

Sharing our Successes

Contact: Liz Watson

Email: homestartnb@btinternet.com

Name of Project	Home Start Newcastle Borough
Description	<p>Some families within the area of Newcastle Borough with one or more children are experiencing stress and isolation due to a range of factors such as parenting difficulties, difficulties in managing the children's behaviour, postnatal illness, long term mental health difficulties, learning difficulties, physical disability, unemployment, lack of family support and financial issues. This adversely impacts on their children's well being and prevents them from achieving the outcomes that 'Every Child Matters' seeks as its key strategy.</p> <p>The scheme supports families with at least one child under the age of 5 within the Newcastle Borough area. Support is tailored to meet the needs of each individual family with the aid of volunteers, who support the families in their own homes on a weekly basis. Research demonstrates that a more 'person centred approach', where families identify their needs, and volunteers help parents to meet these goals produces a more effective relationship.</p> <p>The scheme supports on average 300 parents and children each year by providing friendship, practical help and support within the home.</p>
Case Study	<p>Family A were referred to the scheme in August 2007. At the time of referral the family unit comprised of mum, dad and 2 small children under the age of 2. The family lived in extremely poor conditions in a rented, one bedroomed, upstairs flat located in a deprived area of Newcastle under Lyme. At the time of the referral mum and dad resided in the property despite being separated.</p> <p>Mum had multiple health issues relating to depression, anxiety, severe anaemia and a potential blood clot on the brain.</p> <p>The initial visit from the co-ordinator revealed that conflict within the family due to unsuitable domestic arrangements, low self-esteem, anxiety, isolation, poor physical health and housing were all pertinent issues for this family. Home-Start introduced a home-visiting volunteer in September 2007. Initially the volunteer provided transport to various health and housing appointments.</p> <p>The needs of this family were quite complex and required a significant input from the co-ordinator as well as the volunteer. As Home-Start continued to work with this family it became apparent that we were unable to meet the needs of the family alone. As this was identified, work was undertaken to engage other local services that would be able to meet the needs of the family, alongside the support that was already on offer from Home-Start. As a result of multi-agency working the children were provided with places at the children's centre nursery</p>

	<p>for 2 days a week.</p> <p>During the course of Home-Start support we were able to support the family with re-housing, working closely with the local housing advisors to provide the family with more suitable accommodation.</p> <p>In relation to multi agency working we were able to facilitate the families engagement with the local children's centre. Since accessing the support from the Children's centre mum has enrolled on an educational programme where she attends the local college 1 day a week and attends 2 days at the children's centre and 2 days to complete a basic education skills package in maths, English and ICT. Once mum shows a commitment to her academic studies she will be able to study the hairdressing course which she has always aspired to do.</p> <p>This family have demonstrated an enormous capacity to change the outcomes for their children. Mum is fully engaged with services. Her confidence and self esteem have improved significantly enabling her to attend her college course and achieve her aspirations. To date Home-Start have worked closely with this family for 2 years and progress has been monitored for the duration of the support. The family continue to be supported by Home-Start at their own request. Home-Start help plays a vital role in helping the family to maintain their achievements.</p>
Contact Details	<p>Liz Watson: Senior Co-ordinator Friarswood, Priory Road, Newcastle-under-Lyme, Staffordshire, ST5 2EW T 01782 740388 F 01782 633699 E homestartnb@btinternet.com W www.home-startnewcastleborough.org.uk</p>