



Home-Start Nottingham Strategic Plan 2023



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Home-Start Nottingham Strategic Plan 2023

1. Summary

The purpose of this plan is to describe what Home-Start Nottingham does, our aims, and explain our action plan.

1.1 Overview of Home-Start Nottingham

Home-Start Nottingham is a family support charity working in four boroughs of Nottinghamshire: Ashfield, Broxtowe, Gedling, and Rushcliffe and in the City of Nottingham.

Founded in 1978, Home-Start Nottingham has supported 4,680 families with 13,818 children. 1,079 volunteers have given over 99,852 hours of their time. On average each year 100 families including 260 children have been helped with up to a year of weekly visits.

The Small Steps Big Change (SSBC) programme started in August 2015 and the Family Mentor Service has supported approximately 400 families each year through employed family mentors. This programme comes to an end after 10 years in March 2025.

Our vision is a society where every parent has the support they need to give their children the best possible start in life. We provide support, friendship and practical help to vulnerable parents who are pregnant or have one or more children young child. Most of the parents we work with have poor mental health or wellbeing and are socially isolated with no-one to turn to for support.

Our aims:

- To improve the health and wellbeing of the most vulnerable young children
- To support parents to build strong, happy families
- To help families connect with their local community
- To enable parents and children to access, and benefit from, care and support from local services.

We are open to all families in need, which have young children, regardless of their personal circumstances, and we reflect the communities we operate in, which has a high BAME proportion in the City, and high levels of social need in areas of the city and Ashfield borough.

We build capacity in communities by helping parents to support each other, encouraging volunteering, and raising aspirations. Many parents and volunteers move into training or employment.

We have well-established local links with health and social care professionals who refer families to us, including Healthy Family teams, health visitors, midwives, mental health workers, social workers, and family support workers. We help families access specialist support, working with organisations such as WAIS, welfare rights, Citizens Advice, and mental health services. We are affiliated to Home-Start UK who provide advice and support.

We have financial stability and have secured income to maintain our service for the next two years.

Conclusion: The impact of social isolation and cost of living on many families has been huge and will be long-lasting. Parents need support from Home-Start now more than ever.

1.2 Overview of Plan for Home-Start Nottingham

We will support on average per year:

- 100 families through home visits by 50 volunteers
- 12 families through parent support groups
- 400 families through 8 family mentors, employed through the SSBC programme.
- 2 social events to bring families together.

We will develop our organisation to ensure we meet the future needs of families through:

- Trialling and introducing a Home-Start hub/patch-based working
- Sustaining and development of the family mentor service
- Strategy for the recruitment, support and development of volunteers
- Organisation development through an adapted income strategy, raising our profile with stakeholders, improved feedback/surveys and analysis/reporting, and developing the bond between staff and trustees
- Development of stakeholder engagement and involvement.
- Continuing to listen and adapt to what our families need
- Continuing to make funding applications and attract donations

2. About Home-Start Nottingham

2.1 What is Home-Start

Home-Start's unique offer of friendship to families is recognised nationally and internationally as an effective means of family support. To Home-Start, every family is special, and we respond to each family's needs through a combination of home-visiting support, group work and social events. We do this by recruiting and training volunteers, who are usually parents themselves, to visit families with young children to offer informal, friendly, and confidential support.

Home-Starts are rooted in the communities they serve – managed locally but supported by a UK wide organisation which offers training, information, and guidance to local Home-Starts to ensure consistent and quality support for parents and children wherever they are.

In addition, we run a separate contract, SSBC which employs family mentors in the Aspley ward of Nottingham city. The family mentor service delivers a combination of the Small Steps at Home handbook in family's homes, and a range of outcome-focused group in the Aspley community.

2.2 The Home-Start Nottingham Service

We offer a family support service to all families in need, primarily where there is at least one pre school child. Our focus is on helping improve the outcomes for children through supporting their parents in achieving their aims. The services offered include:

Home visiting - we recruit, train, and supervise volunteers with parenting experience to provide peer support in the home to parents who are struggling. We have 60 volunteers supporting 100 families a year.

Targeted Family Support - We employ a family support worker to support parents directly in the home for 6 months. The family support worker visits families who face multiple difficulties and have complex needs. The support given is agreed by parents and is often planned, intense and focused.

Family groups - provide parents with support and education. Children can play and mix with other children and eat a healthy snack. We currently run one group (39 sessions per year) supporting 12 families a year.

Family activities - we provide a highly popular summer outing and a Christmas party open to all our families.

The **Small Steps Big Changes** (SSBC) programme is designed to give the most vulnerable young children in Nottingham the best start in life. It is funded by the National Lottery Community Fund's A Better Start Programme. Home-Start Nottingham is part of a partnership delivering the Family Mentor contract. We employ 8 family mentors who work with over 400 families in Aspley ward each year.

Last year Home-Start Nottingham supported 111 in families throughout the four boroughs and in the City of Nottingham, of those, 104 were supported by a home-visiting volunteer and 8 through our family group. In addition, we organised several social activities for our families and volunteers.

The number of families we supported in 2022/23 stayed broadly the same which is a remarkable achievement as we faced a significant shortage of available volunteers. We experienced an increase in referrals and expect the number to return to pre-pandemic levels this year. There is increasing demand in the city since re-establishing our service there.

We have a very able team of staff, trustees and volunteers in place who are delivering high quality services. We are well placed in terms of our skills and abilities to increase our funding and the number of families we are able to support.

2.3. How the service is delivered

2.3.1 Home-Start home visiting

Families may refer themselves or may be referred to Home-Start Nottingham by their health visitor, their social worker, the Children Centre or other early years practitioners, GP or community psychiatric nurse, support workers and other professional working with families.

Once a referral has been received it will be assessed to ensure that:

- the family has chosen Home-Start Nottingham.
- the referral falls within the remit of Home-Start Nottingham.
- Home-Start Nottingham is likely to have the resources to support the family.
- If the referral does not fall with the remit of Home-Start Nottingham or if Home-Start Nottingham does not have the resources to take on the family the referrer will be informed within 2 weeks of referral.
- Once a referral has been accepted, it is assessed to identify which support service is required.
- Once allocated, the Co-ordinator/Family Support Worker pays the family an initial visit to clarify needs and the support that Home-Start Nottingham can offer.
- If home visiting support is offered, the Co-ordinator will play careful attention to matching volunteers' skills and experience to the needs of the family.
- Once matched the Co-ordinator will accompany the volunteer on the first visit to introduce the volunteer to the family and set the ground rules for visiting.

- Once the family and volunteer have confirmed they are happy to work together the referrer is informed and the volunteer will start visiting.
- After four weeks the Co-ordinator will visit the family to ensure that everything is going well. After that the Co-ordinator will conduct a review at 3 months intervals. These reviews enable the family and Co-ordinator to monitor the support together and identify any emerging needs for the family. They also ensure that the focus of visiting, and support remains suitable to the family's needs.

Home-Start Nottingham's aim is to encourage families towards independence so that the volunteer is no longer needed. The ending process is carefully managed in accordance with the needs of the family.

We aim to further support families through enabling targeted groups of parents to meet, support each other, and address their concerns and focus on positive engagement with their children. Groups that are shown to benefit from this approach include pregnant mothers, fathers, community groups, and those with mental health issues.

2.3.2 The Family Group

Our Family Support Group is currently based at Beechdale Community Centre in the city and aims to support parents that may feel isolated and lack self-esteem and confidence. Our staff and volunteers offer a listening ear and activities designed to encourage parents and children to play together. Our focus is to encourage positive interaction between parent/child as well as parents gaining peer support and develop their social networks.

2.3.3 The SSBC Family Mentor Service

For the last eight years Home-Start have delivered the SSBC Family Mentor Service in Aspley ward in Nottingham. Home-Start have supported local families with children aged 0-3 by providing home visiting and the 'SSBC Small Steps at Home' programme, as well as structured groups, workshops and activities designed to improve outcomes for children in Aspley. During this time Home-Start have had over 22,600 interactions as part of the 'Small Steps at Home' programme, and over 26,267 interactions in community groups. Home-Start have worked 1,233 babies and children over the last 8 years

This service differs from the core Home-Start service in that it employs family mentors who visit homes, as well as volunteers supporting the groups and aims to support all families with a child under 4 years, in the ward.

3. Home-Start Volunteers

3.1 Volunteers

Home-Start Volunteers are normally parents themselves or have parenting experience. Volunteers offer regular support; friendship and practical help to families under stress in their own homes, helping to prevent family crisis and breakdown. In the last year we had 62 home visiting volunteers and we have had 9 volunteers in SSBC. There will typically be a 20% turnover rate, and we aim to recruit 18-20 new volunteers per year to enable the number of volunteers to increase.

3.2 Volunteer Recruitment and Training

Home-Start Nottingham has a robust recruitment and selection process:

Before a Home-Start volunteer or trustee takes up their role, the following should be in place;

- a clear role description and person specification
- an application form or CV
- evidence of a relevant DBS/PVG/Access NI check at the appropriate level.
- references
- interview

Certain roles based within a Home-Start (e.g., Administrator) would normally require less checks.

Once successfully recruited all volunteers attend a preparation course before starting – for home visiting volunteers 5 session (25 hour), for group support volunteers 2 sessions (10 hours)

3.3 Volunteer Training Support and Supervision

All volunteers receive regular one-to-one support and supervision from the Co-ordinator. In addition, volunteers get informal support from other volunteers through social events and on-going training sessions throughout the year

3.4 SSBC Volunteers – The SSBC volunteers support the delivery of the groups, working alongside the Family Mentors. They help in the development, planning and preparation of the sessions and help with various group activities. Volunteers often play with the children and providing emotional support to parents.

4. Organisation and Local Context

4.1 Local Context

In recent years, in common with other third sector organisations, there has been a dramatic reduction in local council funding, and the funds we currently obtain are not secure in the future. We now receive no funding from Nottingham City Council and the grant we receive from the County has been secured for four years, but with a reduction of £17,000 per year. Whilst we have a major contract to deliver the SSBC project in Aspley for the next three years, there is currently no guarantee of funding beyond that point. Therefore, we have a constant challenge to fundraise so that we have sufficient resources to enable us to continue to deliver our services, and ideally expand them to meet considerable local need.

The overall population of Nottingham city is 330,000 vs the 4 county boroughs at 478,800. There are many areas of serious or extreme social need in the city and Ashfield.

The pandemic has widened already deep inequalities in early experiences and life chances. It is the families who were already at risk of poorer outcomes who have suffered the most, including those living in deprived areas. Deprivation levels are high in Nottingham (11th most deprived out of 317 districts) and Ashfield (68th most deprived). 35% of the families we support come from the 20% most deprived areas (Indices of Multiple Deprivation 2019).

The ethnicity of Nottingham City varies significantly from the county boroughs, with only 65% of city population who are White British vs the county which is 90% White British. This compares with overall England /Wales at 80% White British. The ethnic mix in the city is particularly high amongst the African, Caribbean and Pakistani groups comprising half of the non-White British population.

There is a relatively high proportion of Muslims in the city at 8.8% vs England at 5%, and lower proportion identifying as Christian at 44% vs England at 59%. Similarly, amongst families there are 7.8% where nobody has English as their main language vs England at 4.4%, and the county boroughs at only 1.6%. The families we support currently match the demographic profile of the areas we operate in, and we aim to continue to reflect the local populations we support.

4.2 Competition/Partnerships

The Toy Library and Framework also deliver SSBC programmes in 3 other wards of Nottingham City. We have worked collaboratively with them to learn from each other and ensure best practice.

There are no other organisations offering home visiting support for families through volunteers.

4.3 Legal Status

Home-Start Nottingham is a company limited by guarantee Company Number 4698694, and a charity number 1097065, and has been active since 1980.

4.4 Confidentiality

All personal information about parents and families is treated as confidential, to be discussed only as necessary with the local Home-Start staff in support of the volunteer and to assist the family. Any disclosure of the confidential information to any other person may only be undertaken with the expressed permission of the parents or where it is considered necessary for the welfare and protection of the child.

4.5 Staffing

The Home-Start Nottingham service employs a scheme manager, an office manager, an SSBC management support co-ordinator, a family support worker and 3 co-ordinators with 2.5 FTE's co-ordinators hours directly supporting volunteers.

The Home-Start Nottingham SSBC Family Mentor Service employs a full time Hub Manager, part time Quality and Performance Manager, part time volunteer co-ordinator. part time administrator, 2 full time team leaders, and 8 Family Mentors (4.6 FTE)

See Appendix 1 for staff structure.

4.6 Premises, Office Equipment, and IT

The office has now moved to serviced offices on a monthly contract which provides the flexibility to increase or decrease space. The IT infrastructure was upgraded in 2019 to a cloud-based system which enables remote working and robust back-up. Charity log has been implemented which provides for monitoring and analysis consistent with Home-Start UK.

4.7 Trustee Board/Management Committee

Home-Start Nottingham has 11 trustees who are actively involved and meet monthly. There are 4 sub committees and several working groups. Their experience includes social work, children's homes, Citizen's Advice, foster care, public health, local authority, prison service, school governor, HR/Employment, marketing, strategic planning, accountancy, and Home-Start volunteering. As part of our annual skills audit, we aim to address the identified gaps in both social media and fundraising.

4.8 Quality Assurance

Home-Starts Quality Assurance system was developed by Charities Evaluation Service (CES) as a bespoke system, 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 is based on annual self-assessment and is backed up with three yearly reviews conducted by Home-Start UK. As a result of our self-assessment, we develop improvement action plans, and these action plans inform our strategic planning process. The last review was carried out in July 2017.

4.9. Finance and Sustainability

The finances are currently stable, where we aim to have reserves equating to 6-12 months of annual costs, we obtain funding from a variety of sources and the SSBC programme helps to contribute to overall overheads. The future sustainability is considered and planned taking into account funding, family needs and structural changes. Previous premises owned by Home-Start Nottingham were sold in 2019 which contributed £210,00 to reserves, and stabilised the organisation during and uncertain period. The organisation received considerable statutory funding in the past, which has declined considerably, and no longer receive any for our city area. In the financial year ending March 31, 2023, Home-Start had a total income of £702k, of this £531k (76%) came from The Lottery funding for the SSBC contract.

Reserves were £628k in March 2023, which represents under 11 months of overall running costs.

Fundraising Strategy

Major funding over 3 years has been secured from Henry Smith and Garfield Weston.

5. Development Plan

5.1 Our aims

There are considerable challenges facing the organisation, with volunteers increasingly difficult to recruit, consistent funding streams hard to come by, and increasing demand from hard pressed families. This is all compounded by the uncertainty surrounding the ending of the SSBC contract. In this period of transition, we aim to maintain our service in terms of families supported. We will also make ourselves more relevant by extending what we offer to families, whilst at the same time offering more flexible volunteering opportunities.

- We will support at least 70 families through the home visiting service
- We will have at least 45 volunteers
- We will support 15 families with complex needs through our specialist family support worker
- We will support at least 30 families through our groups
- We will find out what our family needs are and identify the gaps
- We will gather more wide-ranging data from a range of sources to enable us to raise our profile, meet the needs of volunteers and other stakeholders, and to help ensure that we fully utilise their potential contribution to our service
- We will manage the ending of the SSBC contract whilst maintaining family support
- We will incorporate any ongoing Family Mentor Service into Home-Start Nottingham
- We will identify an income strategy to incorporate the needs of the home visiting service, the Family mentor service, and the groups.
- We will identify what premises best meet our needs for the future.

5.2 How we will do it (Development plan)

There are several focus development areas which will enable us to deliver our aims, and we will have a development plan, which we will review regularly to ensure progress and that we meet our aims.

In terms of our service development (5.3), the focus is on the home hub/ patch delivery for families, the family mentor service (from SSBC) and volunteer recruitment and development. For our organisation development (5.4), the focus is on Income Strategy, Raising Profile with stakeholders, Future development and Staff/trustee development

5.3 Service Development

5.3.1 Develop Home-Start hub and Patch-based working

This combines a central one-stop shop for families – the Home-Start Hub, with taking the service out to where the volunteers and families are - The Patch- based working approach.

a. The Home-Start Hub

The hub aims to provide a package of wrap around services and activities, families, all under one roof for parents and children to get involved in. The hub will enable us to increase the number of families we can support, leading to better outcomes for families and improved impact from the services we provide. It will provide a central place to offer courses and a drop in for families.

Services provided could include -

- Volunteer promotion and recruitment
- Peer support groups for families and volunteers.
- Targeted groups - Baby massage, Dads group, Cooking session with families, Alternative therapy
- Advice services - Back to work, Signposting service at end of volunteer led support.
- Offer training course (internally and external) including family learning – school/nursery readiness.
- Charity shop/retail space, swap shop, office space, connection café – drop in, creche - *depending on space available*

Other benefits include

- Income generating.
- Enable a soft exit for families who have finished home visits

b. Patch-based working approach

Each family support coordinator will cover a condensed areas of the county and city, enabling them to make stronger links with other agencies and organisations. They will be able to recruit and train volunteers locally, and offer an enhanced package of support to volunteers, including one to one, group and peer support. This approach will help to raise the profile of Home-Start locally and increase engagement with other local partners. We would aim to provide group support to families in each district (focus for group can be varied, i.e. parents group, PIMH etc, Dads). Other benefits of this approach include -

- More efficient way of working
- Cut down on travel
- Named coordinator

- Improved knowledge of local services/agencies/schools and nurseries/community groups/GP surgeries/churches, leading to improved engagement and participation in the locality
- Hot desk at local venue – be more visible to referring agencies

5.3.2 Set up a sustainable Family Mentor Service

- Establish service from Health Inequalities Fund (HIF)
- Set up working group to look at what future service will look like, how it will be funded, and how it will be incorporated into Home-Start Nottingham service

5.3.3 Increase number of volunteers, recruited and retained

We will involve key stakeholders to develop a strategy to enhance ways in which future volunteers are recruited; ensure all volunteers are effectively supported, have access to develop appropriate skills/knowledge, and can inform/ influence the governance of the organisation.

a) Roles/responsibilities

- We will review the current roles of volunteers and identify new, more flexible roles to meet unmet need to attract more diverse range of volunteers

b) Recruitment:

- We will use data to identify targets for each patch to – meet unmet need/demand/new service.
- Liaise with local schools yr12/13 and students at NTU.
- Target local businesses.
- Research/learn from other schemes.

c) Support and development

- Establish system of peer support/shared learning within and across patches.
- Review role of Ambassadors.
- Liaise with local colleges to explore options for accreditation courses accessed by volunteers.
- Introduce learning journals for use by volunteers

d) Valuing volunteers

- Review governance structure to establish an advisory group involving volunteers.
- Extend the annual appraisal process to volunteers.
- Review ways to evidence impact of volunteering on families and children.
- Work towards achieving Investors in Volunteering accreditation.
- Develop a Volunteer Charter.

5.4 Organisational Development

5.4.1 Maintain Income Stream

We will develop an ongoing strategy covering all the main potential streams of funding, and adapt to the changing opportunities. This will incorporate:

- Long term applications from major trusts like Henry Smith and Garfield Weston.
- Corporate reach to local businesses – regular sponsorship, regular applications and letters
- Fundraising by local organisations e.g. Rotary, Inner Wheel, Charity boxes
- Using new technology for regular giving e.g. round up for Home-Start
- Individual giving – subscriptions e.g. £2/month, charity boxes
- Project funding – small scale for pilots and major funders for roll out.

5.4.2 Increase stakeholder engagement

We will identify the needs of all our stakeholders both to raise our profile and to ensure that the services we provide are relevant and appropriate. We will do this by:

- Attending meetings of referrers such as the health visitor team meetings
- Sending directly targeted letters/emails to referrers to obtain feedback
- Using survey monkey to gather data from families and volunteers
- Asking for regular feedback from families and volunteers at review meetings
- Taking the opportunity to get feedback at all events

5.4.3 Ensure organisation fit for future needs

We will ensure that the overall direction of our service remains relevant and on track by

- Reviewing the feedback we receive from our stakeholders against our own targets to ensure we are on track
- Reviewing operational plans formally throughout the year
- Producing reports containing analysis of data to measure performance
- Holding a staff development day annually
- Holding an annual strategic planning day involving staff and trustees

5.4.4 Improve staff/ trustee development

We will ensure as much interaction between staff and trustees as possible to enable better understanding and a free flow of ideas. We will do this by:

- Staff asked to present on new and existing initiatives at trustee meetings.
- Trustee induction to include getting to know staff and their roles.
- Staff induction to include getting to know key trustee roles.
- Identify opportunities for staff and trustees to work together.
- Include Office 365 support for trustees.

6. Finance Plan

The reserves may be used, if necessary, to support the continuation of the family support service at current levels in the future, and to enable match funding for any applications we make. The trustees are keen to secure other funding to ensure Home-Start Nottingham can maintain our services in coming years.

Below is a summary of the projected financial situation of Home-Start Nottingham over the next three years.

Year	Projected Income £000	Projected Expenditure £000	Projected surplus/(deficit) £000
1 y/e 31/3/24	693	714	(19)
2 y/e 31/3/25	693	716	(23)
3 y/e 31/3/26	81	301	(220)

Funds secured	Current Yr. 1 £000	Yr. 2 £000	Yr. 3 £000
Big Lottery SSBC contract	581	581	
NCC Local Community Fund	27	27	27

Children in Need	0		
Henry Smith	30	15	0
Garfield Weston	15	15	

It should be noted that the Commissioned Services Contract with the SSBC finishes on 31 March 2025. Only in November 2023 has it become apparent that this contract is winding down quicker than expected towards its end date of March 2025. Although funds have been secured for Yr 1 2023/24 and Yr 2 2024/24 it is anticipated as at November 2023 that only 75% and 50% respectively of this funding will actually be spent.

Fundraising Plan

We will continue our **yearly programme of applications to local and small charitable trusts**. We review our programme annually and identify other trusts that we can add to our list. Several trusts give to us regularly. We receive about £10,000 a year on average.

Fundraising by community organisations such as Rotary clubs, Inner Wheel clubs, golf clubs, churches and Masonic lodges raises around £10,000 each year.

Planned large applications to be made in next 9 months:

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Appendix 1 - Staff Structure



Home-Start Nottingham

Jo Hallam – Scheme Manager
Sara Leivers – Office Manager
Gail Tilley – Co-ordinator
Catherine Allsopp – Co-ordinator
Cesca Diamond – Co-ordinator
Colleen Smith – Family Support Worker
Marie Sheffield – Volunteer management (SSBC)



Aspley Family Mentor Team

Jane Gostlow - Manager
Razia Malik - Administrator
Kevin Banfield – Quality & Performance
Susan Whitehead – Team Leader
Patricia Wilde – Team Leader
Kirsty Redford – Family Mentor
Anne-Marie Leivers - Family Mentor
Fozia Shahzad - Family Mentor
Emma Rourke – Family Mentor
Trudy Handley - Family Mentor
Szilvia Bodorne-Simon - Family Mentor
Sally Pugh - Family Mentor
Victoria Jenkinson - Family Mentor

Year in **numbers** Press **Esc** to exit full screen

2022-2023



Because childhood can't wait

Home-Start Nottingham offers confidential support, friendship and practical help to families with at least one child under eight, who are going through a difficult time.

The areas covered by the scheme include: Nottingham City and the County boroughs of Ashfield, Broxtowe, Gedling and Rushcliffe.

From April 2022 to March 2023 Home-Start Nottingham supported:

- 111 families supported
- 159 parents supported through home visiting and group
- 253 children supported
- 75 volunteers supported families
- 10,725 volunteer hours took place

It costs £1,296 a year to support one family

We matched a volunteer to a new mum who was new to the area. Mum said she felt unconfident as a new mum. She had no family nearby and had no friends locally. Her boyfriend worked and mum was completely overwhelmed at becoming a new mum and felt very low and lonely.

After having support for a month, we ask the mum how she was finding her support from her volunteer. she said ...



'I just wanted to thank you for placing (volunteer) with me she has been fantastic this morning and I'm actually looking forward to her coming next week, she is so helpful and proactive, kind and has a calming nature, first time in a long time I have been able to reply to my boyfriend and tell him I have had a brilliant morning '



Home-Start Nottingham is supported by Nottinghamshire County Council Local Community Fund, Garfield Weston, Foundation, The Henry Smith Charity, Small Steps Big Changes, various trusts, private donors and organisations.

How Home-Start helped:

88% of parents said they felt less lonely and isolated



28% helped to access community services

58% more confident in managing childrens ' behaviour



66% of parents felt more confident at end of support

74% of parents said their mental health had improved



10,725 hours of emotional support given

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Telephone: 0115 962 4262 Email: info@hsn.org.uk
Website: www.home-startnottingham.org.uk

Registered charity number 1097005
Company number 04698694



SCAN ME

Appendix 3 - Survey results

Home-Start Nottingham service:

Outcome 1: 90% of those parents that felt isolated, will report that they now have more social connections and feel less isolated at the end of the year.

(per year will report that they now have more social connections and that they feel less isolated.

Parents will say that they have someone to talk to about their problems.

Families will have accessed family activities or services in their local community. For example, attending a play session or parent and toddler group.

Parents will say that they feel less lonely.

Parents will have gained the confidence to go out on their own with their children, becoming more independent.) delete

Outcome 2: 86% of those parents experiencing mental health problems, will report that they are better able to cope with their mental health, leading to increased resilience.

(Parents will report that they attend their health appointments.

Parents will say they know where to turn to for support.

Parents will say they have someone to talk to about their problems.

Parents say they feel better able to cope with problems when they arise.

Parents are more likely to try something new.

Parents feel more hopeful for the future.) delete

Outcome 3: 80% of those finding parenting challenging, will have improved their parenting skills and be better able to maintain and manage positive relationships within the family.

(Parents will say they find it easier to manage their children's behaviour

Parents will use more positive communication with their children.

Stress within the family will have reduced.

Children will have a routine for bedtimes etc.

Children will be happier and more communicative.) delete

Outcome 4: 76% of children who have been identified with social and/or behaviour problems, will have improved ability to interact with others socially, leading to positive relationships and improved wellbeing.

(Children will have opportunities to play with peers.

Children will have developed social play skills, including cooperative play such as taking turns and sharing toys.

Children will have fun playing with other children from outside the family.

Children will have positive interactions and relationships with adults outside the family.

Children will have a sense of self and be able to talk about themselves.

Children will be better able to regulate their emotions, leading to more harmonious relationships in the family and with others.) delete

5.4.2 KPI's for the SSBC programme:

- Reach 70% of the eligible families in the Aspley ward through home visiting and group support.
- 85% of questionnaires are completed by the relevant families
- Comprises a team of 16FTE's
- Maintain 12 volunteers per year to support the groups

Appendix 4 – Previous year’s annual accounts

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Appendix 7 - SSBC annual report