part of my personal development I like to keep involved in upcoming training and workshops so I can pass on information to families as well as develop my knowledge. This year I have attended training on Volunteer Management, Asperger’s in Adults, Monitoring and Evaluation, Sensory processing, Sleep training, Mental Health and Safeguarding including FGM (Female Genital Mutilation).

### My role as Autism Coordinator includes the following:~

- Training, recruiting, supporting and supervising volunteers.
- Supporting families in their own home and in the community.
- Supporting families with a diagnosis of Autism, or on the pathway for assessment.
- Supporting families with behaviour including ADHD (Attention Deficit Hyperactivity Disorder) and PDA (Pathological Demand Avoidance).
- Planning and delivering training.
- Managing, devising and delivering the Sam’s Sib’s programme.
- Managing and delivering group support for parents.
- Delivering group sessions for parents in schools.
- Working with agencies across the borough to support families with Autism.

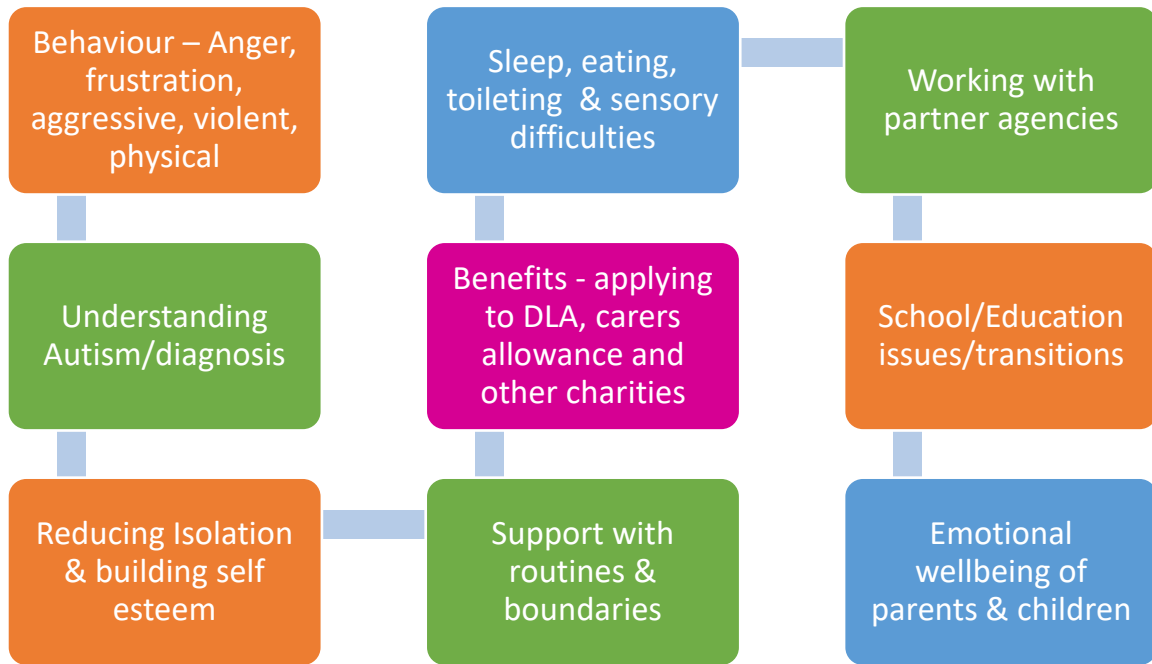
Unfortunately there is limited support out there for families who are living with Autism and services that work with families are stretched to capacity. Our work responds to the needs of families who often don’t know who to turn to for support. We make contact with the families within two weeks of receiving their referral.

We have also joined with other partner agencies to form the Autism Strategy Group for Rochdale. This will be a new strategy for all to follow and will develop new pathways for families so they have a more structured route into services.



“Help to reduce stress, anxieties and build on coping strategies”

Families who come to Home Start have different support needs, in my role I support some of the more complex families and they include work around the following:~



Every family I work with is different. They may have the same diagnosis but the children, parents and Autism display's itself very differently. This makes my role so interesting and also very rewarding.

When supporting parent's on their journey, a few are seeing similarities to their childhood and things they struggled with growing up. Parents are finding it beneficial to discuss this and some asking to be referred into the Adult Autism service called LANCS. This gives parents answers to questions they have had all their lives which have never been answered. I feel very privileged that parents and children feel comfortable talking to me about such personal times in their lives.

### Family Quotes

"Sam when we talk I feel like there is light at the end of a very dark tunnel, thanks for being there"

(Heywood parent)

"Sam you have educated us, given us new strategies and ideas to try, the way you support us at home and with school I could never thank you enough. I don't think we would be anywhere near where we are today without your help and support. You are our Fairy Autism Godmother"

(Parent from Middleton)

Finally I find Autism is like being on a roller coaster with a blindfold on, you never know what is coming or what track you will be on, you don't know if or when the ride will come to a stop. The one thing you do know is it's a bumpy ride, scary at times but also a lot of fun, it makes you laugh and it makes you cry, and then you do it all again.

*Sam Freeman*

**Autism Coordinator**

# CHILDRENS SUPPORT FOR AUTISM

## AND BEHAVIOURAL DIFFICULTIES



Hi, my name is Emma and I am a former volunteer, now paid worker for Home-Start Rochdale. As a volunteer I enjoyed attending the course of preparation at Crimble Croft Community Centre. After I completed the course and passed the interview stage I enjoyed meeting other volunteers through the events and support activities set up by Home-Start Rochdale. I also took the opportunity to access free training signposted or delivered by members of the Home-Start Rochdale team.

When I volunteered, I supported two families weekly, I really enjoyed getting to know them and helping them at a time in their lives when they felt they needed support and encouragement. From my experience of supporting these families, I applied to be interviewed for a paid worker role at Home-Start Rochdale.

My new role now is; Support Worker for Autism and Behavioural Difficulties. My work involves visiting families in their home for up to two hours per week to provide practical and emotional support for parents, liaising with local support agencies as appropriate and to introduce children to other services in their areas. I engage and support families with Team Around the Family procedures which compliments multi-agency working. This promotes good communication between families and school's for there to be the best possible care for the children.

### Examples of families I have supported:~

#### Family One

As a volunteer I supported a mum at home with 3 year old and 16 month old twins. The 3 year old child has a diagnosis of Autism Spectrum Condition (ASC). Dad works long hours up to six days a week.

This family was referred to Home-Start by the Health Visiting team at Croft Shifa Health Centre as the family needed support with the 3 year old child of who was non-verbal and displayed violent behaviours. After the initial visit the needs of the family were greater than the needs initially identified on the referral form. From the initial home visit assessment, the family needed support with:~

- \* finding a nursery place for the 3 year old closer to the family's new address
- \* emotional support for mum's low mood and self-esteem
- \* support to go out with the family and home visiting to reduce isolation
- \* and support to access other services for support such as Disability Living Allowance (DLA), Family Fund and Eat Sleep Play Learn.

I matched with this family as a Volunteer in July 2016 to support the family weekly. Through my support mum felt more confident to make phone calls to access support such as updating her Tax Credits, applying for a DLA form and booking onto courses and support groups such as SHINE.

Travelling on public transport with the 3 year old and twins in the double buggy was a challenge for mum. I accompanied her out and about on public transport to suggest behaviour management strategies for the 3 year old and to practically implement them by example. Mum feels more confident now accessing public transport daily to take the children to Nursery.

Through weekly support mum has more understanding of the child's behaviours around ASC and the assessment process. Mum is now accessing services to help her children access appropriate Nursery provision. Mum's confidence and self-esteem was boosted through emotional support and confidence building. Mum has now purchased a trampoline with help from the Family Fund so the children can burn off some energy and enjoy getting some fresh air.





## Family Two

One mum I have supported had a physical disability and struggled to get out of the house whilst pregnant and with her two year old son. This referral came from Rochdale Infirmary Midwifery Clinic who wanted support for mum to take the family out with the child and to support her with shopping. After the initial visit was completed, the support we offered to the family was:~

- \* to help access a nursery place for the child
- \* support to cope with mum's physical health
- \* practical and emotional support to reduce isolation
- \* help to take mum and her child out and about
- \* to help with jobs in the home
- \* and keeping a routine

I accompanied mum to her local Sure Start Children's Centre and supported both mum and child whilst familiarising and getting to know the people who attend the sessions. Alongside this, I encouraged mum to chase up work that was to take place to amend their home to accommodate mum's needs. After mum was confident to contact and liaise with the appropriate agencies to begin work. The work that took place was to reconstruct and implement a gradual step and hand rails outside the front of the house for mum to be able to access her home unaided, plus, the bathroom was changed to a walk-in wet room as mum struggled using the bath.

From the support received from Home-Start this mum can now access her local Sure Start Children's Centre independently where her two young children can access play and learn sessions regularly. Mum is able to get out of the house without help and can manage her physical health and her children when out and about, resulting in mum no longer being isolated.

I am thoroughly enjoying my new role with Home-Start Rochdale and have been helped and supported every step of the way from being a family who accessed Home-Start for support to becoming a volunteer, to then becoming a paid worker.

*Emma Zagni*

**Children's Support Worker**



**This picture shows an example of the visual timetable I introduced to a child who has Social and Communication difficulties**

## SUPPORT FOR CHILDREN OVER 5



Hi, my name is Gill and I have worked for Home-Start Rochdale since July 2015. My original role was as a 5 Plus Family Support Worker, offering families' the opportunity to access practical advice and emotional support in an environment where they feel most comfortable, usually within their own home. This gives families the opportunity to talk and share their fears and worries without being judged or criticized. Most of the support needed during this time was verbal and practical help managing behaviours. Families identified a need for support and advice as this is what they felt they struggled with the most. This support was offered at home but families were also offered access to courses such as Webster Stratton course and other relevant supportive agencies when appropriate.

Some of the behaviours the children displayed within these families was often a result of stresses within the home environment. There may have been a change in family dynamics, the family could have been experiencing money difficulties, community isolation – such as moving into a new area or problems with settling into a new school.

By providing emotional and practical support to parent or carers during these stressful situations, the positive outcomes for these families have been that:~

- The parents have had their own emotional needs met resulting in better routines and a calmer home environment.
- By providing supported play, the family have had quality time with their children, therefore enhancing relationship between parent and child.
- Parents have developed a better understanding of their children's individual needs and managing their challenging behaviours.
- Working alongside schools to support parents in implementing joint strategies for managing behaviour. Giving the child consistency and structure both at home and school.

Unfortunately the funding for this project came to an end. Home-Start have however, aimed to continue to support the older children in the families. Where the need for additional support has been identified, I have referred families to other agencies such as CAMHS or the Parenting Support Groups, however, I have also been able to continue to work alongside schools by providing practical and emotional support at home.

Referrals continue to come from schools for support with challenging behaviour from the older children in the family. I have continued to support parents with these areas, as the impact this has on younger siblings can be negative.

### Domestic Abuse Project

I was then lucky enough to be given the opportunity to accept the role and position of Domestic Abuse Support Worker. This is a subject I feel very passionate about as I have worked with many families who have experienced Domestic Abuse over the years and have experienced first-hand the impact this has on children and the family as a whole.

Within this role I have supported families with more complex difficulties, examples of this are:

#### Family 1:

This family fled domestic Abuse from an ex-partner. Due to the cultural beliefs this then resulted in further abuse, discrimination and exclusion from extended family. My role was to support this family in settling into a new area, which has been achieved, to help the parent to apply for 'leave to remain', which again was successful and to provide emotional support to empower mum and build her confidence in going out with the children and accessing community resources. This

family has also benefited from group support, which has enabled her to meet other parents in a neutral and safe environment who have lived similar experiences and dealt with this whilst having young children. Mum states she benefited a lot from this group support and often asks “when we are doing this again?”.

### Families that have moved down from Child in Need level:

These families are often referred to Home-Start from Key Workers at Supporting Families Early Help and Schools Team. These families have already experienced support and have been in need of continued support and advice on areas such as parenting and child development.

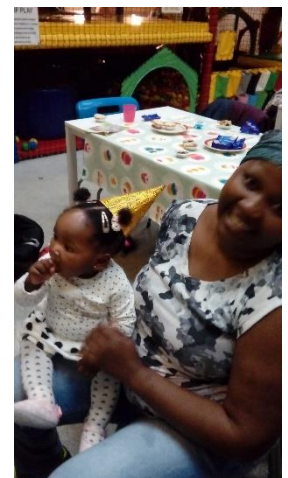
I have been able to offer practical support in sustaining work already completed by the key worker. Such as helping the family maintain safe and clean home conditions and being a friendly face and adviser in supporting them to manage and keep established routines and boundaries in place. This support is offered to help prevent the family situation escalating to a higher level within the needs and response framework.

### Early intervention support from Health Visitors identifying parents needing low level support:

Again we regularly receive referrals from agencies who have identified that families have a need for some intervention of a low level. Within my role I have supported parents and carers with young children. Helped families to establish good routines and supported them to adjust to the challenges that having multiple children under the age of 5 can bring. One of these families now receives regular support from one of our volunteers with accessing her local Children’s Centre at least once a week.

### Group support:

Ali and myself arranged and a group support session for parents to help reduce isolation. This was funded by the Henry Smith Charity and was held at a local children’s play centre. 14 Adults and 19 children attended this and all enjoyed the opportunity to have fun and meet other parents and children. Some parents exchanged contact details. Staff and volunteers, were on hand for introductions and to offer additional support with children.



### Feedback from the event:

‘Thank you for thinking of me and my family and inviting us. We all had a lovely day and would like to come again.’

‘Thank you, all the ladies from Home-Start are lovely.’

‘I met some nice people and my children made some friends too’

### Training:

I have had opportunities to access further training on domestic abuse through Operation Strive and have also worked alongside other trained staff on home visits such as Community Police Officers. I have also attended training of FGM (Female Genital Mutilation) and TOXIC TRIO training (which covers issues of domestic abuse, mental ill-health and substance misuse) through Rochdale Safeguarding Training Programmes.

I continue to work closely with other agencies attending Team Around the Family meetings, for families to ensure that they receive the best outcomes from the multi- agency support teams. I will review and extend support when and where necessary, working closely with Coordinators, to identify appropriate volunteers who will be able to provide ongoing support.

*Gill Marsden*  
Support Worker

## OUR VOLUNTEERS

Our volunteers are at the heart of Home-Start Rochdale Borough – without their ongoing commitment and support, we would not exist. We are grateful to every one of our volunteers for all their contributions to what makes us a great team!

**At Home-Start Rochdale Borough, we have a fantastic team of volunteers**

- Volunteer Trustees
- Home Visiting Volunteers
- Volunteer Handyman
- Group Support Volunteers for Sibs and Parents Groups
- Volunteer Office Support

The support our volunteers Jeanette, Eileen, Elaine, Sharon W, Liz, Angela, Ste, Tanya, Heather, Rosemary, Tony, Kim, Hayley, Diane, Sarah H, Dureshahwar, Jane, Anthony, Linda, Steph, Lorraine, Alison, Carole, Sarah, Katie, Henry, Lisa N, Lisa M, Laura, Caroline, Pat and Colleen have provided for our local families this year, has been invaluable.

During this year, we have recruited three volunteers to add to our existing team:~ Emma, Shirley & Sophie completed their Course of Preparation in April 2016.



**Volunteers have been invited to additional support and training sessions**

- Safeguarding Refresher
- Autism Awareness
- Substance Misuse including Legal Highs
- 5 Ways to Wellbeing
- Mental Health Awareness
- Social and support sessions.

It is so important to us that all our volunteers feel valued, appreciated and supported to enjoy their role. We offer regular Support and Supervision Sessions including Annual Appraisals, to ensure they enjoy their role, to make sure they are safe and to provide an opportunity to discuss in-depth the support we provide for families. Some volunteers wish to develop their skills further and move onto further training or employment, by building on their skills and experiences and collating evidence of what they have achieved.

We have a proven track record of mentoring volunteers to gain paid employment such as Children's Centre Workers, Managers of other Home-Start Schemes, Childminder's and Family Support Workers.

"I cannot praise Home-Start enough. I was always a bit dubious about volunteering- my goodness, how wrong was I? Just to know that the two or three hours you are spending with a mum or dad and their children is making such a difference, for me was life changing. It's really not rocket science, you turn up each week, you listen, you talk, you provide a practical pair of hands, and you watch as the family you support, learn and grow in front of your eyes- it's quite humbling and I would recommend it to anyone."  
(Volunteer quote)

**We will be recruiting some new volunteers next year, so look out for our recruitment materials!**



## FAMILY TESTIMONY

Hi, I am farhana KHALEEQ came in rochdale as a single of there kids ages 7 6 and 1 and half in February 2016. I am on asylum. Here I want to mention here my elder son is diagnosed autism and have a learning difficulties. At that time my circumstances and my situations were very worse and I was a victim of domestic violence. I was very depressed and stressed and hopeless situation and obviously my kids were suffered with my this bad situations.

In this stage home start plays an important role to take out me from my worse situations they protected my kids by provide me continuously session on Fridays and arrange the free home activities for my kids . These activities help to overcome the scarceness of kids which was appeared on Thierry faces and re build their confidence and encouragement to re own their lovely life.

These session help me to feel this that now I am in safe hands. Home start provide me extra support to make us able to start our life in right manners such as

They provided winter clothes to my kids to keep warm.

They provided food for kids.

They also remembered us in their happiness and make a part of their holy celebration like on Christmas they provided lots of brand new toys and chocolates to my kids which make my kids happier and after a long time I saw liveliness in the eyes of my kids which make me happy and satisfied and my eyes became full of tears. If I want to them a specific name then I want to say this organisation is the team of angels who spend their life to help the needy very stressed people. This me send the one angel in my home to support me and for the safeguard of kids . I want to mention the name this angel is Gill. She is outstanding member of home start .she provide me every little help like to arrange my appointment ,solve my problem ,she gave me lift to carried the food from tesco , I extremely thank full to this angel called Gill . She performed her duties very ga nuainly . I have no words to explain my apprieciations regadind home stat tang the heart kinded Gill. I always remember home start support efforts in re start of my life and especial the outstanding care for my kids through their beautiful angel Gill. Love u all ang thank you so much. Now Im speechless

(Mum from Rochdale)

This testimony has not been edited





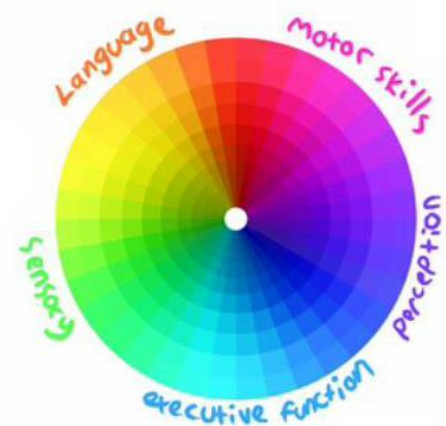
## Sam's Sibs – Funded by BBC Children In Need

I created Sib's about 7 years ago and delivered this on a voluntary basis. I am very proud of how Sib's has become recognised and valued amongst partner agencies and parents in the Rochdale Borough. I was very lucky to bring Sib's with me when I started at Home Start Rochdale.

Sib's is for children who have a brother or sister on the Autistic spectrum. Siblings aged 6 – 15 years can attend the group free of charge. We provide various crafts and games but also have structured activities around Autism in a "Make friends, have fun" atmosphere. In this next financial year we have secured funding to run three six week blocks of sib's sessions over the year during term time. All staff and volunteers who work on sib's live with someone on the spectrum, so the siblings feel at ease knowing they are with other people in the same boat they are. I couldn't have run sib's without the dedication and drive from my volunteers - they are amazing!



**Children, Volunteers and Staff celebrating the last session of our Siblings Support Group.**



**Staff and Volunteers ready to deliver our Siblings Support Group**

"Sam, thank you for having our daughter at Sib's while I get my family back on track. While she has been with you I have managed to rebuild my daughter's confidence and also relax a little. With your support and advice we have been able to change the way we look at things so that we all get a break. Our chats have helped me deal with situations better, so I am a lot calmer"

(Rochdale family)

## EXTRA SUPPORT FOR FAMILIES AND DONATIONS TO THE SCHEME

### Seasonal Celebrations

Thanks to one of our donators to the scheme, we were able to make sure all children supported received an Easter Egg and a selection box.

Children were delighted and they didn't have to share!  
Lovely!



### Toys for children and gifts for young people

A successful application to Key 103, provided some of our children and young people with toys and toiletries. Coordinators and Support Workers put their Santa hats on and delivered these items, just in time for Christmas!



"Christmas just wouldn't be happening in our house, if it wasn't for these toys."

"This is my babies first Christmas. She will be delighted"

"Thank you for thinking of us. You play an important roll to turn back my life and my kids as well. I can't give you anything in reward of kindness. God Bless you and happiness"

### Group Support Sessions—Funded by The Henry Smith Charity

These sessions were to introducing families to meet others, enjoy activities within the community and share parenting experiences.

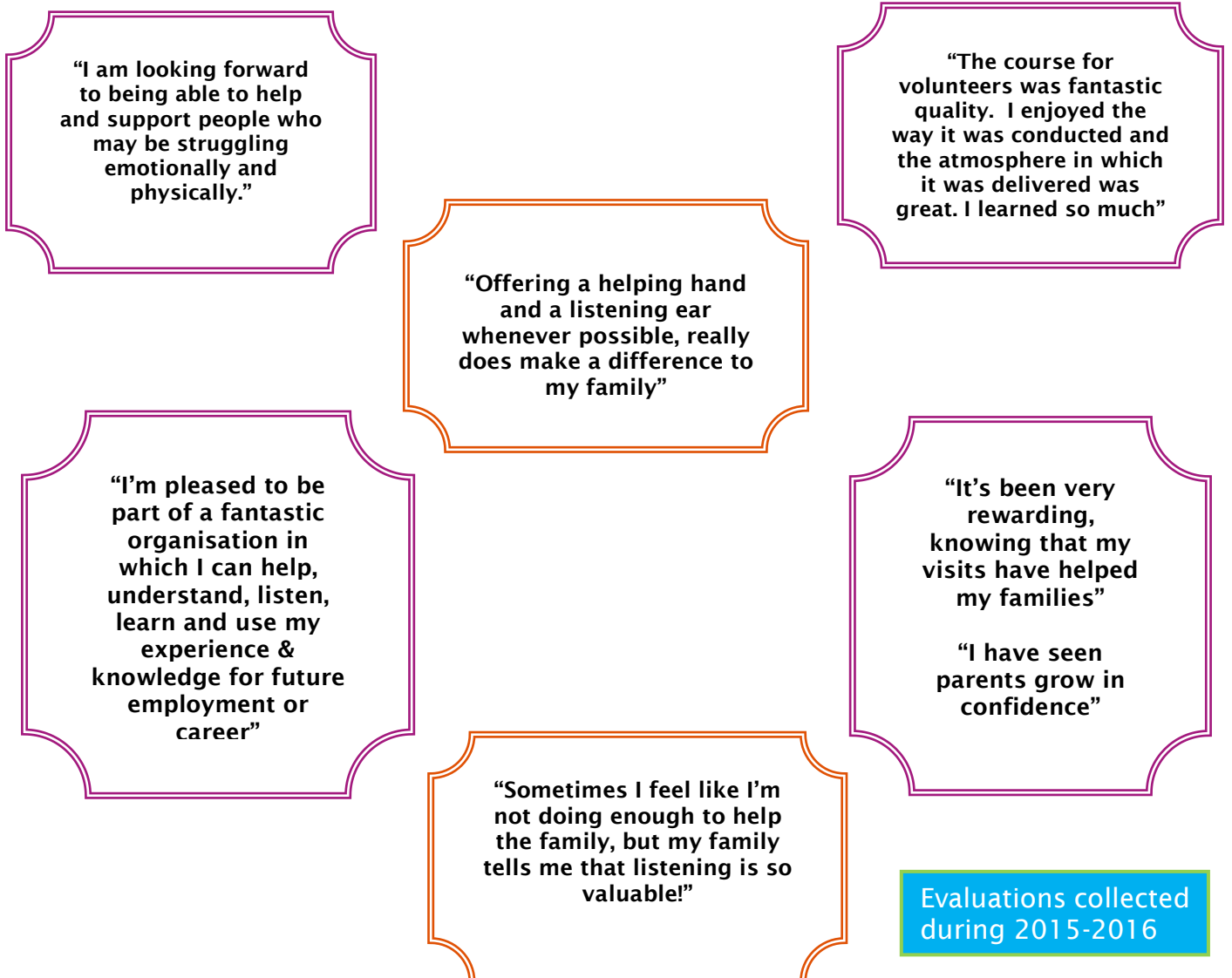




## COMMENTS FROM OUR REFERRERS



## COMMENTS FROM OUR VOLUNTEERS



Evaluations collected during 2015-2016

## COMMENTS FROM FAMILIES RECEIVING SUPPORT

"With help from Home-Start, I have discovered the local garden centre. It's so calming and helps improve my mood"

"Home-Start has helped building a bond with my children and building my self-esteem"

"I would never have stepped foot in the Children's Centre without Tans support. She helped build my confidence"

"Rose is such a good listener. She never gets tired of hearing what's happened"



"I really feel that without the help of Home-Start...we would not have been able to achieve what we have today"

"Life with 3 young children will always be busy but I'm grateful Home-Start were there when I needed it most"

"My volunteer asks me how my week has been, so I can tell her what has gone well and not so good"

"Home-Start has helped to bring us back together as a family and work together"

"I can now go out and have a lot more confidence, dealing with the children"  
"I would have reached crisis point without your help"

"We enjoyed new activities together, including a walk in the park"

"It's made one day of the week something to look forward to and less stressful"

"Helped me get organised and prepared. Helped me sort out the clutter"

"My volunteer is amazing and I look forward to her visits. We have lots of laughs"

Not all families want the 'there there' approach and a family recently thanked Gill for her positive approach. They said that "Gills encouragement and positive outlook reminded me, that I am moving forward and how far I have come". (Parent quote)

# TREASURERS REPORT

FOR 1<sup>st</sup> DECEMBER 2015 – 30<sup>th</sup> NOVEMBER 2016

I have been involved with Home-Start Rochdale Borough since its inception in May 1999. Many changes have occurred over the years but we have managed to sustain our service which is all due to dedicated staff, volunteers and of course Trustees. Procuring funds is a never ending process and becoming increasingly more difficult to achieve and we are indebted to all our funders without whom we would not exist.

We have had another very successful but challenging year and thanks are due to the following funders for the year December 2015 to November 2016:~

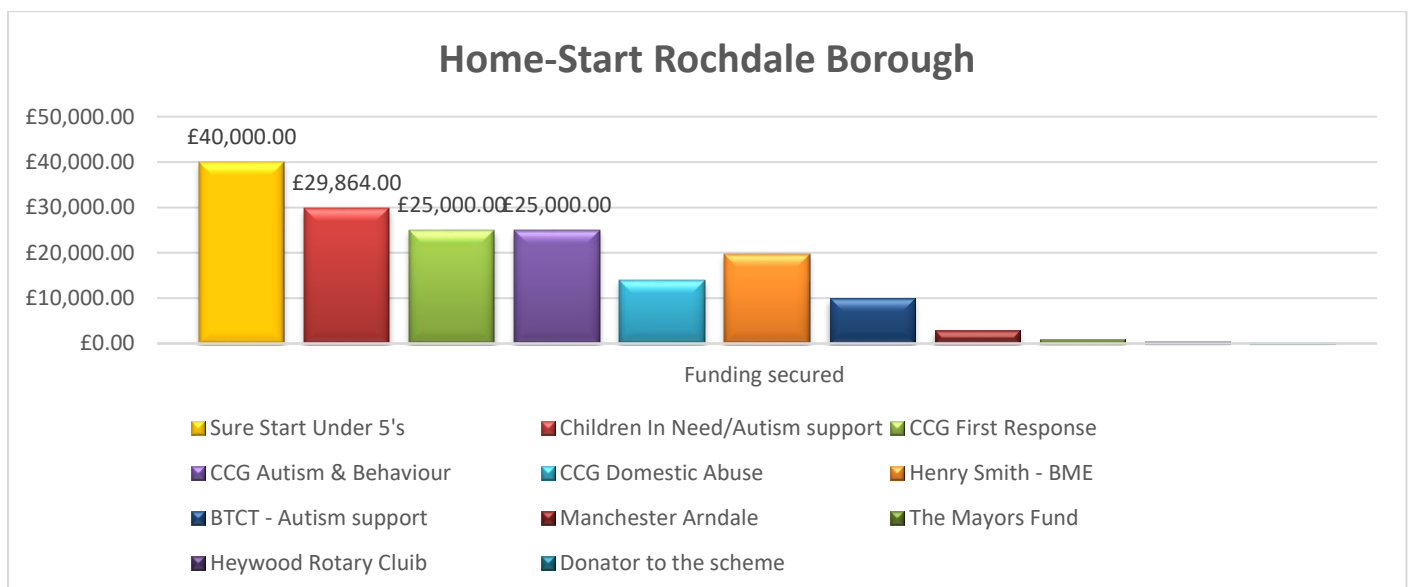
- £40k - Sure Start – Supporting under 5's
- £25k - Clinical Commissioning Group – First Response Project
- £25k - Clinical Commissioning Group – Supporting Autism and Behaviour
- £14k - Clinical Commissioning Group – Supporting Domestic Abuse
- £19,800k - The Henry Smith Charity – Supporting BME families
- £4,977k - Children In Need – Supporting children with Autism and Behaviour
- £10k - Baily Thomas Charitable Trust – Support for Autism
- £2,906k - Manchester Arndale Centre – Raising funds to support our families
- £1k - The Mayors Fund – To support families with items such as food, fuel, safety gates, sensory toys etc
- £500 - The Heywood Rotary Club – To support families in the Heywood area
- £240 - Donator to the Charity – To support children with activities

I would like to thank our Auditors, Manchester Community Accountancy Service for their continued support throughout the past year.

I can't believe I have been Treasurer for the past 2 ½ years and it is a pleasure and a privilege to be involved in such a very professional and efficient service. We are hoping that the next financial year is as fruitful, thus enabling us to carry on with our invaluable work.

*Sue Richardson*

(Treasurer)





# AUDITED ACCOUNTS

## Income and Expenditure Account

	Year Ended 30 November 2016	Year Ended 30 November 2015
<b>Income</b>		
Donations	614	-
Investment Income	48	58
Other	1,826	2,391
Disclosure and Barring Service Income	4,560	7,578
Restricted grants:		
Awards for All Lottery Fund	-	9,726
CCG	48,000	50,000
Children in Need	16,425	-
Henry Smith	19,800	31,125
Bailey Thomas Charity	7,500	-
Mayor's Fund	-	1,000
Rotary Club Heywood	500	-
Sure Start Children's Centres	40,000	40,000
Sure Start Children's Centres 5+/RMBC	16,000	48,091
Fundraising events	203	-
<b>Total Income</b>	<b>155,476</b>	<b>189,969</b>
<b>Expenditure</b>		
Disclosure and Barring Checks	684	2,789
Event costs	-	4,950
Advertising and marketing	1,444	1,839
Employment Costs	127,125	129,879
Training	457	567
Resources	311	644
Recruitment	70	278
Donations Paid	204	348
Emergency Family Support	693	1,407
Volunteer Expenses	1,825	3,332
Filming	-	3,390
Family Support	159	106
Activities for Children	5	68
Hospitality	89	645
Beneficiary Training	2,891	3,060
Emergency Food Parcels	262	637
Travel Expenses	8,833	9,433
Evaluation	39	-
Telephone	1,050	2,176
Rent	10,142	10,199
Insurance	812	1,126
Governance Costs	1,204	810
Post, Printing & Stationery	3,612	4,603
Depreciation	-	-
Miscellaneous	-	42
<b>Total Expenditure</b>	<b>161,911</b>	<b>182,328</b>
<b>Surplus/(deficit for year)</b>	<b>(6,435)</b>	<b>7,641</b>

## HOME-START GREATER MANCHESTER

Registered Charity number : 1162070

Home-Start Rochdale Borough is proud to be one of seven schemes, supporting families across Greater Manchester. There are Home-Start's in Rochdale, Bury, Bolton, Oldham, Trafford, Salford, Stockport, Tameside, & Manchester North & South.

This consortium is made up of seven independent Home-Start charities with one collective aim.

“Supporting parents to build better lives for their children across Greater Manchester. Our volunteers support families in their own homes in situations as diverse as isolation, depression, multiple births, poverty and disability.”

Trustees from each Home-Start scheme in Greater Manchester, meet up with others to ensure we all work collaboratively. Colin Smith is our representative who keeps up-to-date with progress of the consortium and any new developments.

Each Home-Start scheme remains independent in its own right, with its own funding, staff, volunteers and board of Trustees. 7 Home-Start schemes support 500 families and 1,700 children across Greater Manchester.

Home-Start Greater Manchester became Manchester Arndale's Charity of the Year. Jo McLeish, our PR representative, collected a cheque in celebration of funds raised for Greater Manchester families supported by Home-Start.



Volunteers from Manchester Arndale gave up their time to gift wrap for their customers, to raise funds for Home-Start Greater Manchester.

In the future, we will be looking at cost savings within schemes, joint working such as training and joint funding applications.

Sam and Alison have met with other Home-Start staff across Greater Manchester to recruit new volunteers who were out shopping in the Arndale. In addition to raising the profile of Home-Start, there were lots of enquiries from local people who were then linked to their local Home-Start scheme, to become volunteers.





# Practical and Emotional Support for Families

## Home-Start Rochdale Borough

Office 15-17

Arrow Mill

Queensway, Rochdale

OL11 2YW

Tel: 01706 629651

Mobile: 07925 129 136

Email: [donna.homestartrochdale@gmail.com](mailto:donna.homestartrochdale@gmail.com)

Website: [www.homestartrochdale.org.uk](http://www.homestartrochdale.org.uk)

## SureStart

The Mayors Fund

The Rotary Club Fund

The Baily Thomas

The Henry Smith Charity

Charitable Fund

 **Children in Need**

CCG Fund