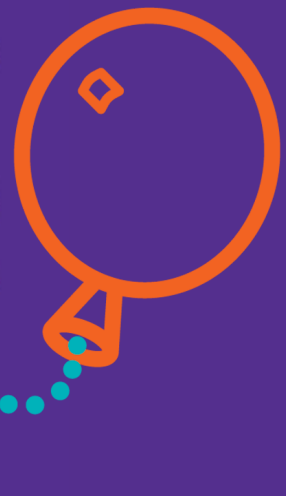




# HOME START



Renfrewshire and  
Inverclyde

Annual Report 2019-2020



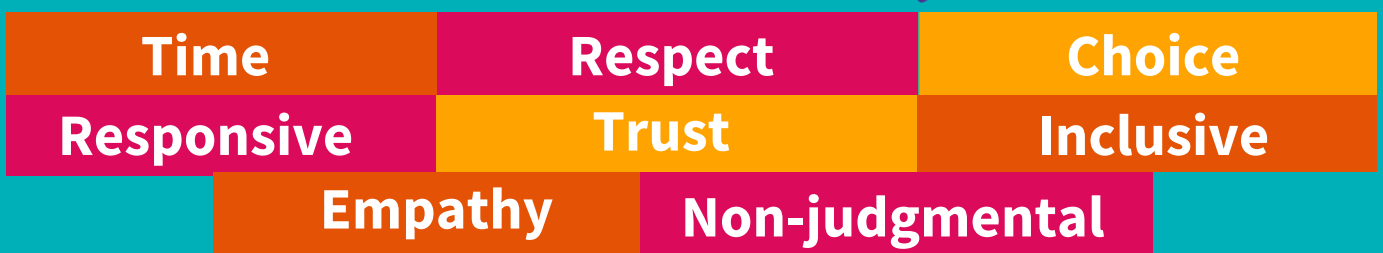
# Our Mission

To give emotional and practical support and friendship to help parents with young children, in order to give every child the best possible start in life. To help parents grow in confidence, strengthen their relationship with their children and widen their links within our local communities.

# Our Vision

Developing a relationship with the family in which time can be shared and understanding can be developed: the approach is adaptive to take account of each families different needs.

# Our Values



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# A Word from our Chairs



## *Welcome*

We hope you will enjoy reading through our latest Annual Report, charting the positive impact we continue to have upon the lives of local families and children.

At Home-Start we provide parent-to-parent support through locally trained volunteers. Our volunteers are usually parents themselves and work alongside families to empower parents and help their children to achieve their potential. We believe that children need a happy and secure childhood and that parents/main carers play the key role in giving their children the best possible start in life. Our model of early intervention and peer2peer support is now recognised as a key component in mitigating the impact of Adverse Childhood Experiences, as well as improving perinatal and infant mental health.

We would like to thank our wonderful volunteers for their continuing commitment and determination to support the most vulnerable families in our community. Going forward the board will focus on ensuring the sustainability of the charity, and developing its service offerings in consultation with the needs of local families. Please continue to support the vital work of this worthy cause.

**Innes Turner & Jim McEleny**  
**Co-Chairs**







2019 was another extraordinary year for Home-Start Renfrewshire and Inverclyde. 53 new families joined our service, meaning in total we supported a record-breaking 142 families and 268 children.

In accordance with our Five-year Strategic Plan we have focused our efforts upon closer partnership working. Collaboration is increasingly critical to our successful operation, offering families seamless access to expertise and facilities whilst developing awareness of the community of support. In partnership with The Cookschool at Stepwell we delivered Home-Start's 'Cook Eat Connect' Cookschool sessions for Inverclyde families, and our Chef School classes with Families First in Ferguslie. Families learnt new tasty, nutritious and affordable meals and also new opportunities for social interaction and building personal confidence. We also found a new home for our Renfrewshire Dads Group and monthly Twins Group, with KLAS Care in Linwood providing a more suitable venue enabling indoor and outdoor children's activities. Home-Start is committed to upskilling our volunteers too as we develop our expertise in new areas.



**#BecauseChildhoodCantWait**



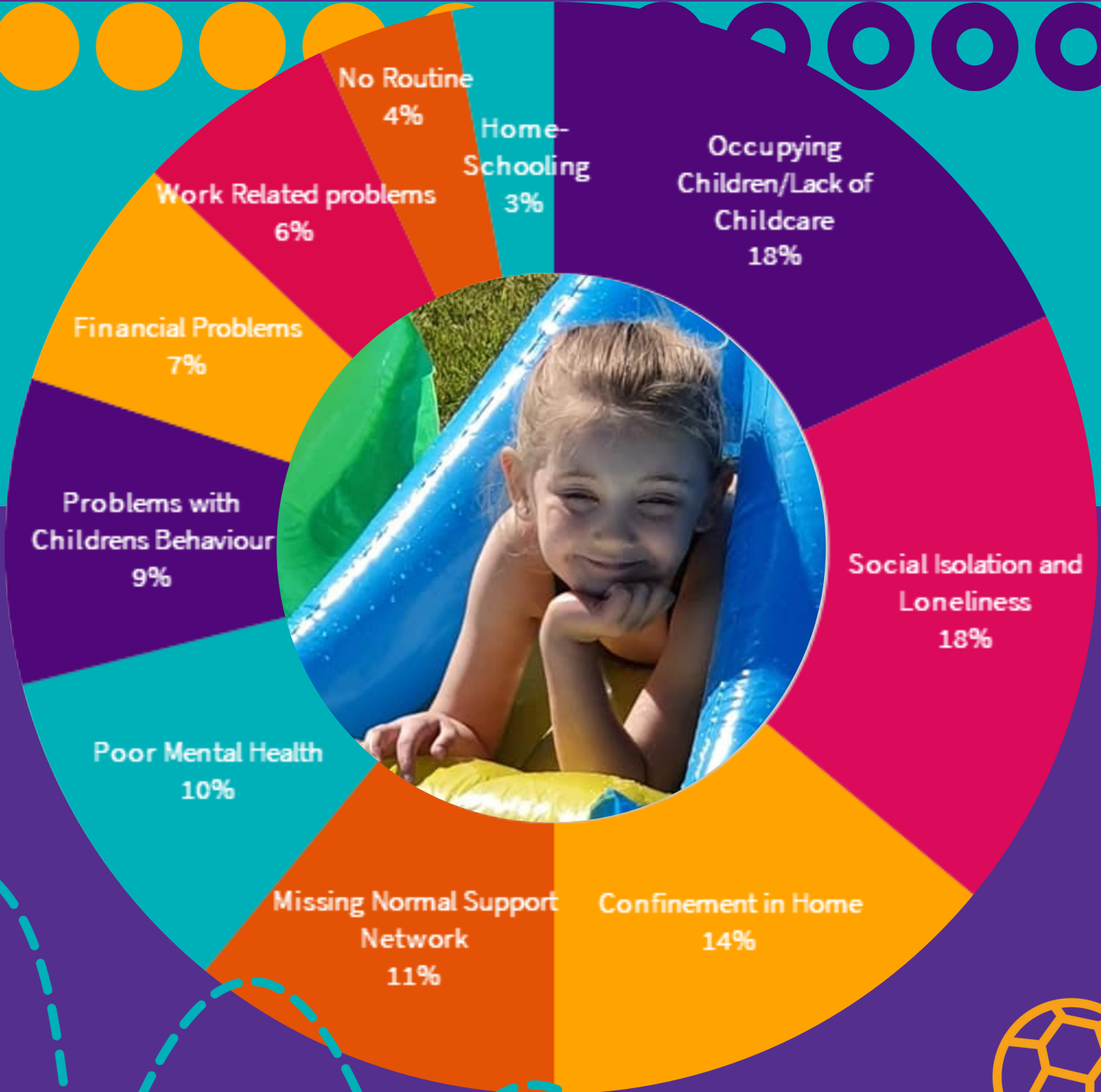
# 2019/2020 in Review

With the forthcoming increased hours of funded Early Learning and Childcare, we know that Home-Start's clientele will increasingly focus on supporting parents and infants under three years of age at risk of mental health problems. In total 30 volunteers have now received Understanding Perinatal Mood Disorder training delivered by Crossreach Bluebell. A further 15 Inverclyde volunteers have completed Bluebell's advanced Counselling Skills training, as well as Paediatric First Aid. We have continued also to develop our specialism in Video Interaction Guidance. Investment in Perinatal and Infant Mental Health will continue to be a priority going forward for our charity.

Once again we went to the Heads of Ayr for our families' Summer Trip thanks to funding from Children's Aid. Due to the large number of families we organised two Christmas parties – funded through Amazon Gourock and Houston & Killellan Parish Kirk respectively, with Christmas presents donated by Professional Beauty Systems and Renfrewshire Toy Bank. We are so grateful to each of you for your continued support for these important events.



# Challenges Our Families Faced Due To COVID





# COVID Response

Although this report concerns 2019-20 the shadow of COVID looms large and it would be wrong not to highlight some key work Home-Start has been performing in recent months. In the week before lockdown our core home-visiting and group support services ceased to meet face-to face and moved to provide remote support. Although we are not a crisis service, we recognised that this was an unprecedented international crisis and that the already challenged resources of Health and Social Services would be stretched even further.



Many families would feel scared and isolated, perceiving a sudden withdrawal of their usual networks of support. We understood our families' need would be greater than ever.

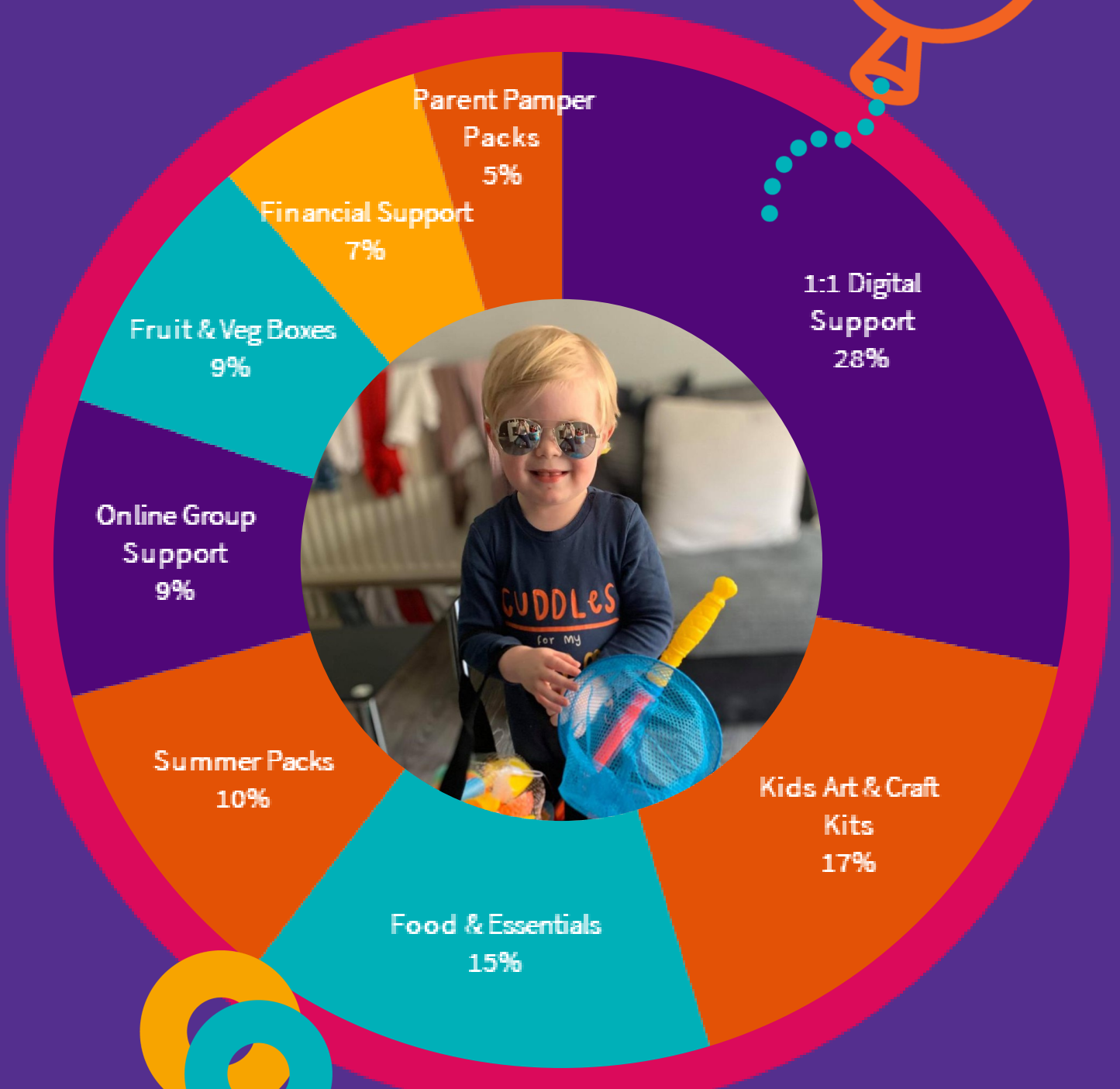


#parentssupportingparents





# How We Helped During Lockdown



We asked our families for feedback on our lockdown support. Over a quarter of our families said calls and text from volunteers and staff made a difference to their overall well being.

[#nevermoreneeded](#)



We resolved to increase and adapt the emotional and practical help we could offer. We implemented a weekly door-step delivery service of food and essential items for families between April and August, drawing upon Supporting Communities Funding via Linstone and Cloch Housing respectively, the Response, Recovery and Resilience Fund and the local Community Food Initiatives with FareShare. We've distributed hundreds of supermarket vouchers, baby goods and arts and crafts packs. In partnership with Save the Children's Emergency Response scheme we distributed 130 grants to families across Inverclyde and Renfrewshire who were experiencing poverty and financial hardship.

Families have told us this doorstep support made a great difference, not only financially and practically but emotionally too. Staff and volunteers could maintain socially distanced face-to-face contact and families could discuss how they were coping with confinement in the home. Aware of the stress parents have been experiencing, we provided pamper packs and survival kits for mum and dad which staff and volunteers delivered.

As Lockdown eased we resumed outdoor meetings for families and volunteers. These helped to identify concerns around parental and children's mental health. Many families were struggling with their mental health or their children's behaviour during lockdown and did not know how to access specialist services. We began operating online group sessions for parents to get peer support and sourced funding for counselling and play therapy sessions for families.



# COVID Response

We received numerous financial and in-kind donations from a variety of organisations as well as individual volunteers throughout this period. In one instance this led to a productive partnership with Barnhill Farm in Inchinnan, who used the proceeds of their own donations to provide our families with weekly donated boxes over the summer and autumn periods. This made a huge difference to those families that were struggling the most.

Our COVID response work is ongoing, but has underlined the immense value of local organisations and charities like Home-Start that are close to the community they serve. Our trusting relationship with families meant that during lockdown we could still make contact and see and support families. We could respond flexibly and adapt a our services in response to changing need. Some of these families included those working whose earnings suffered and financial needs escalated rapidly over lockdown. We were in a position to intervene early to prevent family crises. Thank you to our incredible volunteers for keeping in touch with families and supporting us over the past 12 months!

#supportingfamilies





# COVID Response



"I wanted to send you a message after the last time I saw you...when I had a chance to look at the bag of goodies you dropped off, it brought a tear to my eye! I want to say a big thank you for that! Because I hope you and your team know what a difference something like that can make to one's day, it sure did mine, you all give support that couldn't ever be put into words. So thank you so much for taking time out of your day to deliver that to me."

*Family Supported By HSRI*





# A Word From Our Families

“the work all you guys in Home-Start are doing is great even just phoning to check in on people, food parcels, day trips the lot cause for a lot of us parents that have come through Home-Start are just happy knowing someone is always there at the other end.”



“thank you for those kind, thoughtful and encouraging words, I really appreciate it.”



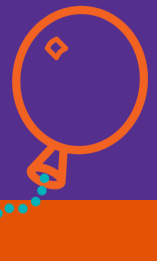
**For parents  
when they  
need us most**

"Home-Start have been amazing. So much support and love from everyone. No-one is left out at all. We are extremely lucky to have you all in our lives."

"...to the best Home-Start family. If it wasn't for you all, most of us wouldn't know where we would be right now. You have helped so many families during a difficult time."



# Digital Family Groups



We created our digital family in response to lockdown as a way to bring people together and offer a safe space for peer support. Our amazing Group Workers Norma and Karen have facilitated these video calls and digital chat, and we have been blown away by the success and response. The quote below from one of our group members sums the impact of the groups up perfectly...

I can't express in words how much the Home-Start online support group has helped me cope with anxiety and depression during these lockdown times when I had to spend five months locked home with my three kids of different ages- from a teenager to a baby, and a husband. The group, even though I have not been an absolute regular, has provided me with a listening ear, with valuable advice and support, with understanding and also VERY important- NO judgment."

"Every mum is SPECIAL and the only ONE for her kids and the fact that those incredible souls from HOMESTART recognize that is fantastic. I also want to express my incredible gratitude for the four fruit and veggie boxes which contained everything a young family may need! You guys are invaluable people! You are not only GREAT, you are our stars in our dark and bleak skies which manage to brighten up our nights and make them shine like days! THANK YOU!"





**166**

supported families

**11,135**

wellbeing contacts with families

(phone, text, video calls)

**110**

team of volunteers

**1277**

door-step deliveries of food & essentials, arts & crafts

**£108,247**

distributed to families

(emergency COVID responses, funding & donations)

**653**

fresh fruit & veg boxes distributed



# Accounts

2019-20 was a challenging year for the organisation, as our Renfrewshire Big Lottery project came to an end in November 2019. However, following core funding awarded by the Garfield Weston Foundation and the Kelly Family Charitable Trust we were able to maintain our core service levels. Further good news followed with the award of funding for our Dads Group by the Cattanach Trust in January 2020.

In addition to this, we successfully applied to the National Lottery Community Fund for 4 years funding towards the cost of our Inverclyde Service and the Bank of Scotland Foundation for 3 years funding towards core staff costs. Renfrewshire HSCP have provided additional funding towards our core staffing costs in 2020-21 and we hope to maintain and strengthen this relationship further going forward.

We would like to say a huge thanks to all the participants, donors and well-wishers for supporting our fundraising work throughout 2019-20. The Glasgow Bash, the Glasgow Kiltwalk and our Ladies Afternoon Tea which together raised over £35,000 for the charity. It is you who are making the real positive difference for the next generation. We continue to be awestruck by your generosity!





# Accounts



We would like to acknowledge and thank the many individuals and organisations who have supported us during 2019-20, including the following:

Peter Brough Trust, the Innerkip Society, Houston and Killellan Kirk, SSVP St Patricks Greenock, HopeHall Evangelical Church, Greenock District Scout Council Beavers, Scottish Enterprise, McGills Buses, Templeton Goodwill Trust, Greenock & District Welfare League, David McKessy, Michael Goldie and Declan Goldie.

In addition we also wish to thank individuals and organisations who have donated time, resources and money towards our ongoing Covid work in 2020 including Christy Hyslop, Nanci Creedon, Patricia and Sofie Ross, Lorraine Brown, Lorraine Cameron and Ross McKenzie. Additional thanks also to Barnhill Farm, Cloch Housing, Linstone Housing, Renfrewshire Coats for Kids, Renfrewshire Toy Bank, Scottish Leather Group, Twa Burds Soaps, Gryffe Valley Rotary Club, Howdens (Renfrew), A & D Logistics, John Lewis & Partners.



# Accounts



## Income

Donations	40,945
Charitable activities	155,065
Other trading activities	11,745
Investments	158

**Total Income** 207,913

## Expenditure on:

Charitable activities 223,370

**Total Expenditure** 225,189

**Net Income** 17,276

Transfer between funds -  
17,276

## Reconciliation of Funds

Total funds brought forward 142,161

**Total Funds Carried forward** 124,885



# The Team

Scheme Manager

**Iain MacDonald**

Senior Family Support Coordinator

Inverclyde

**Lisa Carberry**

Family Support Coordinator

Inverclyde

**Kerry Dickson**

Family Support Coordinators Renfrewshire

**Paula Gibson**

**Mags Gibson**

**Julie Goldie**

**Jane Hamilton**

Dads and Twins Group Worker

**Norma Martin**

Parents Group Worker (Inverclyde)

**Karen Berry**

Administrators

**Susan Anderson (Renfrewshire)**

**Anna Gielty (Inverclyde)**

TRUSTEES

**Jim McEleny (Co-Chair)**

**Innes Turner (Co-Chair)**

**Susan Burgess (Treasurer)**

**Mari Lee**

**Fiona Whitefield**

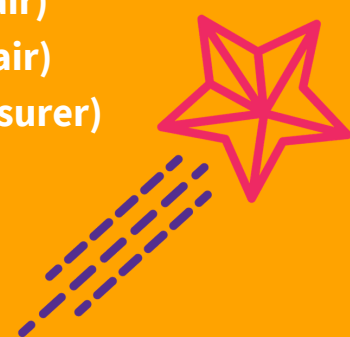
**Geri Taylor**



In May 2019 Home-Start Renfrewshire and Inverclyde successfully passed its Quality Assurance assessment achieving a score of 98%

January 2020 was a very sad time for all of us at Home-Start, as we grieved the loss of our beloved colleague Janis Anderson.

Janis was the first person you would meet in the Paisley office, whether you were a visitor, family, volunteer or member of staff. Janis continues to be very sadly missed, not only as a friend and colleague, but for her wisdom, knowledge and steadfast advice. She remains always in our thoughts and prayers.



# Thanks



Renfrewshire  
Council

Inverclyde  
council



Garfield Weston  
FOUNDATION



KELLY FAMILY CHARITABLE TRUST  
*strengthening family ties*



NUTRITION MATTERS



A&D LOGISTICS LTD





# Keeping in Touch

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Inverclyde

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Monday-Friday 09:00-17:00

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[theteam@home-start-renfrewshire.org.uk](mailto:theteam@home-start-renfrewshire.org.uk)

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