

MT

Confidential Filing

Prime Minister's meeting with
Mrs Margaret Harrison of Homestart.

PRIME MINISTER

July 1990

Referred to	Date	Referred to	Date	Referred to	Date	Referred to	Date
12.7.90							
20.7.90							
5.9.90							
11.9.90							
17.9.90							
PREM 19 / 3124							

Report in
Box



KW

10 DOWNING STREET
LONDON SW1A 2AA

From the Private Secretary

17 September 1990

I am writing to thank you for sending a copy of Home-Start Consultancy's recent Annual Report. I know the Prime Minister will read this with interest.

BARRY H POTTER

Ms Margaret Harrison

ea

FROM: The Rt Hon. The Lord Joseph CH PC

K1079



office tel:
081 422 3488

Private Secretary to
The Prime Minister
10 Downing Street
SW1A 2AA

13 September 1990

Dear Private Secretary

The Prime Minister's letter about
HOMESTART arrived after Lord Joseph left
today for ten days in America but he will
of course see it as soon as he returns.

Yours sincerely
Beth Strong

(Lady Strong)
Private Secretary



five

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10 DOWNING STREET
LONDON SW1A 2AA

THE PRIME MINISTER

11 September 1990

Dear Keir,

Thank you so much for your letter of 6 July and the enclosures about HOMESTART. As you know I met Margaret Harrison. We had an interesting discussion and I was most impressed.

The Department of Health has already agreed HOMESTART's grant for 1991/2 and 1992/3 as well as for this year. But in line with Government policy that we should seek to reduce the dependence of voluntary bodies on Government funding, they are encouraging HOMESTART to increase its funding from other sources. I gather they have met with a good response. I note too that you are advising Mrs Harrison on how to improve its efforts to raise funds from other sources.

As I say, there are clear limits on what Government itself can or indeed should do by way of funding. But I do suggest that HOMESTART should contact the Home Office to see whether they might be able to offer some funding from their marriage counselling service.

I am very grateful to you for ensuring that HOMESTART's work was fully brought to our attention: Mrs Harrison is doing a marvellous job and is an example to us all.

Yours ever

Margaret

The Right Honourable Lord Joseph, CH.

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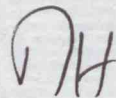
POTTER
MR TURNBULL

G.R.
Be type up for P.M.
Signature. BHP 10/19
10th September 1990

DRAFT REPLY TO LORD JOSEPH: HOMESTART

... In Caroline Slocock's absence, I attach a revised draft reply to Lord Joseph from the Prime Minister on HOMESTART.

Alan.



ROBIN HARRIS

10 September 1990

DRAFT REPLY FROM THE PRIME MINISTER TO LORD JOSEPH

Thank you so much for your letter of 6th July and the enclosures about HOMESTART. As you know I met Margaret Harrison. We had an interesting discussion and I was most impressed.

The Department of Health has already agreed HOMESTART's grant for 1991/2 and 1992/3 as well as for this ~~last~~ year. But in line with ~~the~~ Government policy that we should seek to reduce the dependence of voluntary bodies on Government funding, they are encouraging HOMESTART to increase its funding from other sources. I gather they have met with a good response. I note too that you ~~yourself~~ are advising Mrs Harrison on how to improve its efforts to raise funds from other sources.

As I say, there are clear limits on what Government ^t itself can or indeed should do by way of funding. But I do suggest that HOMESTART should contact the Home Office to see whether they might be able to offer some funding from their marriage counselling service.

I am very grateful to you for ensuring that HOMESTART's work was fully brought to our attention: Mrs Harrison is doing a marvellous job and is an example to us all.

PM: Meetings with Margaret Harrison 7/90

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DRAFT LETTER FROM PRIME MINISTER TO LORD JOSEPH

Thank you for your letter and enclosures of 6 July about Home Start Consultancy and the services it has pioneered to support families with young children who are under stress.

At my meeting with Margaret Harrison on 13 July, I was impressed by the concept of working through trained volunteers which underpins local Home Start schemes and the potential for helping families to make good use of all the services available in their communities. Their practical work improves family competence and confidence. Indeed, the Children Act particularly encourages prevention of this kind which strengthens the family unit; the Department of Health is consulting on draft guidance on Local Authority Support to families and children in need which specifically commends Home Start schemes as effective preventative services which give good value for money.

There are now over 130 schemes in the United Kingdom, all of which will be receiving grants from local authorities, health authorities or joint finance. I am sure that the growth in the number of schemes would not have happened without highly professional support from the consultancy and I hope we will see many more schemes get off the ground.

I am enclosing an extract from my speech to the 300 group where you will see I referred to their valuable work. You particularly raised ^{with} to me funding for the Consultancy. As you know, Government policy on grants towards voluntary organisations' core costs is based broadly on the premise that they should seek to reduce their dependency on Government funds by obtaining increasing income from other sources.

Total Government grant aid to the Consultancy is £184,500 in this financial year. That figure includes Department of Health project grants of £40,000 and a small grants allocation of £34,000 of which up to £3,500 may be spent on administration of the scheme. The core grants awarded by the Department of Health and Ministry of Defence represent nearly 45% of estimated expenditure for England. For the UK as a whole, Government grants including support from the Welsh and Northern Ireland Offices represent 42% of the Consultancy's annual expenditure.

I do not think that we should go against our general grant aid policy and increase further the Consultancy's core grant, which has already been approved. In addition, it is doubtful whether, in the long run, it would be good for the Consultancy to be over-reliant on financial support from Government because this reduces their independence. The Consultancy has just begun to charge local schemes an affiliation fee which will give them regular income from their own members. But this is so far only set at a level of 1% of any statutory grants received by an existing local schemes and with remission if hardship is claimed. They plan to move to the more realistic figure of 2 1/2% for new schemes. Meanwhile we are encouraging them to live within their means and work on a prudent budgeting policy so that their recent development is consolidated. The DoH has advised them that they should also seek to increase funds from other sources. I was pleased to hear about the setting up of a fund raising committee. They can then plan to expand on a realistic basis as income improves.

I am glad to see that the Rowntree Trust has made such a generous offer and I am sure this will be a considerable help this year.

We have suggested that Margaret Harrison contact the Home Office Division which deals with marriage guidance grants to explore whether Home-Start meets their criteria for funding.

In addition I am pleased to say that the Northern Ireland and Welsh Offices are currently funding Development Officer posts. The Scottish Office is not at the moment although the Consultancy has asked for a grant. They are willing to reconsider at the earliest opportunity.

The Ministry of Defence envisage that funding will continue at its present level.

The Department of Health's grant of £70,000 is to run for 91/92 and 92/93 as well as 90/91; they will be keeping in close touch with the Consultancy throughout this period to discuss their work and to monitor their financial position. Virginia Bottomley will be speaking at the Home Start National Conference on 5 November, as a mark of support for the organisation.

We have already increased their core grant against the general trend and are working with them to set their work on a sounder financial footing, including commending their work to local authorities and encouraging them to fund schemes directly. We believe that the Home Start Consultancy makes a valuable contribution to family and community well being and wish to see them expand.

PRIME MINISTER: Meetings with
Margaret Hemison July 25.

CC PM

PRIME MINISTER ①

HOMESTART

I understand that Brian Griffiths had a word with you on Sunday about the advice we had just received from the Department of Health on Lord Joseph's proposal that Government funding for Homestart should be increased.

I understand that you felt that funding should be increased, despite the advice we have received from the Department of Health. You may like to see the arguments put forward by the DoH for not increasing Government grants in the way proposed by Lord Joseph, as set out in the terms of the reply which DOH propose that you should send to Lord Joseph. Broadly, DOH point out that Homestart's core grant has already been increased. And, in line with Government policy not that it should seek to reduce the dependency of charities on Government funding, they are encouraging Homestart to increase its funding through other sources such as fund-raising. They do suggest that Homestart should contact the Home Office to see whether they might be able to offer some funding from their marriage counselling service.

Robin and Brian have been giving some further thought to this. Their view is that the funding of Homestart should be increased precisely in order to help Homestart raise more money from outsiders and to plan ahead with confidence. They recommend that I should go back to the DoH and suggest that the Government grant should be increased by, say, £50,000 for each of the next three years, within the Department's existing provision.

Would you like me to do this or would you prefer to perhaps see Mrs Bottomley to talk this through? I know she feels quite strongly about this.

Caroline Sloccock
5 September 1990

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I must accept
their decision (in the
DoH's).
ms



10 DOWNING STREET

LONDON SW1A 2AA

From the Head of the Prime Minister's Policy Unit

Caroline Storch

This matter was raised with
the PM on Sunday (without the
presence of Keith Joseph). I took the
suggested line and the response was
hostile. I simply do not think
there is any way it will stick.
Robin Harris was also there. I
consulted Robin and cannot
improve on his response.

David Griffiths

PROFESSOR GRIFFITHS

3rd September 1990

HOME START: DRAFT REPLY

The DSS letter and draft reply are silly.

Keith Joseph wants, as far as I can see, to give Home Start the confidence about future Government funding to help it raise more from outsiders and to plan ahead more generally. To do this, he wants them to have one Department to negotiate with and to be given a bigger (cash) grant for the next few years.

From our point of view, supporting this organisation demonstrates our policy of supporting families as a way to help children.

I recommend that Caroline Slocock be asked to go back to the Department of Social Security making these points and that Virginia Bottomley in her November speech announce that the Government will increase the grant by, say, £50,000 and continue to pay it at that level - subject to services rendered, of course - for the next three years. She should find the money from elsewhere within DSS money.



ROBIN HARRIS

ps: I enclose Keith Joseph's letter for reference. (Of course, the draft letter itself will need to be re-written too for tone etc).

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CF?



Ms Caroline Slocock
Private Secretary
10 Downing Street

Richmond House
79 Whitehall
London SW1A 2NS
Telephone 071 210 3000
From the Secretary of
State for Health

29 August 1990

Dear Caroline

Thank you for your letter of 20 July about the Prime Minister's meeting with Margaret Harrison, Director of Home Start Consultancy on 13 July. As requested I enclose a draft letter to Lord Joseph, approved by the Minister of Health, in reply to his of 6 July about funding for the Consultancy.

Lord Joseph suggested that responsibility for core funding should be shared between four Departments. We have consulted colleagues in Social Security, Education and Science, Ministry of Defence, Home Office and Treasury and the three territorial departments and I am afraid there is little support for this idea.

Social Security and Education and Science consider that the lead should lie with this Department because the Home Start service is a welfare one which benefits children and families. There is no proven or close link between help from a Home Start volunteer when children are very young and demand for social security benefits or a child's later educational achievements.

The Ministry of Defence gives the Consultancy £16,000 per annum in recognition of the costs of supporting Home Start schemes for service families based overseas and providing training for services' wives who wish to become volunteers. The Ministry also funds Home Start schemes overseas - currently set at £235,000 - and it is envisaged that funding will continue at that level.

The Northern Ireland and Welsh Offices currently fund Development Officer posts based in their territories and the level set reflects the costs to the Consultancy of managing these posts.

Scottish Office do not grant aid the Consultancy's work in developing schemes in Scotland. This is because it already grant aids another organisation offering support to home visiting schemes and its grant programme is under heavy pressure. However Scottish Office will reconsider the Consultancy's request for a grant at the earliest opportunity.



Home Office have indicated that the Division dealing with marriage guidance would be interested in hearing more about the Consultancy's work. We are advising Mrs Harrison to contact them direct to explore whether Home Start meets their funding criteria.

The general Treasury policy is that the Consultancy, like other voluntary bodies should reduce their dependency on Government grant over time.

As you know, this Department has supported Home Start for a good many years both for a number of local schemes under various initiatives and for the Consultancy which supports them. DH Ministers' policy is to hold existing core grants at their present levels with a view to voluntary bodies becoming less dependent on Departmental funding over time. In recognition of the unique contribution by the Consultancy towards developing and maintaining high standards of service in local Home Start schemes, the Department has twice decided to go against the trend and increase their core grant. In 1989/90 we increased our grant to £60,000 (from £45,000 the level set in 88/89 for three years). Following a meeting between Virginia Bottomley and Margaret Harrison on 4 April, we raised it again in 90/91 to £70,000 for this year and the next two.

Total Government grant aid to the Consultancy is £184,500 in this financial year. That figure includes Department of Health project grants of £40,000 and a small grants allocation of £34,000 of which up to £3,500 may be spent on administration of the scheme. The core grants awarded by the Department of Health and Ministry of Defence represent nearly 45 per cent of the Home Start Consultancy's estimated expenditure for England. For the UK as a whole, Government grants including support from the Welsh and Northern Ireland Offices represent 42 per cent of the Consultancy's annual expenditure. To increase the grant further at this stage would risk blunting the message we try to put over to all voluntary organisations not to extend themselves too far beyond their available resources and to adopt a prudent budgeting policy.

The Department has been working to persuade the Consultancy to improve the relationship between the centre and the local schemes by introducing an affiliation fee which they have now done. This has not been an easy change to make but will give the Consultancy some regular income. It is right in our view that a central support organisation should be valued by its members and partly financed by them. We are also seeking to encourage other fund raising activity.

We keep closely in touch and monitor the Consultancy's financial situation because we share the view that they make an important contribution to family support. Virginia Bottomley will be speaking at the Home Start National Conference on 5 November, as a mark of support for the organisation and in the draft guidance on local authority support to families and children in need on which the Department is now consulting, we specifically commend Home Start schemes as effective, preventive services which give good value for



money. There are now over 130 schemes in the United Kingdom, all of which will be receiving grants from local authorities, health authorities or joint finance.

To conclude Ministers and officials in the Department of Health share the view expressed by the Prime Minister that the Home Start Consultancy can make a valuable contribution to family and community well being. We have increased Home Start Consultancy's core grant against the general trend and are working with them to set their work on a sounder financial footing, including commending their work to local authorities and encouraging them to fund schemes directly. We do not consider it would be in the Consultancy's best interests to extend central Government financial support still further.

Yours

Andy

H.S. HELEN SHIRLEY-QUIRK
Private Secretary

P.S. Copies go to recipients of your letter of 20 July.



file: c:/homestart
(mjt)

bcc BG

10 DOWNING STREET
LONDON SW1A 2AA

SUBJECT cc Mante

From the Private Secretary

20 July 1990

Dear Helen,

MEETING WITH MRS. MARGARET HARRISON,
HOME START: 13 JULY

As you know, the Prime Minister asked Mrs. Harrison from Home-Start to come to see her last week. This was a warm and friendly meeting and the measure of how impressed the Prime Minister was by Mrs. Harrison's work can be seen by her remarks about it in her speech to the 300 Group on 18 July.

The Prime Minister said that she had heard of Home-Start's work from Lord Joseph. It was, she said, one of the most exciting initiatives she had heard about for some time. She had been struck, when she had visited Childline earlier this year, that Home-Start provided just the sort of help that children or families in need required. The vital thing for children calling Childline was that they should know what to do next and whom they could turn to for practical help.

Mrs. Harrison gave an account of how Home-Start operates. She said that it is staffed largely by volunteers of all ages, all mothers who are given some basic training. There were three key points in their approach:

- Home-Start volunteers make it clear right from the start when they visit a family that the people they help may in turn be able to become volunteers too. Mrs. Harrison said that the people they visit are normally amazed that they should be thought capable of helping others. This kind of approach helps distinguish Home-Start from social workers and other professional workers, making it clear to the families in need that the volunteers are coming as a friend on an equal footing than as an official. And it helps to restore their self-respect and confidence, she thought;
- Home-Start helps families in their homes. The aim is to give practical help in running a home and in bringing up children. This is often much easier where parents are being shown how to best use the often quite limited resources available to them and in familiar surroundings;

Mante

- Home-Start tries to help families to use community resources better. The training of the volunteers includes familiarising them with what is available. The problem is that those who most need the use of local services are often the least aware of or least able to exploit them properly.

Mrs. Harrison summed it all up by saying that, once their volunteers had established a good relationship with those they sought to help, then you could really begin to ignite whole communities. The Prime Minister agreed, stressing her concern particularly for single parents and the value of this approach in breaking what she described as a cycle of deprivation.

There was no discussion of additional Government funding on Home-Start. However, Mrs. Harrison did mention that their approach was particularly cost effective: the cost of helping a family per year was as little as £380, the equivalent of the cost of providing for one child in care for a week, she said. She also mentioned that there was a great demand for further Home-Start centres and said that, because local authorities were reorganising their community care provision, resources for the voluntary sector were not their priority. The Prime Minister's only comment was to refer to the work that Home-Start was doing to improve their fund-raising.

However, Lord Joseph has written to the Prime Minister as you know, setting out some specific proposals for increasing Government funding of Home-Start. This has been copied to yours and to a number of other departments. The Prime Minister has since commented as part of the follow up to her 300 Group speech that she would like the possibility of Home-Start's core funding being increased considerably to be pursued. I would be grateful if you could start to co-ordinate a draft reply to Lord Joseph's letter for the Prime Minister's signature with this steer in mind. If possible, it would be helpful if it could reach this office by Thursday, 9 August.

I am copying this letter to Stuart Lord (Department of Social Security), Sara Dent (Home Office), John Ratcliff (Department of Education and Science), John Colston (Ministry of Defence) and Carys Evans (Chief Secretary's Office, Treasury).

Yours sincerely,

Carole

Caroline Slocock

Mrs: Helen Shirley-Quirk,
Department of Health



Handwritten initials or mark in the top right corner.

10 DOWNING STREET
LONDON SW1A 2AA

From the Private Secretary

20 July 1990

I am writing now simply to let you know that your letter of 6 July to the Prime Minister is receiving attention and the Prime Minister will come back to you with a reply as soon as possible. The Prime Minister found her meeting with Mrs. Harrison very stimulating and you will have seen her references to it in the speech the Prime Minister gave to the 300 Group.

Caroline Slocock

The Rt. Hon. The Lord Joseph, C.H.

MEM

FROM: The Rt Hon. The Lord Joseph CH PC



R 18/12

Box 4

J

The Rt Hon. Margaret Thatcher 17 July 1990
The Prime Minister MP
10 Downing Street
SW1A 2AA

mt

Dear Margaret,

I just want you to know how immensely Margaret Harrison appreciated the time you gave her and the interest you showed in HOME-START and her work.

It is hugely impressive that you managed to give such undivided attention to such a meeting despite the pressures upon you at all times - and particularly at that time.

Yours ever,

Kevin



10 DOWNING STREET
LONDON SW1A 2AA

THE PRIME MINISTER

16th July, 1990

I was enormously impressed by everything that you told me about "Home-Start" when you came to see me last week. Your work in helping Mothers bring up children in vulnerable families is exactly what is needed today.

Your tremendous foresight in starting the organisation in 1981 in Leicester has generated over 120 schemes today all over the United Kingdom, and indeed abroad. I know that "Home-Start" helped over 12,000 children last year and that over 9,000 of those were under the age of five. That shows just how important your work has become.

Your achievement is indeed an example to us all and I hope that you will go from strength to strength. As a token of my personal admiration for all your work I am enclosing herewith a donation from my own Trust towards your funds. Perhaps, in due course, you would be kind enough to send a receipt made out to the M.T.Charitable Trust.

Mrs.Margaret Harrison

Caroline, Work-Start

You will see that I have produced a letter and the
P.M. has signed it and I have despatched.

I sent a cheque for £1,000.

Crawfie

PRIME MINISTER ²

HOMESTART

You asked for details of Mrs Margaret Harrison's charity,
Homestart. Its address is 2 Salisbury Road, Leicester LE1 7QR and
its charity no is 326148.

CMS

Caroline Slocock

13 July 1990

HC/1678t



CONFIDENTIAL

DEPARTMENT OF SOCIAL SECURITY

Richmond House, 79 Whitehall, London SW1A 2NS

Telephone 071-210 3000

From the Secretary of State for Social Security

Miss Caroline Slocock
Private Secretary
10 Downing Street
LONDON

13 July 1990

Dear Caroline

HOMESTART

You asked for our officials' initial reactions to Lord Joseph's suggestion that this Department might contribute funding towards the Homestart organisation.

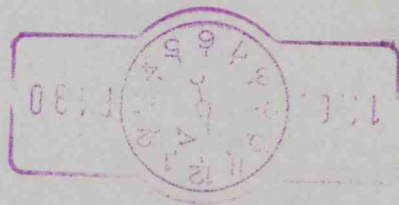
It has not yet been possible to put the matter to my Secretary of State, but officials advise that initial indications are not favourable. The activity of Homestart falls firmly within the personal social services, which are the responsibility of the Department of Health (DH). DH already fund Homestart under section 64 of the Health Services and Public Health Act 1968.

Our own very limited powers for making grants to voluntary bodies derive from the same legislation, and we understand that it would be highly unconventional for two Departments to fund under identical statutory powers. Our officials would also advise that for this Department to take on an ongoing funding commitment in an area where we had only a very indirect interest would create unwelcome and possibly costly precedents.

Stuart Lord

PP ROSS HUTCHISON
Private Secretary

THE UNIVERSITY OF CHICAGO PRESS





HOME START CONSULTANCY

DH Ministers endorse the work of Home Start, admire the concept, commend the professional way the Central Consultancy backs up local schemes and have supported its development.

Mrs Bottomley met with Major General Page and Margaret Harrison of Home Start on 4 April. Following this meeting she agreed to speak at the Home Start Conference in November, to increase the Section 64 support the Department gives to the Consultancy to £70,000 and to guarantee it for the next three years.

Mrs Bottomley discussed at some length other possible sources of funding. She subsequently wrote a letter to Home Start to officially convey her endorsement of their work (Flag A).


It should be noted that the steady increase in core funding received by the Consultancy is in contrast to the general pattern of Section 64 funding which is primarily intended to offer support to voluntary organisations in their early years whilst they identify other sources of funding. £70,000 is a substantial grant from a total Departmental Section 64 budget of £15m. Indeed, the Consultancy is the only one of the under 5s organisations which has received an increase in funding this year.

The Department has had reservations about the Consultancy trying to expand beyond its financial and managerial capacity. Nevertheless, the value of their work is evident in offering befriending and support to young families under stress.

DHSS/DH Funding to Home Start Consultancy

Level of Core Funding

	£		£
1981/82	- 14,000	1987/88	- 30,000
1982/83	- 19,000	1988/89	- 45,000
1983/84	- 19,000	1989/90	- 60,000
1984/85	- 19,000	1990/91	- 70,000
1985/86	- 30,000	1991/92	- 70,000
1986/87	- 30,000	1992/93	- 70,000



The Department has supported the Consultancy since it was set up in 1981 to help local schemes.

(Grants for 1988/89 and 1989/90 were increased to take account of Home Start's financial difficulties.)

Other Funding

The Department has pump primed the setting up or expansion of about 20 local Home Start Groups in England under various initiatives.

Currently the Consultancy receives £35,000 from the Small Grants scheme to make grants of up to £1,000 to local groups (10% is allowed for the Consultancy's admin costs).

The New Under Fives Initiative allows Home Start £20,000 pa for 3 years to help 3 local Home Start Schemes provide 2 link workers for ethnic communities and a drop-in centre.

The Department also provided £7,500 towards the cost of Home Start's removal expenses in 1989/90.

Total funding for the Consultancy and specific projects this year will be £125,000.

Consultancy's Own Fund-Raising

In their early years (from 1981 when they were set up, to about 1987) Consultancy was very successful at getting a relatively high proportion of their income from trust funds, business and commerce mainly through the personal approaches of their Trustees. They have now appointed a fund raiser and are in the process of setting up a fund raising committee.

Financial Contributions from Local Home Start Schemes

The Consultancy up until now has not charged schemes for any of the services they provide. These include visits from a regional consultant, training courses for volunteers, a newsletter and information packs on many topics. Schemes have now been asked to contribute a small percentage of the grant aid they receive from local statutory sources to the Consultancy's running costs.



Involvement of Directors of Social Services

DH officials suggested that the Consultancy should involve the Association of Directors of Social Services more with the Consultancy's work. The idea was to persuade Directors of Social Services both to set up schemes in their areas and to contribute towards the Consultancy's running costs. This has been of limited success so far, but ought to be a major source of funding.

Home Start's Present Financial Situation

Attached (Flag B) is a copy of Home Start's estimates of income and expenditure for 1990/91 which was submitted to DH on 31 May. This does not include the Rowntree Trust grant of £60,000.

It includes grant of £73,500 from DH
£17,649 from Welsh Office
£ 2,000 from MoD

Home Start's Future Financial Situation

A more secure footing is needed based on sound financial control with income from a combination of trust funds, commercial and community sources, schemes' contributions and central and local government. It is hoped that more local authorities will see Home Start schemes as a part of their provision for family support on which the Children Act places new emphasis and the Department will commend them in its guidance. While Home Start develops its fund raising capacity, the Department will keep in close touch with the financial situation.

SP/4920p



24 APR 1990

Margaret Harrison
Director
Home Start Consultancy
2 Salisbury Road
Leicester
LE7 7QR

Richmond House
79 Whitehall
London SW1A 2NS
Telephone 01 210 3000

From the
Minister for Health

De Mrs Harrison,

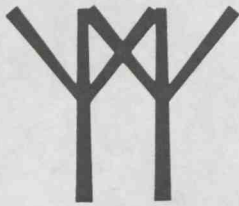
I am writing to follow up the useful and informative meeting we had on 4 April. I was most interested to learn more about the achievements of the Consultancy, the growth in the local Home Start schemes which it supports so effectively and your plans for the future.

The Home Start concept has developed into an important and valuable resource for many families and communities. The Government is particularly impressed by what this type of befriending service does to prevent family breakdown and help parents cope with and ultimately enjoy bringing up their children. It is not easy to produce statistics and other forms of objective data to prove to a local authority or health authority that a preventative service such as this is value for money. I appreciate that many local schemes when they apply for grants find it difficult to present a value for money case without facts and figures to back up their arguments. There is no simple solution to this. I am nevertheless convinced that the existence of a Home Start scheme in an area does reduce the demands on the statutory services and helps to develop positive community spirit and self esteem in the local population.

The local schemes would not be so able to offer such good quality support to families without the excellent services provided by the Consultancy. As I said when we met, the Department will be increasing the core grant to £70,000 in this financial year. We have decided this despite the general trend in grant aid policy of not increasing core grants.

I appreciate that the Consultancy needs more funds over and above that in order to continue to provide adequate services to existing and new local schemes and wish you every success in your appeals to potential funders.

Yours sincerely
Virginia Bottomley
VIRGINIA BOTTOMLEY



HOME-START CONSULTANCY

2 SALISBURY ROAD, LEICESTER, LE1 7QR. Tel: LEIC. (0533) 554988

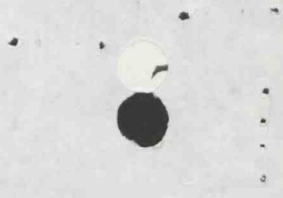
ESTIMATES ON INCOME 1990 / 91

	Known Amounts
	£
Department of Health - General Grant	70,000
Department of Health - Small Grants Administration	3,500
Welsh Office	17,649
Ministry of Defence	2,000
Tudor Trust	35,000
Smiths Charity	8,600
Anon Trust	7,500
Unilever	1,000
Bank Interest	
Misc. Sales	500
Rent from letting offices on ground floor	7,200
	<hr/>
	152,949

HOME-START CONSULTANCY

ESTIMATE OF EXPENDITURE 1990/91

	ENGLAND £	SCOTLAND £	NORTHERN IRELAND £	WALES £	TOTAL £
Salaries - Field Officers	93,112	17,490	11,660	7,581	131,438
Salaries - Admin	29,915	2,581	2,150	4,283	38,929
Travel & Subsistence	19,189	2,750	2,000	600	24,539
Training & Conference	11,500	1,200	500	500	13,700
Hospitality	1,294	50	50		1,394
Committee Expenses	1,200				1,200
Rent, Rates, Office Costs	14,150	1,600	1,500	1,000	18,250
Telephone	6,188	1,000	1,000		8,188
Postage	3,400	200	200	100	3,900
Publicity & Advertising	1,650	50	50		1,750
Printing & Stationery	6,050	500	500	550	7,600
Publications	275				275
Books & Periodicals	440	50	50		540
Subscriptions	500	50	50		600
Capital	660	200	200	1,000	2,060
Repairs & Renewals	2,200				2,200
Professional Fees	500				500
Accounting & Audit Fees	1,320				1,320
Insurance	275	35	35	35	380
Bank Loan Repayment	12,500				12,500
Central Administration	(6,000)	2,000	2,000	2,000	
TOTALS:	200,318	30,506	21,945	17,649	270,418



PRIME MINISTER

MEETING WITH MRS HARRISON

You are seeing Mrs Margaret Harrison of Homestart at Lord Joseph's suggestion and following your visit to Childline. You also thought it might be useful background for your speech to the 300 Group.

You have advice in this folder from:

- Robin Harris, who points out the key attractive features of Homestart;

- Lord Joseph, who has written to you describing Homestart's work and suggesting that the Government should commit £240,000 a year for 5 years to maintain the charity at current levels, with funding for an expansion of its activities coming from fund-raising, which Homestart is trying to develop;

- a note from Health, pointing out the support Homestart is receiving from the Government and setting out some ideas which Mrs Bottomley has been pursuing with the charity for improving its future financial situation. From this it would seem that the Department of Health is already committed to giving Homestart £70,000 over each over the next three years. The charity also receives money from the Welsh Office and MOD and further DoH money for specific projects.

Rather than concentrating on the financing of Homestart at this meeting, you may prefer simply to ask Mrs Harrison to describe her work and its special features. Lord Joseph has copied his letter to a number of Government Departments and his points can be dealt with in your reply.

CMS

Caroline Slocock

12 July 1990

PRIME MINISTER

10 July 1990

cc: Professor Griffiths

MRS HARRISON OF 'HOME-START'

You are seeing Mrs Margaret Harrison of 'Home-Start' on Friday 13 July at Keith Joseph's suggestion. I saw her, myself, for a lengthy chat this morning. Keith Joseph's letter of 6 July enclosed information on the organisation itself.

The three things which struck me (very favourably) about Home-Start are:

- as Mrs Harrison says, "almost anyone" (with just a few weeks' preparation and an interest in people) can do the voluntary visiting involved: this is, therefore, a way to break through the unhealthy domination over 'caring' currently exercised by the professionals;
- the volunteers are often recruited from people who have either themselves been helped by Home-Start or have had unhappy family backgrounds: people are drawn out of dependency to become 'carers' themselves;
- they (probably rightly) concentrate on helping mothers cope with children in vulnerable families, rather than try to look after children's needs directly, as the statutory agencies would be inclined to do: that is very much in line with our philosophy of care in the community - and the philosophy behind the Children's Bill.

It is also worth noting that:

- Mrs Harrison wants a much larger core grant (her case is strong and Keith Joseph is advising her on raising private donations - where, I suspect, she is rather out of her depth);

- her own views seemed to me slightly less hard-headed than the purpose and work of her organisation but, for all that, she is clearly committed, effective and thoroughly admirable.

RH

ROBIN HARRIS

FROM: The Rt Hon. The Lord Joseph CH PC

cc Prof Griffiths
Mr Harris



CAS

The Rt Hon. Mrs Margaret Thatcher MP
The Prime Minister
10 Downing Street
SW1A 2AA

6 July 1990

Dear Margaret,

I am delighted that you have invited Margaret Harrison, the creator and director of HOME-START, to see you next week.

This is, I believe, one of the few charities offering the personal support which so many young families need in order to learn to cope: and to provide their children with the stable environment so important in the prevention of crime, addiction, low school motivation and hooliganism.

Moreover in taxpayers' money it is cheap - because it operates through volunteers.

I attach a description of how it works and what it costs - with supporting papers.

Yours as ever,

Kevin



HOME-START

HOME-START functions through over a hundred local branches all over the country: each branch run by a paid organiser under a management committee: the branch functions through volunteers - mothers chosen for having coped well and for general warmth and common-sense, from every background - who are allocated to households referred to prevent family breakdown by health or social service agencies.

The volunteers are carefully chosen and given some training. They are allocated one to each referred household. Their job is to offer support, friendship and practical help enabling the parents to cope better.

Volunteers have no powers: the family can show them the door at any moment. They tend to visit one to three times a week for on average about 18 months and in virtually all cases leave the household more stable, cheerful and coping.

The cost of the organisers and the expenses of the volunteers are mostly met by the local authority. They would be quick to cut off financial support if their social service and health advisers did not value HOME-START.

Last year HOME-START branches put over 6000 volunteers into households containing over 15,000 children. I must emphasise that the befriending is done in the families own home: the number and the length of the visits varies with the need of the family.

Without denigrating in any way the efforts of the great voluntary bodies, their emphasis tends to be based on referred households going to "Family Centres". In terms of numbers you might like to note that the children being actively helped by the NSPCC itself, for instance, as opposed to being referred by telephone by the NSPCC to other agencies, is shown by their latest report as "children in open cases on 30 September 1989 - 5437" - page from report attached. HOME-START works with three times this number of children and includes the parents themselves in every aspect of the learning process.



- 2 -

It seems that befriending those parents who consent - and only with their consent - probably achieves an immense amount of prevention - prevention of family break-up and inability to cope with their children, and of crime, addiction and school drop-out: it could be that the very children who lack good parenting experience now, can be enabled by HOME-START themselves to become good parents in the future.

The only annual central costs - see attached Annual Report with updated 1990 figures attached - are around £270,000 a year for the small central HQ Consultancy Unit of Mrs Harrison in Leicester plus the six regional advisers. Towards this central cost the Department of Health on a one-year only basis now provides £70,000 (i.e. around 25% of the overall cost).

The great voluntary charities tend to give money only to innovate a project: they then assume that a successful activity will raise funds on its own. For instance, ROWNTREE gave £50,000 for one year in 1982 and have now - uniquely - because HOME-START is in what might have been a terminal crisis - given £60,000 for one year: I attach a copy of the ROWNTREE letter with the tribute to HOME-START sidelined.

Mrs Harrison has failed to set up a fund raising committee - and this I am actively helping her to do.

What I want to suggest is that HOME-START could maintain its present scale and grow over the years to probably double its size if it were given some guarantee of its present central income by Government of, say, £240,000 a year for several years - and could then expand by raising the same figure again voluntarily.

I believe that just as the P.M. struggles to transmit an ecologically stable world to future generations, so she would wish to hand on a country with reasonably brought-up children to be its future parents.

I know of no cheaper way to try to help achieve this than HOME-START. May I suggest that if each of Health, Social Security, Education and Home Office was to commit say £60,000 a year - preferably indexed - for 5 years the money could keep HOME-START going on its present scale leaving the fund raising that I am hoping to initiate to finance expansion?

continued

FROM: The Rt Hon. The Lord Joseph CH PC



I am copying this to the Ministers concerned and to Brian Griffiths.

I attach not only the letter from ROWNTREE and the most recent research on the work of HOME-START but also a letter of 26 June from the Association of Directors of Social Services acknowledging enthusiastically HOME-START's work.

Keir

6 July 1990

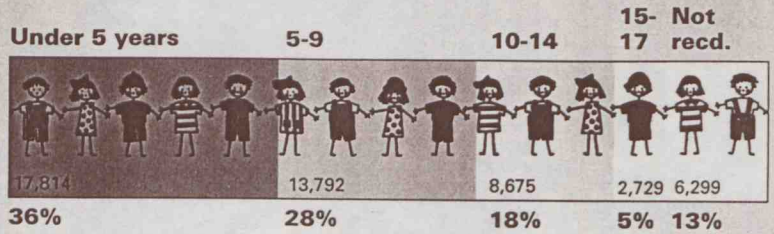
These figures refer to our work in England, Wales and Northern Ireland during the period from 1 October 1988 to 30 September 1989.

REFERRALS AND CASES

Referrals*	25,133
Children involved	49,309
Children in open cases 1.10.88	5,041
Children in open cases 30.9.89	5,437
Children helped in 1988/89	54,350

*Referrals include reports of suspected incidents of child abuse and other concern received by the NSPCC which may require investigation or other assistance.

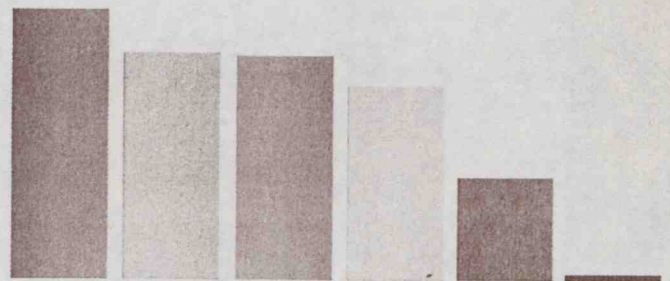
HOW OLD WERE THE CHILDREN?



WHAT WAS THE PROBLEM?

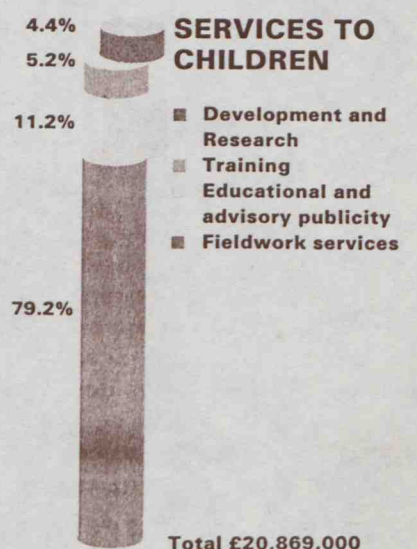
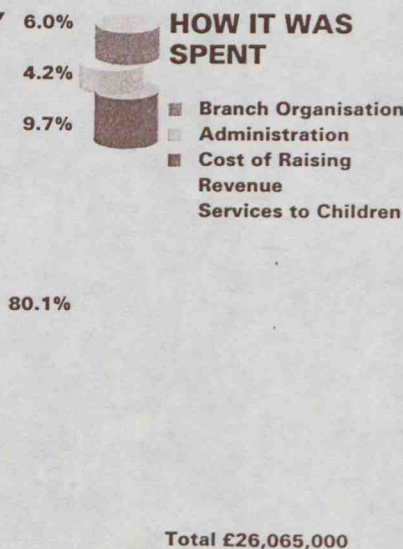
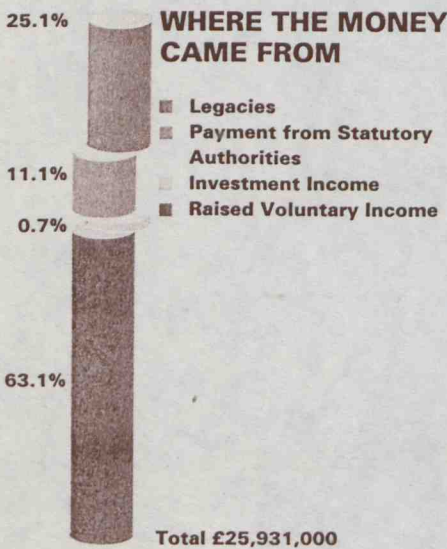
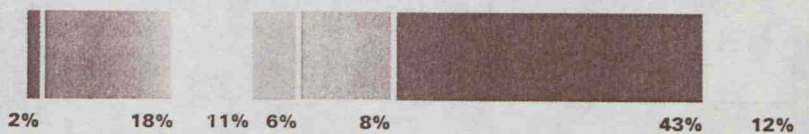
Physical abuse	5,204	Grave concern	3,102
Neglect	4,532	Emotional abuse	1,705
Sexual abuse	3,680	Failure to thrive	203
Left alone	3,678		

The Society also responds to other family problems which can affect children.



WHO TOLD THE NSPCC?

Child him/herself	454
Parent in charge	4,642
Other relative	2,720
Social services	1,617
Other officials	2,111
General public	10,685
Anonymous	2,904



THE HOMESTEAD
40 WATER END
YORK YO3 6LP
TELEPHONE
904 629241
FACSIMILE
0904 620072

JR
JOSEPH
ROWNTREE
FOUNDATION

29 JUN 1990

24 June 1990

RSB/MP

Margaret Harrison
HOME-START Consultancy
2 Salisbury Road
LEICESTER
LE1 7QR

Dear Margaret Harrison,

Following our earlier correspondence I write to tell you that my Trustees have agreed to make a grant to HOME-START in the sum of £60,000 to tide you over your immediate financial difficulties.

As you know, we do not give grants to support on-going work in this way so this represents a most unusual exception for us. Although my Trustees were not insistent upon any particular requirements from you, they felt that you might wish to invest some of the grant in organising greater financial security for your future. How best you do this will be decided, no doubt, by your Committee of Management but we wondered whether the involvement of a new fund-raiser, or of a consultant to help with forward financial planning, might be helpful.

On a more positive note, I am pleased that our association with HOME-START has been renewed in this way. [We are delighted at the brilliant progress, throughout the country, which your work is making. You are pioneers of a form of voluntary sector activity which could set a pattern for other kinds of community care. We do congratulate you most sincerely on this.]

We realise that this latest support from us - which I fear could never be repeated - is not in itself sufficient to secure the long term viability of the consultancy service. But we hope very much it enables you to "buy some time" and that you will be on a firmer footing by next year.

With good wishes,

Richard Best

RICHARD BEST
Director

Can Voluntary Support Projects Help Vulnerable Families? The Work of Home-Start

JANE GIBBONS AND SALLY THORPE

Jane Gibbons has worked as a probation officer, psychiatric social worker and social work teacher. She is now a senior researcher at the National Institute for Social Work.

Sally Thorpe has worked as a social worker in area teams, and as a Family Conciliation counsellor. She has worked with Jane Gibbons on a research project funded by the Rowntree Trust on family support resources for young families. She is currently a social worker in a hospital setting.

SUMMARY

In an exploratory study, we examined the characteristics of a sample of families referred to a branch of Home-Start (a voluntary organization to help stressed parents of under-fives) and the work of its volunteers. Comparison with families on social workers' case-loads suggested that Home-Start was able to work with a wide variety of families, including those with severe difficulties, and that it offered a qualitatively different and complementary service to that of the local authority.

Over the past decade renewed interest has grown up in the development of preventive services for families with young children (Holman, 1988). Within local authority social services departments, the emphasis has shifted from residential services, such as nurseries and children's homes, towards day care and respite services for families in their own homes on the one hand, and fostering and adoption on the other. A parallel change has been seen in the large voluntary children's societies, who have been developing new, community-based support services for families. Over the same period there has been an upsurge of smaller voluntary projects offering support to families in local areas. Goldberg and Sinclair (1986) reviewed the field of family support and suggested a way of classifying the many different approaches and methods. This paper will consider the place of voluntary, personal help in the continuum of services for families

Address for correspondence: Jane Gibbons, NISW, 5-7 Tavistock Place, London, WC1H 9SS

with children, with special reference to one voluntary organization—Home-Start.

As the Wolfenden Committee (1978) on the Future of Voluntary Organisations pointed out, the provision of alternatives to statutory services is desirable in itself, since power is spread and not concentrated in a few monolithic organizations. But 'voluntary' family support projects and agencies are not totally independent of statutory social services. To a greater or lesser extent they depend on the state and on local government for financial support: when the state cuts off its finances, smaller voluntary projects may not be able to sustain themselves at all. Thus the relationship between voluntary family support projects and statutory services which also have a remit to support families is important. What should be their respective roles and what should the boundaries be between them? What have voluntary projects to offer that deserves to attract financial support from hard-pressed social services and health authorities?

One of the most important questions is the extent to which voluntary family support agencies are able to help 'high-need' families, rather than being involved only with families who would not normally qualify for preventive help from the state. If voluntary projects can be shown to be working with 'high-need' families, how are the activities of the volunteers related to those of the paid local authority staff? Might voluntary projects provide a genuinely 'complementary' service in this area of local authority responsibility? Or do volunteers merely 'top up' the work of paid staff—providing a pleasant but inessential extra?

In this paper we are principally concerned with the issue of whether voluntary support projects can benefit vulnerable families, facing severe difficulties. It might be that volunteers and voluntary projects, while valuable sources of support for families in general, should not be expected to take on families with serious child rearing problems.

As part of a wider study of the working of family support services in two local authority areas, we explored this question with the collaboration of a branch of the Home-Start organization. We chose Home-Start as our exemplar of a voluntary family support project since it is comparatively new, having been founded in 1974; yet it has spread from its first base in Leicester to over seventy other local areas in Britain. Home-Start, according to an earlier study of the first established branch, is unusual in its willingness to take on 'a high proportion of what we might term "heavy" cases'—that is to say, families with severe difficulties likely to lead to statutory involvement (Van Der Eyken, 1982, p. 11).

HOME-START

Van Der Eyken (1982) has described how Home-Start was founded in Leicester by Margaret Harrison, herself an experienced volunteer and voluntary work organizer, who had been influenced by early intervention programmes established in the United States under the HeadStart umbrella. Home-Start's aims may be summarized as follows (Home-Start, 1983):

- To work with families containing children under five, as an independent voluntary organization: the chair of its management committee shall not represent a funding agency. The volunteers should normally be parents themselves.
- To offer support, friendship and practical assistance to families experiencing frustration or difficulties, by visiting families at home and developing a relationship in which time, flexibility of approach and understanding can be shared by the volunteer with the other parent. The emphasis is on encouraging parents' strengths, reassuring them about their capabilities and the common occurrence of difficulties in bringing up children, so that greater parental confidence enhances the development of the children.
- To encourage parents to widen their networks of relationships and use community services effectively.

Each local branch is managed by a Committee, with representatives from funders and statutory organizations as well as concerned local people. The Committee employs one or more paid Organizers whose role is crucial. The Organizer is responsible for recruiting, training and supporting volunteers; for liaising with referring agencies; for visiting newly referred families and 'matching' them with an appropriate volunteer; and is a key person in the general development of the branch and the range of activities it offers. Most, if not all, branches have a range of group activities as well as individual home-visiting. Home-Start Consultancy, at national and regional levels, provides advice to local branches and is a focus for development.

The first steps towards setting up the local Home-Start branch we studied were taken in 1979. Eventually, in 1982, grants from a charitable trust, from the county council, and from the government's Opportunities for Volunteering Fund, allowed the appointment of two part-time Organizers and a part-time secretary. By 1987 the branch was receiving approximately three-quarters of its budget from Joint Finance (that is, by transfer from the Health Authority). When the Annual Report was produced, there were twenty-eight active volunteers visiting forty families and another seven were in training. The Report commented on the pressure faced by the branch due to:

- the need to provide adequate support for volunteers working with multi-problem families;
- unrealistic expectations of Home-Start by referrers;
- excessive demands on the Organizers.

The main problem was 'a growing misunderstanding by the referring agencies of the volunteer's role. By looking for a cure for a family's problems unrealistic pressures were being placed on the volunteers, who in turn looked to the Organizers for ever increasing support which put impossible demands on their time'. These pressures had led to a review of goals and organization, and a renewed stress on 'the basic principles of the Home-Start approach, namely to offer home visiting, friendship and a 'person' based relationship as opposed to a problem-oriented approach. . . . The way forward was to offer friendship not problem-solving' (*Thamesdown Home-Start Annual Report, 1986-7).

AIMS

Our research questions were closely related to those the branch was already wrestling with. We asked:

- Were vulnerable families with severe difficulties referred to Home-Start?
- What happened after referral? Were the most vulnerable families as much helped, and as satisfied with Home-Start as families with fewer needs?
- Did volunteers feel equally positive about working with the most vulnerable families? Or did they experience more difficulties and feel they could offer less help?
- What sort of differences were there between the help offered by Home-Start and the help provided by statutory social workers?

METHODS

SAMPLES OF FAMILIES

We studied families referred to Home-Start, and families with children under fourteen who had been referred to the local Social Services Department and were the subjects of our Two-Area study (Gibbons, 1988).

Home-Start branch staff counted all the families who had been active cases at any time during a twelve-month research period. In compliance with Home-Start's strict confidentiality rules, no identifying details about these families were given to the researchers, who did not have access to

TABLE 1. *Source of Home-Start referrals*

	<i>N</i>	<i>Percentage</i>	<i>1974-8 sample (226)¹ Percentage</i>
Primary health	22	41	35
Other medical	5	9	8
Social services	19	35	38
Other agency	2	4	16
Self	5	9	3
Not known	1	2	
All	54	100	100

¹Source: Van Der Eyken (1982).

the records. There were fifty-four families, of whom twenty-five (forty-six per cent) were in the middle of a period of contact with a volunteer ('open'); fifteen (twenty-eight per cent) had closed; and fourteen (twenty-six per cent) were new referrals or had just started contact with a volunteer. The Organizers filled in a short data schedule about each one. Table 1 shows the numbers and the sources of referral. The proportions coming from health and social services (fifty per cent and thirty-five per cent respectively) were similar to those found in Van Der Eyken's study of another branch (1982).

In the same borough we had identified an unselected sample of 105 families containing children under fourteen who had been referred to the Social Services Department and interviewed those parents who were aware of the referral. In a separate exercise we also interviewed a small sample of parents of children under fourteen, randomly selected from families allocated to social workers for preventive work (but not on a court order) who were on case-loads on a census day.

MEASURES OF NEEDS

In this paper we shall use the following measures of 'needs':

- objective indicators of social disadvantage and family vulnerability. These were chosen from factors found in other research to be associated with long-term family disadvantage or with serious family problems (Essen and Wedge, 1982; Jones, 1984).
- Scores on Family Problem Scales derived from a questionnaire filled in by parents. (This is fully described in Gibbons, 1988).
- Parents' scores on a standard inventory of personal strain—the Malaise Inventory (Rutter *et al.*, 1970).

We examined the *help* provided by Home-Start and by social workers to their allocated cases using parents' perceptions of the amount and types of help received and their degree of satisfaction. We also obtained volunteers' and social workers' accounts of amount and types of help given, and the degree of difficulty they had found in their work.

RESULTS

EXTENT OF SOCIAL DISADVANTAGE AND VULNERABILITY

Not surprisingly, Home-Start families contained more very young mothers and children under five than did the sample of families referred to Social Services. Although about a quarter were lone parents (a high proportion compared to the local population) the Social Services sample contained about twice as many lone parents. Families from a manual working background were over-represented among Home-Start clients compared with the local population. Home-Start however drew its clients from a wider spread of social class backgrounds than did the Social Services Department.

The Home-Start Organizers' schedule was designed to gather data on the extent of social disadvantage and family vulnerability, using some of the same indicators that we had used previously in our studies of families referred to Social Services. The results are set out in Tables 2 and 3.

In summary, fifty-seven per cent of the Home-Start families had at least one of the indicators of social disadvantage shown in Table 2. However, disadvantage was more widespread among the Social Services families, especially those allocated to case-loads.

As Table 3 shows, indicators of family vulnerability were equally or more common among Home-Start cases than among families referred to

TABLE 2. *Indicators of social disadvantage in families referred to Social Services and to Home-Start*

<i>Indicators</i>	<i>Home-Start</i> (54) <i>Percentage</i>	<i>Social Services:</i>	
		<i>Referrals</i> (105) <i>Percentage</i>	<i>Case-load</i> (21) <i>Percentage</i>
Large family ¹	13	10	5
Overcrowding ²	30	48	57
No wage earner	39	49	71

¹5 or more under 16 or 3 or more under 5.

²More than 1 person per room.

TABLE 3. *Indicators of vulnerability among families referred to Home-Start and Social Services*

<i>Indicators</i>	<i>Home-Start</i>	<i>Social Services:</i>	
	<i>(54)</i> <i>Percentage</i>	<i>Referrals</i> <i>(105)</i> <i>Percentage</i>	<i>Case-loads</i> <i>(21)</i> <i>Percentage</i>
Mother <20 at first birth	43	34	48
Reconstituted family	11	13	19
Ever on risk register	9	3	10
Ever case conference	15	6	10
Ever violence to spouse	7	20	19

Social Services. The Home-Start families in fact were quite similar to families allocated to social workers for preventive work. In particular, the Home-Start families appeared to contain at least as many children at risk as did the Social Services families. Fifty-two per cent of Home-Start families had at least one of the indicators of family vulnerability shown in Table 3, but only ten per cent had three or more such indicators.

It appears that a significant minority of referrals to Home-Start were vulnerable families facing severe difficulties, and that the organization was not dealing predominantly with 'ordinary' families under temporary pressure. Van Der Eyken (1982) also found that about twenty-two per cent of Leicester cases were 'high risk', in the sense that children had been on the register, or under a Supervision Order, or on the verge of residential care.

HELP FOR FAMILIES WITH THE GREATEST NEEDS

Our next question concerned the ability of Home-Start to help disadvantaged and vulnerable families. To explore this, we collected data from a sample of parents who returned a form giving their consent to be interviewed, and from their volunteers. Twenty-eight families agreed to take part. They included eighty-four per cent of all the Home-Start cases 'open' at the time of the research. There were no differences (on the Organizers' schedule) between them and parents who did not return the form. Twenty-five of the interviewed parents' volunteers also provided information. We can now examine whether Home-Start was able to help families with many needs as well as those with fewer needs.

TYPES OF HELP

Parent informants were shown a check-list of twenty-two different kinds of help which might have been offered during their contact with Home-Start or Social Services. They were asked to rate each one as 'Definitely' or 'Possibly' helpful, 'Possibly' or 'Definitely' not helpful, or 'Did Not Happen'. The answers to thirteen items were intercorrelated in what can be thought of as a General Helping dimension. These were:

- being able to talk over problems with the volunteer/social worker;
- volunteer/social worker suggesting/showing new things to do with the children;
- understanding more about the children and their needs;
- volunteer/social worker helping contact other agencies;
- meeting other parents through Home-Start/Social Services;
- children meeting other children/families;
- going on outings;
- learning about other sources of help;
- going to drop-in/coffee morning;
- joining other clubs/groups;
- making new friends;
- understanding more about yourself;
- getting along better with spouse/partner.

Two other items were linked together and appeared to represent help with domestic tasks. These were:

- volunteer/Social Services taking or minding children so parent can go out;
- volunteer/Social Services helping in house.

We compared the extent of help received by families with many needs and those with fewer needs using the following measures:

- parents said they saw volunteer/social worker at least weekly;
- items of 'general help' parents said they received;
- parents received 'domestic help';
- parents said they were 'very satisfied'.

Table 4 illustrates the results in relation to the families' levels of disadvantage and vulnerability. The most disadvantaged and/or vulnerable parents reported themselves as seeing their volunteer rather more often; receiving significantly more general help and as much domestic help. Rather more were 'very satisfied' with Home-Start. We may conclude that Home-Start, on these measures, was just as effective with families with many needs as it was with families with fewer needs.

Although the contrast with the reports of families on social workers' case-loads is quite striking, too much should not be made of results from such a small sample. However, it is notable that, whereas over three-

TABLE 4. Amount of help by levels of disadvantage and vulnerability: parents' account

	Disadvantage/vulnerability			
	Home-Start		Social Services	
	High (14)	Low (14)	High (12)	Low ¹ (9)
Mean types general help	5.50	2.71*	1.5	3.0*
Domestic help (%)	50	50	11	16
Seen at least weekly (%)	86	79	8	0
Very satisfied (%)	50	36	8	22

* $p < 0.05$.¹Families 'high' on disadvantage/vulnerability had at least 3 indicators of disadvantage and/or at least 2 of vulnerability.

TABLE 5. Family problems and malaise inventory scores: Home-Start and Social Services families

	Home-Start	Social Services	
	(28)	Referrals (72)	Case-loads (21)
Parent/child (0-35)	21.3	19.6	19.9
Social contact (0-25)	16.8	15.7	16.3
Finances (0-25)	14.4	18.3	15.2
Health (0-15)	8.2	7.1	7.6
Marital (0-20)	10.3	9.1	10.6
Malaise inventory (0-24)	9.3	8.0	7.0

quarters of the Home-Start parents reported that they met their volunteer at least weekly, less than ten per cent of the Social Services parents did so. Social workers did not appear to be aiming at the same kind of 'person-based' contact, but probably saw their priorities in other terms.

SELF-REPORTED PROBLEMS

We will now turn to the parents' own perception of 'needs', expressed in their scores on the self-report Family Problem Questionnaire, and on the Malaise Inventory. Table 5 shows that Home-Start families had just as many family problems of all types except Financial, and they had rather higher Malaise scores than Social Services families. This lends support to the view that Home-Start was working with a high proportion of vulnerable families.

TABLE 6. *Amount of help by level of parent-child problems: parents' account*

	<i>Home-Start</i> (28)		<i>Social Services</i> (21)	
	<i>Parent-child problems</i>			
	<i>High</i> (16)	<i>Low</i> (12)	<i>High</i> (6)	<i>Low</i> ¹ (15)
Mean general help	3.8	4.5	2.7	1.9
Domestic help (%)	56	58	33	16
Seen at least weekly (%)	94	66	17	0
Very satisfied (%)	38	50	0	20

¹High: score 22-35, low: score 0-21.

In Table 6 we have taken one set of family problems—those to do with parent-child relationships and parental roles—in order to compare the help received by families with many problems of this type, and those with fewer.

Table 6 shows that the Home-Start parents who reported most problems with their children tended to be in closer contact with their volunteers, and that they received about as much help as parents reporting fewer problems, though they tended to be less often 'very satisfied'. It is noticeable that higher proportions of Home-Start parents than of parents on case-loads had high scores on this dimension of the Family Problem Questionnaire. If this were a valid pointer to the extent of parenting problems, it might suggest that parents with most difficulties of this type are being picked out for referral to Home-Start. Alternatively, social workers might be more successful at reducing this type of problem.

Parents experiencing a great deal of strain, as evidenced by high scores (seven or over) on the Malaise Inventory were receiving rather more help, in the Home-Start and in the Social Services case-load samples, than were parents under less strain.

THE VOLUNTEERS' ACCOUNT

Lastly we looked at volunteers' expressed attitudes to working with families with greater and fewer needs and difficulties. We asked volunteers first, whether they considered that they had been 'well-matched' with each particular family. We believed that those who felt they had not been well-matched would have gained less enjoyment from the relationship. Secondly, we asked volunteers about the degree of difficulty they

TABLE 7. *Volunteers' attitudes to families with more or less severe problems*
(n=25)

		<i>Good match</i> <i>Percentage</i>	<i>Few difficulties</i> <i>Percentage</i>
Disadvantage/ vulnerability	High (13)	77	23
	Low (12)	75	42
Malaise	High (11)	82	36
	Low (14)	71	29
Parenting problems	High (13)	92	38
	Low (12)	58	25

had experienced in their contact with each family. Table 7 shows the results in relation to families with greater and fewer needs.

The volunteers saw themselves as equally well matched to families with many needs and problems as to those with fewer. They did report more difficulties in their contacts with the more disadvantaged and vulnerable families. However, the volunteers agreed with the families in reporting themselves as giving significantly more help to these families: they carried out a mean number of 15.9 family support activities with more vulnerable families, compared with 11.5 with less vulnerable families—a statistically significant difference. They were particularly likely to carry out more acts involving some exercise of authority or influence, and acts of practical help.

A short illustration may help to give more meaning to these statistics. Mr and Mrs A. (identifying details have been altered) were a couple with three children under five. Mr A. worked in a factory and the family lived in rather crowded conditions in a council house. They did not have a car. Social Services had referred the family to Home-Start to help the mother through a period of depression. The volunteer had been visiting for about a year at the time of the research: she saw the family weekly for two to three hours, and had provided a good deal of practical as well as emotional support. She had found her work rewarding—'because from a person with depression we have managed to create a sense of humour. There were many 'mum' problems developed by being 'lost' among her family demands. She is now a much more confident person and can face up to her everyday troubles with a more outward challenge.' Mrs A. said that when the social worker put her in touch with Home-Start she had had money worries and could not pay the rent. There were problems with

hitting and being hit by family members and she just could not cope. She felt she had been definitely helped by knowing the volunteer would visit regularly; chatting socially and talking over problems with her; learning new things to do with the children and understanding more about their needs; meeting other families through Home-Start; making contact with other sources of help such as playgroup and Community Centre; understanding more about herself and getting on better with her partner. She said 'I can talk to them about anything at all—They are just good, marvellous.'

DISCUSSION

The evidence from this small, exploratory study suggests that family support provided through volunteers of the Home-Start organization is a feasible way of helping vulnerable families. Half the Home-Start families were classed as socially disadvantaged and/or vulnerable using objective indicators. They reported themselves as receiving as much or more help from the organization as did families with fewer needs. Their volunteers, although experiencing somewhat more difficulties in working with disadvantaged and/or vulnerable families, nevertheless considered themselves just as well matched with them and agreed with the families on the amount of help they were able to give.

Since this was a study in only one Home-Start branch, it is not clear how far the results can be generalized. However, branches all work to a similar pattern, using similar methods, supported by a national consultancy so there is no reason to think that the branch we studied was unique. What remains unclear from this type of research is the degree to which the 'input' from the volunteers resulted in measurable changes in family circumstances. We were not attempting this type of evaluative research, but caution is necessary in regarding measures of consumer satisfaction such as we used as being also indicators of measurable change. Other studies show the two types of outcome are not necessarily related (Goldberg *et al.*, 1985).

Too much should not be made of the comparisons we were able to make between the help received by Home-Start families and families on social workers' case-loads. However, it is likely that the volunteers were providing a qualitatively different kind of help from that given by paid social work staff. The differences are most obvious in the amount of time actually spent with the family, but also extend to the nature of the help itself. Social workers in contact with vulnerable families have as their primary responsibility the protection of the interests of children. This may lead many to see their role as essentially 'monitoring' the welfare of

children and the performance of parents; and 'managing' the introduction of the family to a range of other supportive services, which may provide a much greater degree of personal contact.

On the evidence presented here, Home-Start, through its volunteers, is well able to work with a wide range of families, including those with severe difficulties which might lead them to be allocated to social workers' case-loads. The organization appears to be offering a qualitatively different kind of service which is truly complementary to that of the statutory body. Of course, Home-Start could not substitute for Social Services—it has no powers to protect the most vulnerable, for example—and should not be seen as in competition. Rather, it appears as a valuable resource that can offer something to families in need that cannot be provided by statutory services. However, local branches do experience strain when too many 'high-need' families are referred without a compensating increase in the organization's own supportive resources.

In considering the reasons for the favourable results presented in this paper, it is important to put them in the context of the whole Home-Start organization. It is not just a matter of an individual volunteer visiting and supporting an individual family: the whole enterprise is a more collective one, involving Committee members, the Organizers, volunteers and families (at best) in a group with its own identity. The enabling role of the Organizers, in matching individual volunteers and families so that volunteers are not unduly stretched, and in subsequently offering support, seems a crucial factor in ensuring the healthy development of the group. To place too many demands on this central person is therefore likely to weaken the whole branch, and reduce its capacity to help those with the most needs.

ACKNOWLEDGEMENTS

We are very grateful for the collaboration of members of Thamesdown Social Services Department and the committee, organizers and volunteers of Thamesdown Home-Start. We are especially grateful to the parents who generously gave their time to talk to us. We owe a particular debt to Linda Wright without whose support this research would not have taken place. The research was funded by the Department of Health.

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28 JUN 1990



ASSOCIATION OF DIRECTORS OF SOCIAL SERVICES

R J LEWIS - Hon Secretary

Social Services Division
Metropolitan Borough of Stockport
Town Hall
Stockport, SK1 3XE

Tel: 061 474 7896

Fax: 061 474 7895

Our ref: R JL/JG

Your ref:

Date: 26th June 1990

Mrs M Harrison,
Director,
HOME-START Consultancy,
2 Salisbury Road,
Leicester,
LE1 7QR

Dear Mrs Harrison,

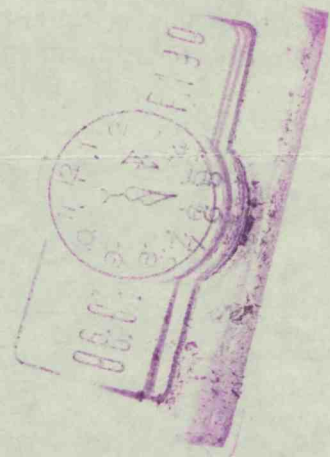
RE: HOME-START SCHEMES

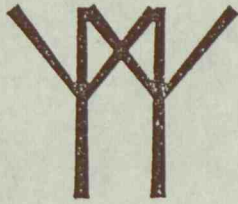
I refer to the discussions held at our Executive Council meeting on 22nd March, with you and your Chairman, when support was expressed by Directors for the vital work that HOME-START Consultancy does in ensuring the quality and standards of HOME-START schemes.

At the meeting there was unanimous support from Directors, especially those who have HOME-START schemes in their areas, for HOME-START schemes to include on their grant applications a contribution to HOME-START Consultancy for the training, support and quality assurance it provides.

Yours sincerely,

R J Lewis
HON. SECRETARY - ADSS





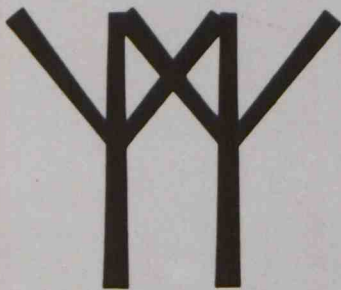
HOME-START CONSULTANCY

ESTIMATE OF EXPENDITURE 1990/91

	ENGLAND £	SCOTLAND £	NORTHERN IRELAND £	WALES £	TOTAL £
Salaries - Field Officers	93,112	17,490	11,660	7,581	131,438
Salaries - Admin	29,915	2,581	2,150	4,283	38,929
Travel & Subsistence	19,189	2,750	2,000	600	24,539
Training & Conference	11,500	1,200	500	500	13,700
Hospitality	1,294	50	50		1,394
Committee Expenses	1,200				1,200
Rent, Rates, Office Costs	14,150	1,600	1,500	1,000	18,250
Telephone	6,188	1,000	1,000		8,188
Postage	3,400	200	200	100	3,900
Publicity & Advertising	1,650	50	50		1,750
Printing & Stationery	6,050	500	500	550	7,600
Publications	275				275
Books & Periodicals	440	50	50		540
Subscriptions	500	50	50		600
Capital	660	200	200	1,000	2,060
Repairs & Renewals	2,200				2,200
Professional Fees	500				500
Accounting & Audit Fees	1,320				1,320
Insurance	275	35	35	35	380
Bank Loan Repayment	12,500				12,500
Central Administration	(6,000)	2,000	2,000	2,000	
TOTALS:	200,318	30,506	21,945	17,649	270,418

ANNUAL REPORT

1989



HOME-START CONSULTANCY



HOME-START CONSULTANCY

HOME-START CONSULTANCY ANNUAL REPORT

Trustees

Miss Joan Cooper, CB
Judge Jean Graham Hall
Lady Nairne
Major-General John Page, CB, OBE, MC

Management Committee

Mr. Peter Barclay, CBE (Chair of Social Security Advisory Committee)
Mr. Clive Bate (Management Consultant)
Dr. Elizabeth Bryan (Chairwoman) (Consultant Paediatrician)
Mr. Albert Clark (Treasurer)
Miss Gillian Corsellis (DHSS Social Services Inspector, retired)
Mr. Herbert Laming, CBE (Director of Social Services, Herts.)
Mrs. Sheila Millington (Social Services Inspector, Department of Health)
Major-General John Page (London Law Trust)
Mrs. Christine Tracey (Senior Organiser, Leicester HOME-START)
Mrs. Sheila Withnell (Senior Organiser, Braintree & Witham HOME-START)
Mrs. Linda Wright (Senior Organiser, Thamesdown HOME-START)

Staff

Mrs. Margaret Harrison, OBE (Director)
Mrs. Pam Cooke (Assistant Director)
Mrs. Sue Everitt (HOME-START Consultant, S.E.)
Mrs. Sue Pope JP (HOME-START Consultant, S.W. and Wales)
Mrs. Maggie Rowlands (HOME-START Consultant, N.)
Mrs. Valerie McGuffin (HOME-START Consultant, Northern Ireland)
Mrs. Veronica Highmore (HOME-START Consultant, Scotland)
Mrs. Karen Wright (HOME-START Consultant, British Forces, Germany)
Mr. Albert Clark (Administrative and Legal Consultant)
Mrs. Ruth George (Administrative Assistant)
Mrs. Eva Gibson (Administrative Assistant)

Auditors

Walne & Co., Chartered Accountants, 156 Upper New Walk, Leicester LE1 7QA (from 7.8.89).

INFORMATION ABOUT HOME-START SCHEMES

WHAT IS HOME-START?

HOME-START is a voluntary scheme in which volunteers offer support, friendship and practical help to families with children under five in their own homes. Each HOME-START scheme works towards their increased confidence and independence by:

- Offering support, friendship and practical assistance to families.
- Being available to families who are experiencing frustrations or difficulties.
- Visiting families in their own homes where the problems exist, respecting the dignity and identity of the individual.
- Developing a relationship with the family in which time, flexibility of approach and understanding can be shared.
- Encouraging the parents' strengths and emotional well-being for the ultimate benefit of their own children.
- Reassuring parents that difficulties in bringing up children are not unusual and emphasising the pleasure of family life.
- Encouraging families to widen their network of relationships and to use community support and services effectively.

WHAT IS HOME-START CONSULTANCY?

- HOME-START Consultancy was established in 1981 to provide opportunities for consultation, liaison and development for those involved in existing HOME-START schemes and for those interested in initiating new ones. It is supported by grants from private businesses, Trusts, and the Department of Health.
- HOME-START Consultancy has available information on every aspect of establishing and maintaining a HOME-START scheme.
- HOME-START Consultancy offers Organisers initial induction as well as on-going support and training for their work.
- HOME-START Consultancy gives Organisers, secretaries and Management Committee members, the opportunity of meeting each other centrally and regionally to train together and to share ideas, encouraging common practice.
- HOME-START Consultancy now employs six Consultants who can be in close and regular contact with new and existing schemes in their own regions.
- Each HOME-START scheme is autonomous, but all use a common Constitution and agreed Standards and Methods of Practice to ensure effective support to all the young families visited.
- HOME-START Consultancy is an Equal Opportunities Employer.

SOME FACTS ABOUT HOME-START SCHEMES

- There are now 115 HOME-START schemes in Great Britain and abroad.
- HOME-START support is sought by families in large cities, small towns, rural areas, mining communities and the Services.
- Very few other organisations concerned with the under-fives provide a service whereby families are visited at home. HOME-START has the advantage of reaching those families who initially are unable to make use of other community resources.
- The average cost of a HOME-START scheme in 1989 is £26,000 per annum. (N.B. It costs £12,000 per annum to keep a child in care.)
- The average cost of HOME-START is £314 per family visited per year.
- One HOME-START Organiser is able to offer support, friendship and practical help to approximately 50 families at any one time through a team of 30 volunteers.
- The average length of visiting a family in their own home is 14 months.
- HOME-START places considerable emphasis on meticulous preparation and support of volunteers. This produces volunteers who are committed and competent, which in turn ensures continuity of visiting, enabling the volunteers to offer long-term time and care to individual family members.
- Many HOME-START schemes are now funded entirely by their Local Authority as part of their child care strategy. Others are funded jointly between Health and Social Services.
- In Essex, HOME-START schemes are triple-funded, between Health, Social Services, and Education.
- The Ministry of Defence now funds HOME-START for British Forces families in Germany, Cyprus and Gibraltar.
- HOME-START succeeds in supporting families through difficulties, thereby preventing family break-up.
- Each HOME-START scheme has a multi-disciplinary Management Committee with representatives from other key statutory and voluntary agencies working with under-fives in the area. This facilitates good professional back-up and communication, to the ultimate advantage of the families.

REPORT BY THE CHAIRWOMAN OF THE MANAGEMENT COMMITTEE

It is with a feeling of sadness as well as privilege that I write my third and last report as Chairwoman. Sadness at leaving one of the most exciting organisations I have known, but privileged to have accompanied it through such a stimulating period.

In the last three years, the number of HOME-START schemes has doubled. They are also spreading abroad. The number of Consultancy staff has increased. There are now five Consultants covering all areas of the UK, and one based in Germany for British Forces. We still need more! With the advent of Regional Consultants, activities in the regions have increased as have the links between neighbouring schemes.

HOME-START has always given us all the opportunity to go forward. Just as I moved over from chairing Herefordshire HOME-START, most of the Consultants were Organisers first, and some volunteers have become organisers or members of their Management Committees, indeed, even Chairpersons. The happiest move is, of course, when mothers who have been helped themselves decide later to become volunteers. And this is happening more and more often.

As a member of the National Health Service, I have always been especially concerned with the relationship between voluntary organisations and the statutory services. I am delighted at the increasing respect HOME-START has been gaining from professionals. Not only are they keen to refer families for help, but they seem to be more aware of the real role of HOME-START, not as an alternative to professional help but as a service working side by side and complementing the work of the professional care workers.

What about things still to be done? I am convinced we must promote HOME-START yet more vigorously. HOME-START should be known to EVERYONE concerned with family care, indeed to

every household with young children. Publicity must, of course, be sensitively handled, but it could not only promote HOME-START but deepen public awareness of the real stresses that many families with young children are suffering.

Over the past year, we have been delighted to welcome to the Management Committee Peter Barclay, who chaired the working party set up by the National Institute for Social Work to review the role and tasks of social workers, and Raymond Clarke, Clerk to the National Council of Voluntary Child Care Organisations. They have both had long and celebrated experience of voluntary work and social service. We are also very pleased to welcome Sheila Withnell, Senior Organiser, from Braintree and Witham HOME-START.

Ruth George left the Consultancy in June this year. She has given unstinting and lively support to the Consultancy as Administrative Assistant to Margaret Harrison, and she will be very much missed.

My successor as Chairman, Clive Bate, brings many new skills which will be particularly relevant to the next stage of HOME-START's development. His knowledge of business management will be invaluable. The administration of HOME-START is bound to become increasingly complex as the organisation expands. Skilled management will be essential to maintain its present excellent standards.

I can only end by thanking everyone concerned with HOME-START and, of course, particularly Margaret Harrison, for giving me such an enriching experience. I shall value the lessons I have learned and treasure the many friendships it has given me.

Elizabeth Bryan
Chairwoman

FAREWELL ELIZABETH BRYAN

After 5 years on the HOME-START Consultancy Management Committee, with the last three as Chairwoman, we say "Goodbye Elizabeth" with considerable reluctance. You have travelled the length and breadth of the country on our behalf, inspiring so many HOME-START schemes with your energy, enthusiasm and breadth of knowledge. York HOME-START owes its very existence to your involvement. You are renowned for your ability to hold our avid attention during the final afternoon session of our national study days. We thank you for your guidance, support and encouragement to all of us at HOME-START Consultancy. You have extended our world and even persuaded us to hold the Parliamentary Presentation last year! We wish you well in all you undertake, particularly the Multiple Births Foundation. You'll keep in touch with us too, we know.

M.H.



REPORT BY THE DIRECTOR

12,000 . . . or to be precise, 11,997! That is the staggering total number of children supported in their families by HOME-START volunteers during the past year. Of those, 9,252 children were under the age of five. These figures have been collected from the annual questionnaires completed by 85 schemes which had been in existence for the full year. By March 1989, as predicted in last year's Annual Report, there were actually 115 funded schemes. Most families are referred to HOME-START by health visitors (45%), followed by social workers (22%). Families also refer themselves - particularly in the longer-established schemes (11%). HOME-START now exists in all parts of the United Kingdom, in Southern Ireland (Dublin HOME-START began this year, funded by the National lottery), Canada, Australia, Israel (in both Arab and Jewish communities), and with Service families in Germany, Cyprus and Gibraltar (the first tri-Service scheme). There are HOME-STARTS in cities, (including five new Inner City schemes funded by the Department of Health in an exciting new initiative), in market towns, in mining communities, and in rural areas. Indeed, we now know that wherever there are young families, there is a need for HOME-START alongside other voluntary and statutory services. Parenthood is a shared experience, which transcends differences of geographical location, politics, religion, education, or income.

It is said that voluntary organisations are the new "colleges of society". As is well demonstrated in HOME-START, the educational value to everyone involved in them distinguishes them from both statutory and commercial organisations. Involvement in voluntary activity is clearly a way for individuals both to contribute to the community and to learn from it. As one HOME-START volunteer said, "Being part of HOME-START has been a five year course for living". As always, it is a pleasure to be able to report that many parents who have been supported themselves, have subsequently become HOME-START volunteers. Also, several of the 2,284 volunteers who have worked with HOME-START during the past year, now Chair their local HOME-START Management Committees.

Each HOME-START scheme is autonomous, locally funded and managed, reflecting and meeting the needs of its own community. Albert Einstein has said:

"Without creative personalities able to think and judge independently, the upward development of society is as unthinkable as the development of the individual personality without the nourishing soil of the community. The health of society thus depends quite as much on the independence of the individuals composing it, as on their close social cohesion."

The HOME-START volunteers' experience of family life and the skills they have themselves acquired in

life, are valued and used creatively to help other young families. The relationship between volunteer and family is essentially an egalitarian one, in which power does not play a part. Ironically, it is the powerlessness of the HOME-START volunteers which enhances their strength; professionals visiting a family carry with them the power of their position; even relatives may carry an emotional power. Because it is a rare and precious way of relating to people, some volunteers cannot believe that they have actually contributed to the gain in confidence and coping ability of the families they support.

Each autonomous HOME-START scheme is unique, yet each embraces the same structure, ethos and approach, thus creating a common bond of purpose and quality. HOME-START Consultancy, which was established as a charitable trust in 1981, is also autonomous. Its role is to assist the development of new schemes and to ensure that high standards of practice are maintained. It does so by offering information, training, policy, guidance and personal support to every HOME-START organiser, secretary and management committee member, and through them to the HOME-START volunteers. As Beryl Riley stated at the end of her report on the work of HOME-START during 1987:

"Within HOME-START, from families through to HOME-START Consultancy, there is a chain of reciprocal relationships based on mutual trust and respect rather than on a hierarchical pyramid of authority - and this is how it must remain, whatever the number of HOME-START schemes."

Our simple framework for action, incorporates the provision for both time and care in all aspects of the HOME-START approach.

This year, there is nothing to suggest in the responses to the 85 questionnaires, that there has been any radical departure from either the structure or philosophy of HOME-START. Neither, on the other hand, is there any indication of lethargy or stagnation; there are considerable variations in terms of the provision of additional resources, preparation courses, exercises in public relations, family groups, toy libraries, and methods of fund-raising between different schemes. There is vast scope for innovation and initiative, without any corruption of the HOME-START ethos.

HOME-START Consultancy too has had an exciting year. Three additional Consultants have been employed to work closely with schemes in Scotland, Northern Ireland, and with the British Forces in Germany. Pam Cooke has been appointed as Assistant Director, and has a special remit to respond to the need for HOME-START in Inner Cities, with a grant provided by the government specifically for families in these areas. Five new Inner City schemes have been set up in Manchester, Birmingham, and in three London Boroughs - Hackney, Newham and South

Westminster. They are already adding a whole new dimension to HOME-START work, in terms of their multi-ethnic approach. The infusion of government funding has given us the opportunity to look at new ways of attracting organisers, volunteers and families from different cultural backgrounds, who speak different languages. Three long-established HOME-STARTS in Sheffield, Nottingham, and Bristol have also benefited from the Inner Cities grant and have augmented their staff to work particularly in black communities. After sixteen years' experience of HOME-START, we are confident that in Inner City areas, just as in all other communities in which we work, apathy can be transformed into energy, helplessness can change to hope, families can be prevented from breaking down, and child abuse can be averted. Put simply, the offer of support, friendship and practical help to young families in their own homes, where their problems exist, can enhance the stability and potential of young children, who will form Britain's next generation.

During the past year, all the Consultancy staff have been closely involved with other statutory and voluntary organisations and with meetings, workshops and conferences both in this country and abroad. Sue Pope has been instrumental in developing guidelines for HOME-START on HIV infection. She has also worked closely with the Welsh Office and various other child care organisations in Wales. Sue Everitt, in addition to having the most rapid proliferation of HOME-START schemes in the East/South-East region of England, is also our representative on the working party for the new National Vocational Qualification. Maggie Rowlands has helped some schemes deal with their funding crisis, and has encouraged others to co-operate on a county-wide basis to seek a funding strategy from the local authorities and health departments. Valerie McGuffin has enabled HOME-START in Northern Ireland to create its own identity. Veronica Highmore has integrated the four new HOME-START schemes in Scotland with the five which have been established for some time, and has facilitated the formation of a cohesive national group. Karen Wright has doubled the number of HOME-START schemes with Service families in Germany, including launching two for RAF families.

HOME-START Consultancy held a workshop jointly with the NCVO Rural Unit on "Working with Families in Rural Areas". We are members of both national and regional committees of the National Children's Bureau, the National Council for Voluntary Child Care Organisations, and the National Council for Voluntary Organisations. We have worked with the Statutory/Voluntary committee convened by Child Care to produce a framework for action on services for under-fives. We have benefited from our involvement with VOLCUF, and have supported the exploratory study by the National

Institute for Social Work on the work of HOME-START in the context of "Can Voluntary Support Projects Help Vulnerable Families?" The report states:

"On the evidence presented here, HOME-START, through its volunteers, is well able to work with a wide range of families, including those with severe difficulties which might lead them to be allocated to social workers' caseloads. The organisation appears to be offering a qualitatively different kind of service which is truly complementary to that of the statutory body."

Other developments this year have included producing an equal opportunities policy, as well as new guidance packs for management committee members, newly appointed organisers and for those interested in learning about the HOME-START approach. During September, each region in England very successfully ran its own study days for organisers.

In March, the annual national study days were held for the first time in Swanwick, with the theme "Taking HOME-START into the 1990s Together". 96% of the schemes were represented. We discussed the ethos and approach of HOME-START, and it was agreed that these were as appropriate now as they were when the first HOME-START scheme began in 1973. It was also concluded that HOME-START Consultancy is essential for the support of existing schemes as well as those in the process of development. Although each scheme is autonomous, a central organisation is necessary to ensure that the standards and methods of practice and vital contact are maintained. Funding for each individual HOME-START scheme is based firmly in its own community, so that funds which are secured locally are spent directly on work with local families. It was considered that HOME-START Consultancy should continue to try to raise its funds from industry, businesses and charities, as well as from central government sources. With the rapid proliferation of HOME-START schemes, it is becoming increasingly difficult to do this, and it may well be necessary to appoint a fundraiser for HOME-START Consultancy.

Looking ahead, the 1990s will provide both opportunities and challenges for HOME-START. There will be more mothers working, more technology, maybe more homeless families in bed and breakfast accommodation, and all the implications for the voluntary sector of a more united Europe. Health and welfare provision is changing, as is the role of the voluntary sector. As one of the new generation of voluntary child care organisations, HOME-START has a good track record and an essential future. The effectiveness of an organisation is rather like housework, which as a young father once told me "only shows if it isn't done!"

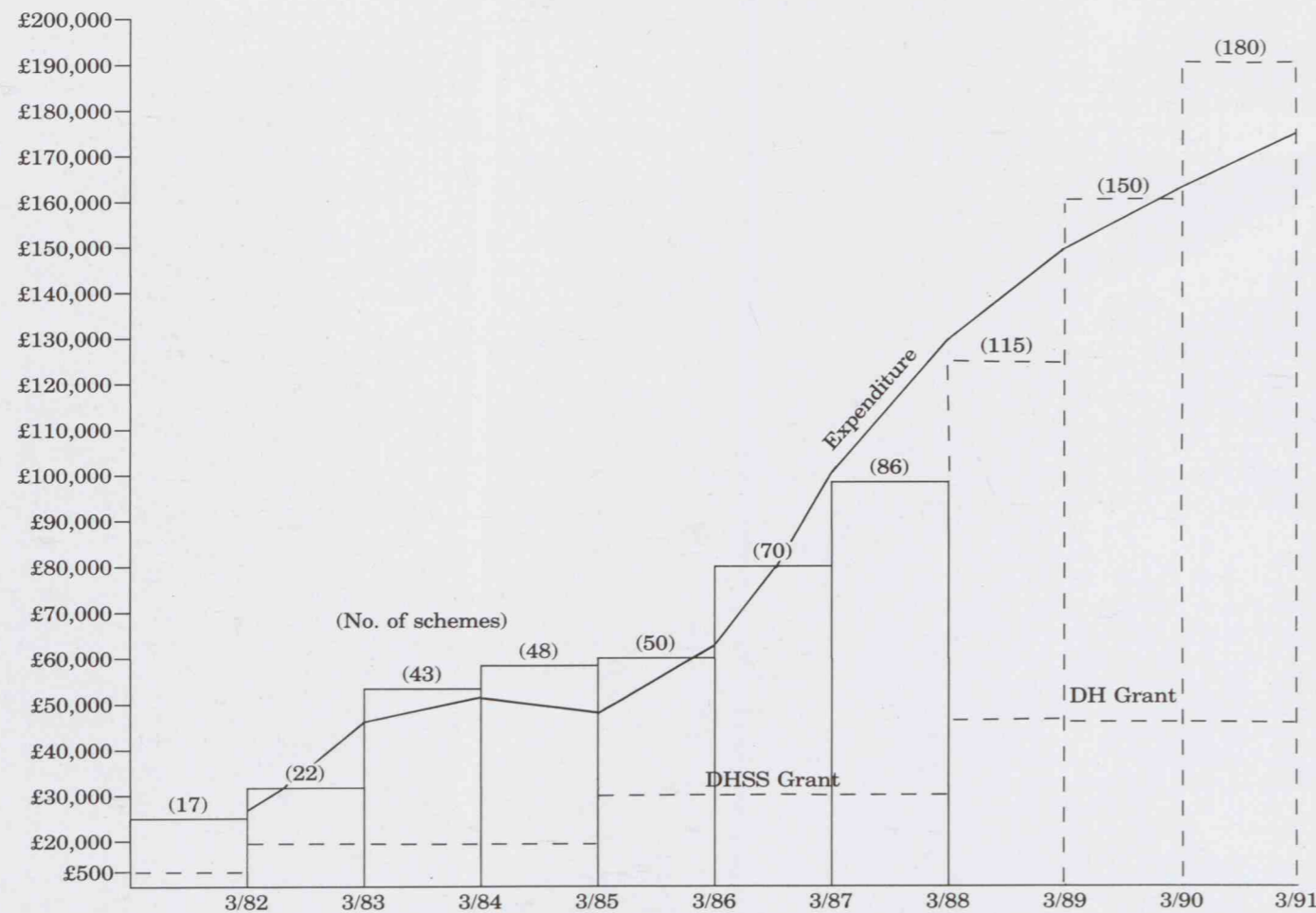
REPORT BY THE DIRECTOR – continued

The late Mia Kellmer Pringle wrote: "A willingness to devote adequate resources to the care of children, is the hallmark of a civilized society, as well as an investment in our future". In HOME-START, we tap the enormous human resources of skills, caring, energy, enthusiasm and good humour which we

know exist in every community. But at present, as indicated previously, we are experiencing difficulty in securing the vital funding to sustain us.

Margaret Harrison
Director

ESTIMATED GROWTH IN THE NUMBER OF HOME-START SCHEMES AND ESTIMATE OF HOME-START FUNDING REQUIREMENTS 1988-91



	Expenditure	DHSS Grant	No. of schemes
1981-82	£25,963	£500	17
1982-83	£45,361	£19,000	22
1983-84	£51,759	£19,000	43
1984-85	£48,505	£19,000	48
1985-86	£61,450	£30,000	50
1986-87	£99,827	£30,000	70
1987-88	£128,577	£30,000	86
1988-89	£189,401	£45,000	115
1989-90	£217,539 (est.)	-	150
1990-91	£234,328 (est.)	-	180

REPORT BY THE CHAIRMAN OF THE TRUSTEES

The tendency in meetings of the Trustees, and of the Management Committee is, quite rightly, to look forward and to plan for the future. Such a trend is particularly appropriate for an organisation such as HOME-START which can still be looked upon as a relatively new contributor to the national policy for family care.

Nevertheless, history is not "bunk" as some school-children would have it, and even the most recent history can offer salutary lessons. A glance at some of HOME-START Consultancy's Annual Reports since its inception in 1981, though barely justifying a claim to be history, do offer a useful guide to the development of Home-Start and an indication for the future.

After fifteen years, HOME-START can justifiably claim to be no "flash in the pan" and this is evident – not only from the increasing number of successful schemes – but also from the growing confidence in and respect for HOME-START by Government Departments, by professional services, and by associated voluntary bodies.

The reports of past years also indicate that the expansion and development of HOME-START would have been greater had more funds been available from local authorities to launch new schemes, and had a growing recognition of HOME-START's potential not coincided with the cut-backs in local funding. To some degree, however, it may be beneficial that HOME-START has not expanded too quickly. In the Annual Report for 1985, Margaret Harrison spoke of "history teaching that progress is a matter of inching forward". Quality, care and a demand for the highest standards are hallmarks of the HOME-START approach and have been our key to success.

All schemes, proposed, as well as established, look to the Consultancy as the focus of HOME-START, and for support and guidance. As the number of schemes grow so do the responsibilities and the work load of the Consultancy. We are the victims of our own

success, and the load can only be met by appointing more staff and particularly more Regional Consultants.

Funding from the Department of Health has fallen from some 50% of expenditure in past years to some 25% in the present year. Admittedly, this is being supplemented by additional grants for the development of HOME-START schemes in inner cities, and by the Department of Health making available funds for small grants to individual schemes in need, but these extra grants, although helpful to the development of HOME-START, do not meet the increasing need for core funding of the Consultancy. At the same time, several charitable trusts who have been our loyal supporters for several years are finding it difficult to renew or to continue their grants.

The time is ripe, therefore, for the Consultancy to re-appraise its approach to raising income. Firstly, we are considering the appointment of a professional fundraiser. Secondly, methods are being examined whereby individual HOME-START schemes may be asked to make some contribution to the finances of the Consultancy in return for the training and other support services which they receive.

There is one thread running through all the reports which is evident, but grossly understated; this concerns the debt which all HOME-START schemes, and all the families who have been helped and befriended through HOME-START, owe to the understanding, dedication and enthusiasm of Margaret Harrison. It is fitting that fifteen years after the first HOME-START scheme was launched in Leicester by Margaret, her commitment to help families should be recognised by her award, in the New Year Honours, of an O.B.E.

All who know of – or are involved in – HOME-START are delighted at this well-deserved award – and we joyfully congratulate Margaret.

John Page
Chairman of the Trustees

INCOME AND EXPENDITURE STATEMENT FOR THE PERIOD ENDED 31st MARCH 1989

	1989		1988	
	£	£	£	£
INCOME				
Department of Health and Social Security		48,555		30,000
Department of Health and Social Security R.P.I. Error Fund – Initiative in Inner Cities		15,000		—
Ministry of Defence		2,250		550
Department of Health and Social Security for Northern Ireland		5,000		—
Allen Lane Foundation		—		2,000
Anonymous Trust		11,000		11,000
Barclays Bank Trust		—		5,000
Baring Foundation		7,500		7,500
Birmingham/Midshires Building Society		200		—
British Telecom		200		—
Buttle Trust		5,000		—
Capel-Cure Myers		—		100
Carnegie U.K. Trust		17,500		7,500
Dalgety PLC		1,000		—
London Law Trust		4,000		6,000
London Law Trust for Barclays Bank PLC		2,000		2,000
Smith's Charity		7,800		7,095
Tudor Trust		35,000		30,000
Wates Foundation		21,000		21,000
Bank Interest		15,077		10,638
Miscellaneous Sales and Income		850		720
		<u>198,932</u>		<u>141,103</u>
LESS: EXPENDITURE				
Salaries: administration	26,661		21,508	
fieldworkers	89,876		57,361	
Insurance	269		198	
Printing and stationery	8,968		6,614	
Administration	39		605	
Committee expenses	1,739		1,223	
Advertising	781		387	
Rent, rates, heating and lighting	7,293		5,848	
Repairs and renewals	3,314		1,101	
Training and conference	12,463		8,003	
Postage	2,287		1,871	
Telephone	5,661		4,454	
Subscriptions	346		774	
Hospitality	1,144		1,416	
Travel and subsistence	23,067		15,293	
Accountancy and audit fees	1,141		566	
Capital expenditure	1,905		924	
Bank charges and interest	26		48	
Legal fees	—		173	
Reports and Publications	500		—	
Books and Periodicals	730		—	
Miscellaneous	1,191		210	
		<u>189,401</u>		<u>128,577</u>
SURPLUS FOR THE YEAR		<u>9,531</u>		<u>12,526</u>

BALANCE SHEET AS AT 31st MARCH 1989

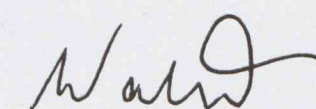
	1989		1988	
	£	£	£	£
NET ASSETS EMPLOYED				
Current assets:				
Cash at Bank: Deposit account	35,332		8,600	
Current account	3,052		1,099	
Money Market deposit account	110,000		100,000	
Cash floats	1,000		700	
	<u>149,384</u>		<u>110,399</u>	
Current liabilities:				
Monies received in Advance:				
Barclays Bank Trust	5,000		—	
Baring Foundation	7,500		—	
Clothworkers Foundation	5,000		—	
Other creditors and accruals	16,752		4,848	
	<u>34,252</u>		<u>4,848</u>	
		<u>115,132</u>		<u>105,551</u>
REPRESENTED BY				
Income and expenditure statement:				
Balance at 31st March 1987		42,869		30,343
Surplus for the year		9,531		12,526
		<u>52,400</u>		<u>42,869</u>
Development fund		62,000		62,000
Small Grants fund		732		682
		<u>115,132</u>		<u>105,551</u>

AUDITORS' REPORT TO HOME-START CONSULTANCY

We have audited the above balance sheet and the annexed income and expenditure account. In our opinion the accounts give a true and fair view of the position at 31st March 1989 and of the surplus for the year ended on that date.

Tyman House
42 Regent Road
Leicester

25th May 1989



Walne & Co.
Chartered Accountants

**DEPARTMENT OF HEALTH: RPI ERROR FUND INITIATIVE
IN INNER CITIES**
Receipts and payments statement for the period 1st April 1988 to 31st March 1989

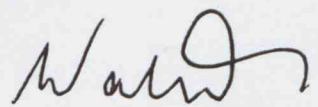
	£	£
RECEIPTS		
Receipts from Department of Health		42,500
PAYMENTS		
Hackney HOME-START	5,000	
Manchester HOME-START	5,000	
Newham HOME-START	5,000	
Sheffield HOME-START	2,500	
South Westminster HOME-START	5,000	
Washwood Heath & East Nechells HOME-START	5,000	
HOME-START Consultancy – Administration	15,000	
		<u>42,500</u>

AUDITORS' REPORT TO HOME-START CONSULTANCY

We have audited the above balance sheet and the annexed receipts and payments account. In our opinion the accounts give a true and fair view of the position for the year ended 31st March 1989.

Tyman House
42 Regent Road
Leicester

25th May 1989



Walne & Co
Chartered Accountants

DEPARTMENT OF HEALTH: SMALL GRANTS SCHEME 1988-89
Receipts and payments statement for the period 1st April 1988 to 31st March 1989

	£	£
RECEIPTS		
Receipts from Department of Health	30,000	
Bank interest	330	
		<u>30,330</u>
PAYMENTS		
Grants to local HOME-START schemes	26,445	
Administration Grant to HOME-START Consultancy	3,555	
		<u>30,000</u>
SURPLUS BALANCE		<u>330</u>

BALANCE SHEET AS AT 31st MARCH 1989

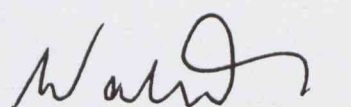
	£
NET ASSETS EMPLOYED	
Current assets:	
Cash at bank	<u>330</u>
Represented by:	
Surplus for the year	<u>330</u>

AUDITORS' REPORT TO HOME-START CONSULTANCY

We have audited the above annexed receipts and payments account. In our opinion the accounts give a true and fair view of the position at 31st March 1989 and of the surplus for the year ended on that date.

Tyman House
42 Regent Road
Leicester

25th May 1989



Walne & Co.
Chartered Accountants

DEVELOPMENT OF HOME-START SCHEMES March 1989



For details of schemes see overleaf

ESTABLISHED HOME-START SCHEMES AT 31st MARCH 1989

Ashfield	17 Percival Crescent, Sutton-in-Ashfield, Notts. NG17 2AU (0623) 513137
Ashford	Westchurch House, Godfrey Walk, Ashford, Kent. TN23 1XJ (0233) 39535
Baldock & Letchworth	The Methodist Church, Whitehorse Street, Baldock, Herts. SG7 6QB (0462) 893305
Banbury	Banbury Family Centre, Grimsbury, St. Leonard's School Annexe, School View, Banbury, Oxon. OX16 8HF (0295) 66358
Bassetlaw	23 Potters Street, Worksop, Notts. S80 2AE (0909) 482668
Bedford	Castle Cottage, Castle Lane, Bedford MK40 3NU (0234) 270601
Bexley	Suite 5, 234 The Broadway, Bexley Heath, Kent (From Autumn 1989)
Bolsover & District	The Assembly Rooms, Hilltop, Bolsover, Chesterfield S44 6NG (0246) 827214
Bolton	Thomasson Memorial School, Devonshire Road, Bolton, Lancs. (0204) 491622
Braintree & Witham	Room 5, Colne House, Coggleshall Road, Braintree, Essex CM7 6BY (0376) 550177
Breckland	Riversdale Centre, Tanner Street, Thetford, Norfolk IP24 2BQ (0842) 765206
Bristol	St. Matthews Road, Kingsdown, Bristol BS6 5TT (0272) 428399
Cambridge & District	The Shed, Addenbrookes, Hills Road, Cambridge CB2 2QQ (0223) 216865
Charnwood	John Storer House, Wards End, Loughborough, Leics. LE11 3HA (0509) 239786
Chelmsford	c/o Rainsford School, Fox Crescent, Chelmsford, Essex CM1 2BL (0245) 264047
Croydon	Eldon House, 78 Thornton Road, Thornton Heath, Croydon CR4 6BA 01-689 2709
Dacorum	The Annexe, Chaulden Junior School, School Row, Hemel Hempstead, Herts. HP1 2JU (0442) 54499
Doncaster	Community House, 7 Netherhall Road, Doncaster DN1 2PH (0302) 340856
Dukeries	88 Sixth Avenue, Edwinstowe, Notts. NG21 9PW (0623) 822561
Exeter	Redhills Hospital, St. Thomas, Exeter EX4 2DA (0392) 76481
Fenland	Health Centre, Marylebone Road, March, Cambs. PE15 9BG (0354) 55900
Gillingham	The Adult Education Centre, Green Street, Gillingham, Kent ME7 1XA (0634) 570717
Hackney	Lauriston Centre, Hackney Adult Education Institute, Lauriston Road, London E9 01-986 4421/2
Harborough & District	4 Adam & Eve Street, Market Harborough, Leics. LE16 7LT (0858) 67982
Harlow	The Hare Street Family Centre, Harberts Road, Harlow CM19 4AY (0279) 451669
Harrow	Portacabin 1, The Welldon Centre, Angel Road, Harrow, Middx. HA1 1JZ 01-427 2327
Hastings & St. Leonards	24 Stockleigh Road, St. Leonards-on-Sea, East Sussex TN38 0JP (0424) 443636
Havant	St. Michael's Convent, 354 London Road, Waterlooville, Hants. PO7 7SR (0705) 266717
Herefordshire	25 St. Owen Street, Hereford HR21 2JB (0432) 276255
Hinckley	Suite B, 4 Druid Street, Hinckley, Leics. LE10 1QH (0455) 617678
Hull	44/46 High Street, Hull HU1 1PS (0482) 24063
Ilkeston	The Flamstead Centre, Albert Street, Ilkeston, Derbyshire (0602) 324214
King's Lynn & District	9 Portland Street, King's Lynn, Norfolk PE30 5NA (0553) 762706
Leeds	Leeds Council for Voluntary Service, 229 Woodhouse Lane, Leeds LS2 9LF (0532) 448921
Leicester	142 New Walk, Leicester LE1 7JL (0533) 555433
Leighton Linlade	201-203 Vandyke Road, Leighton Buzzard, Beds. LU7 8HS (0525) 374656
Lincoln	1st Floor, 20 West Parade, Lincoln LN1 1JT (0522) 21092
Ludlow	The Women's Centre, Church Street, Ludlow, Shropshire SY8 1AP (0584) 8532



ESTABLISHED HOME-START SCHEMES AT 31st MARCH 1989 - continued

Maidstone	Room 1, Maidstone Community Support Centre, Marsham Street, Maidstone, Kent ME14 1HH (0622) 675879
Manchester Central	St. Mary's Church, Shaw Ardell, Parsonage Street, Hulme, Manchester M15 12J 061-227 9296
Mansfield	Community House, 36 Wood Street, Mansfield, Notts NG18 1AF (0623) 653391
Marlborough	Marlborough Children's Hospital, The Common, Marlborough SN8 1JT (0672) 55686
Melton Mowbray & District	24 Ankle Hill, Melton Mowbray, Leics. LE13 0QJ (0664) 61247
Mid-Suffolk	Henniker House, Kerrison, Thorndon, Eye, Suffolk IP23 7JQ 037-971 552
Newark	17A Cartergate, Newark, Notts. NG24 1UA (0636) 705011
Newham	Lawrence Hall, 2/4 Cumberland Road, Plaistow, London E13 8NH 01-473 1970
North East (Newcastle)	1a Claremont Street, Newcastle NE2 4AH 091-232 3741
North East (Gateshead)	1a Claremont Street, Newcastle NE2 4AH 091-232 3741
North East (North Tyneside)	1a Claremont Street, Newcastle NE2 4AH 091-232 3741
North East (Northumberland)	1a Claremont Street, Newcastle NE2 4AH 091-232 3741
North-West Leicestershire	85 Belvoir Road, Coalville, Leics. LE6 2PH (0530) 812327
Northampton	The Early Childhood Centre, The Queen's Building, University of Leicester, Barrack Road, Northampton NN2 6AF (0604) 35878
Nottingham	61B Mansfield Road, Nottingham NG1 3FN (0602) 415212
Nuneaton	Camp Hill Community Services, Rear of Drayton Court, Ramsden Avenue, Nuneaton CV10 9BU (0203) 393248
Oxford	Oxford CVS, Pratten Building, New Road, Oxford OX1 1ND (0865) 251946
Peterborough	6 Beech Avenue, Peterborough PE1 2EH (0733) 315087
Reading	Lyon Square, Tilehurst, Reading, Berks. RG3 4DD (0734) 429518
Redditch	The Ecumenical Centre, 6 Evesham Walk, Redditch B97 4EX (0527) 62819
Ripley & District	The Hut, Shirley Road, Ripley, Derbys. DE5 3HB (0773) 49836
Rotherham	Durlston House, 5 Moorgate Road, Rotherham S60 2EN (0709) 829165
Royston	Health Centre, Melbourn Street, Royston, Herts. SG8 7BS (0763) 242919
St. Helens	Parr Community Centre, Nunn Street, Parr, St. Helens, Merseyside WA9 1SF (0744) 37400
Saltley	Nansen Junior & Infants School, Naseby Road, Washwood Heath, Birmingham B8 3HG 021-327 1472
Scunthorpe	27 Frances Street, Scunthorpe, South Humberside DN15 6NS (0724) 858433
Sheffield	14-18 West Bar Green, Sheffield S1 2DA (0742) 700395
Shrewsbury	41 High Street, Shrewsbury SY1 1ST (0743) 241433
South East Essex	34 West Street, Rochford, Essex SS4 1AJ (0702) 540347
South Oxfordshire	Abacus, Fieldside, Long Wittenham, Oxon. OX14 4QP 086-730 7276
South Westminster	Westminster Children's Society, 121 Marsham Street, London SW1P 4LX 01-834 6462
Stamford	3 St. Leonard's Street, Stamford, Lincs. PE9 2HU (0780) 52983
Stockland Green	The Slade Community Centre, Broomfield Road, Stockland Green, West Midlands B23 7PX 021-328 5063
Stoke	Mobile 1, The Trent Centre, 645 Leek Road, Hanley, Stoke-on-Trent ST1 3NF (0782) 263842
Stratford-upon-Avon	Arden House, The Hospital, Arden Street, Stratford-upon-Avon CV37 6NW (0789) 297851

Surrey Heath	The Old Ambulance Station, 157 Frimley Road, Camberley, Surrey GU15 2PZ (0276) 681121
Sutton	Voluntary Service Bureau, 16 Stanley Park Road, Wallington, Surrey SM6 0EU 01-669 8285
Swadlincote & District	4 Belmont Street, Swadlincote DE11 8JU (0283) 225586
Teignbridge	Teignmouth Hospital, Mill Lane, Teignmouth, Devon TQ14 9BQ (0626) 772161
Telford	Dawley Christian Centre, Dawley, Telford, Salop TF4 1EX (0952) 630113
Thamesdown	Faringdon House, 1 Faringdon Road, Swindon, Wilts SN1 5AR (0793) 613886
Thanet (North)	Hilderstone Adult Education Centre, Hawley Square, Margate CT9 1PF (0843) 290229
(South)	Hilderstone Adult Education Centre, Chapel Place, Ramsgate CT11 0BS (0843) 587226
Uttlesford	12 Hill Street, Saffron Walden, Essex CB10 1JD (0799) 513495
Wisbech	c/o Community Education Centre, Queen's Road, Wisbech PE14 2PE (0945) 583855
Worcester	10 The Moors, Worcester WR1 3EE (0905) 29377
York	Community & Education Centre, 108 Lowther Street, York YO3 7ND (0904) 621204

NORTHERN IRELAND

Belfast (East)	The Purdy Centre, 1 Cheviot Avenue, Holywood Road, Belfast, Northern Ireland BT4 3AG (0232) 653920
(North)	547 Antrim Road, Belfast, Northern Ireland BT15 3BU (0232) 778999
North Down & Ards	15 Castle Street, Bangor, County Down, Northern Ireland (0247) 271201

REPUBLIC OF IRELAND

Blanchardstown	4/6 Weavers Row, Cloncilla Road, Dublin 15 (0001) 205444
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SCOTLAND

Clackmannan	Portable Classroom, Hawkhill Primary School, Clackmannan Road, Alloa, Clackmannanshire FK10 1RS (0259) 213453
Dundee	6 Panmure Street, Dundee DD1 2BW (0382) 202040
Glasgow North	167 Roystonhill, Royston, Glasgow G21 2LP 041-553 1974
Leith	15 Smith's Place, Edinburgh EH6 8HT 031-553 7819
Lorn	Gowan Brae, Main Street, Taynuilt, Nr. Oban PA35 1JE 086-62 354
Mastrick	Mastrick Parish Church, Greenfern Road, Aberdeen AB2 4LX (0224) 693545
Perth	Voluntary Action Centre, The Gateway, North Methven Street, Perth PH1 5PP (0738) 38847
Ross & Cromarty	Coulpark Children's Centre, Alness, Ross-shire IV17 0RD (0349) 883484
St. Andrews	St. David's House, Albany Park, St. Andrews, Fife KY16 8BP (0334) 77548

WALES

Aberconwy	Eryl Wen, Eryl Place, Llandudno, Gwynedd LL30 2TX (0492) 78401
Rhymney Valley	The Settlement, Cardiff Road, Bargoed, Mid-Glamorgan CF8 8NZ (0443) 875220
West Glamorgan	2d Pontardulais Road, Gorseinon, Swansea, West Glamorgan SA4 2FE (0792) 897821

ESTABLISHED HOME-START SCHEMES AT 31st MARCH 1989 – continued

GERMANY (BRITISH FORCES)

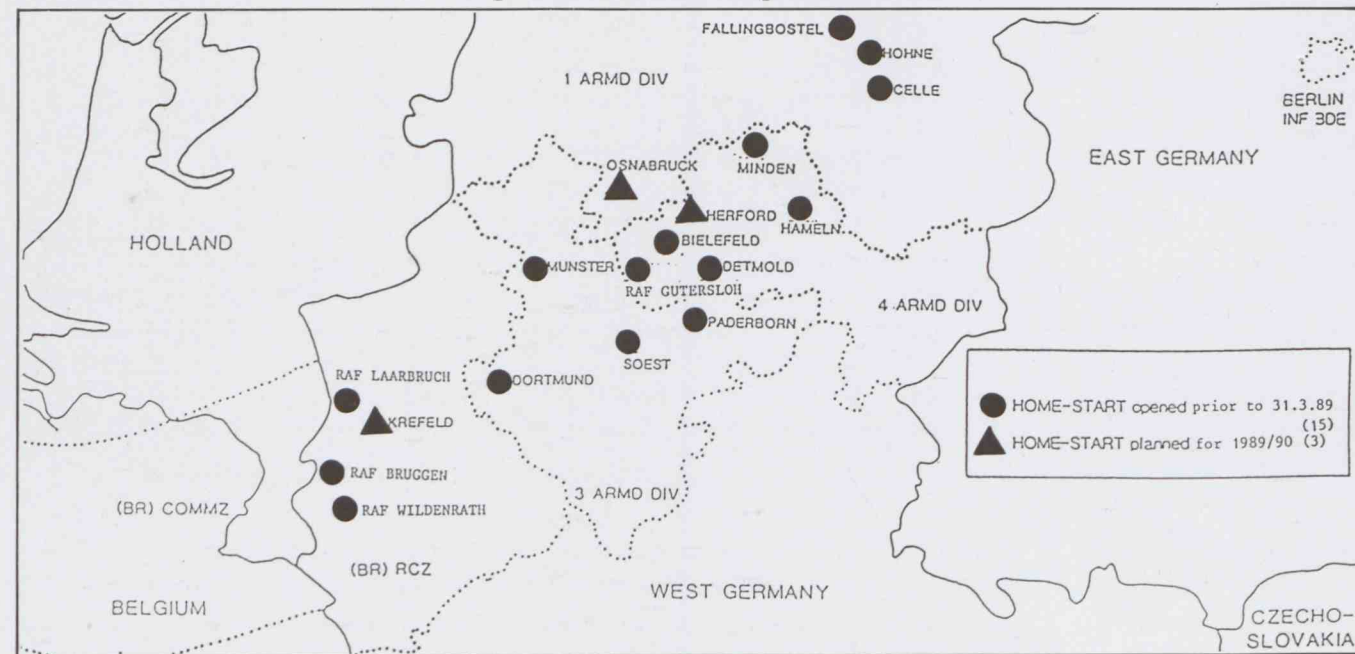
Bielefeld	c/o SSO, HQ Bielefeld Station, Catterick Barracks, BFPO 39
RAF Bruggen	Royal Air Force, Bruggen, BFPO 25
Celle	c/o SSO's Office, 21/2 Talweg, Celle, BFPO 23
Detmold	HQ 20 Armoured Brigade, Estate Office, Hakedahl, BFPO 41
Dortmund	Suffolk Barracks, BFPO 20
Fallingbostel	Fallingbostel Station, BFPO 38
RAF Gutersloh	Royal Air Force, Gutersloh, BFPO 47
Hamel	Hamel Garrison, Gordon Barracks, BFPO 31
Hohne	The Round House, Hohne Garrison, BFPO 30
RAF Laarbruch	Central Registry, Royal Air Force, Laarbruch, BFPO 43
Minden	Block 10, Kingsley Barracks, BFPO 29
Münster	HQ 4 Armoured Brigade, BFPO 17
Paderborn	NAAFI (A) Shop, Sennelager, BFPO 16
Soest	Soest Station, BFPO 106
RAF Wildenrath	Royal Air Force, Wildenrath, BFPO 42

CYPRUS
Cyprus 64 Jacaranda Drive, Berengaria Village, BFPO 53

GIBRALTAR
Gibraltar Fortress Headquarters, BFPO 52

BRITISH FORCES, GERMANY
Consultant – KAREN WRIGHT, Block 30, Birdwood Barracks, Bunde, BFPO 46

**HOME-START
BRITISH FORCES GERMANY**
(Existing Schemes and those planned for 89/90)








HOME-START CONSULTANTS (UK)

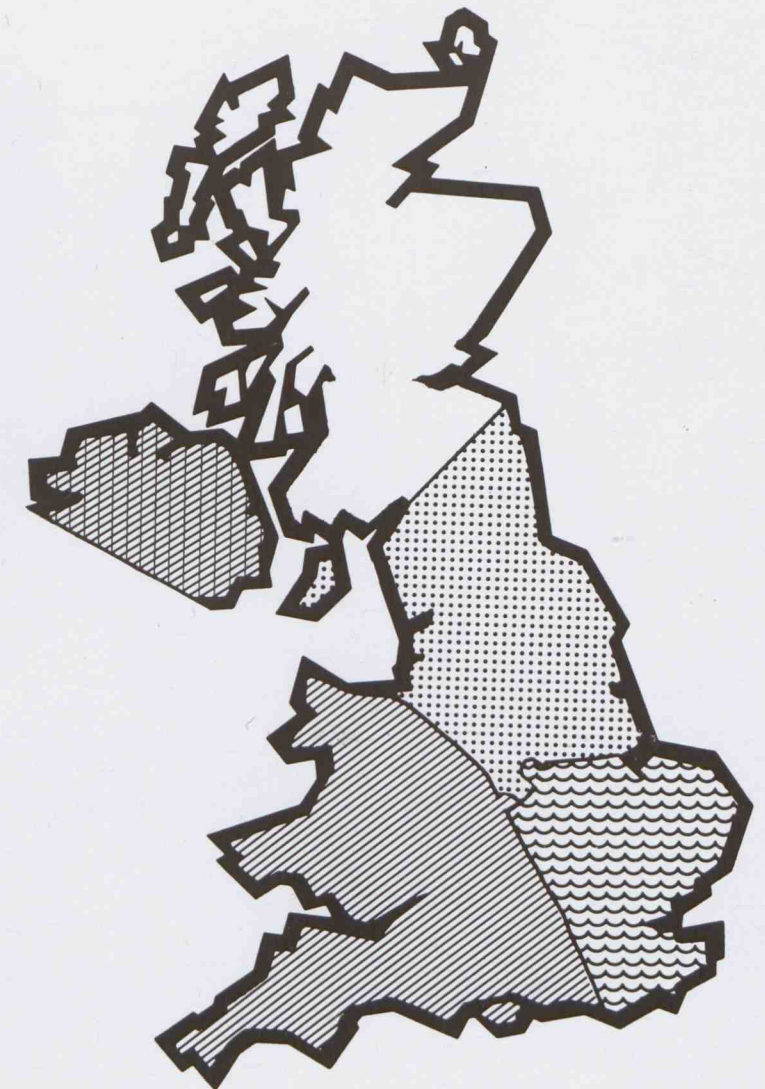
HOME-START Consultancy ensures regular contact with schemes through Consultants living and working in their own regions.

The Consultants are available to:

- offer support to each scheme, to staff, chairpersons and committees, whether individually or as a group;
- provide information and guidance on all aspects of running a scheme;

- provide training opportunities for HOME-START organisers and volunteers and management committee members;
- provide opportunities for meeting within the regions, for staff, chairpersons and committees;
- keep HOME-START Consultancy aware of trends, developments or problems affecting HOME-START in the regions;
- promote HOME-START and to inform the public about its philosophy and work.

- 
WEST, SOUTH-WEST AND WALES
SUE POPE
 Treberon Farm
 Pencoyd
 Hereford HR2 8ND
 Tel: Harewood End (098-987) 303
- 
EAST AND SOUTH-EAST
SUE EVERITT
 84 South End
 Bassingbourn
 Royston
 Herts. SG8 5NL
 Tel: Royston (0763) 249668
- 
NORTH
MAGGIE ROWLANDS
 13 Stumperlowe Close
 Sheffield S10 3PP
 Tel: Sheffield (0742) 303192
- 
SCOTLAND
RONNIE HIGHMORE
 12 Viewforth Square
 Edinburgh EH10 4LW
 Tel: Edinburgh (031-228) 5253
- 
NORTHERN IRELAND
VALERIE MCGUFFIN
 Peskett Centre
 2A Windsor Road
 Belfast
 Northern Ireland
 BT9 7FQ
 Tel: (0232) 668725



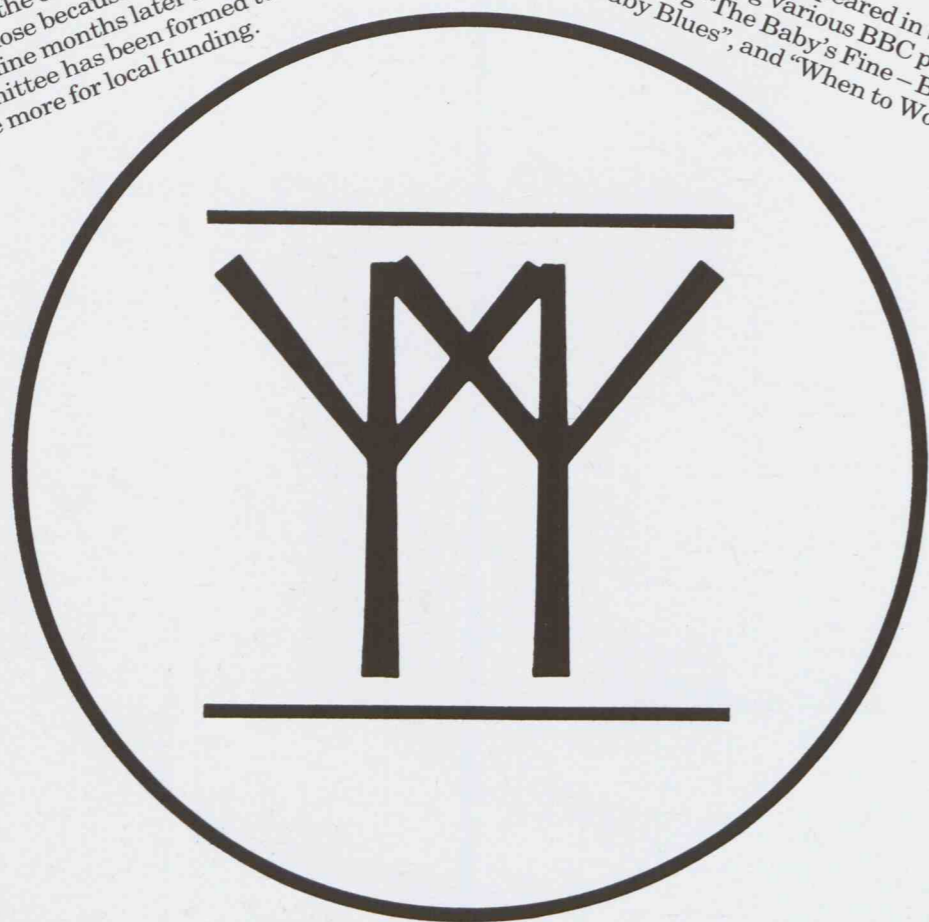
DID YOU KNOW THAT . . .

Five new HOME-START schemes have recently been established in Inner Cities, three in London, and one each in Birmingham and Manchester.

45% of families were referred to HOME-START by health visitors during the past year.

It costs £314 per family visited per annum.

Milton Keynes is the only HOME-START scheme ever to close because of lack of local funding. Now, nine months later an active Steering Committee has been formed to negotiate once more for local funding.



The Home-Start Consultancy Logo is the Ancient Friendship Symbol

Both Claire Rayner and *The Sun* newspaper have advised anxious parents to contact HOME-START.

77 HOME-START schemes in the UK receive all or a substantial part of their grant from the Social Services Department.

There are now 115 HOME-START schemes worldwide, including two in Israel, serving both Jewish and Arab communities.

In John Bowlby's latest book "A Secure Base", HOME-START is suggested as a "prospect for prevention" in the chapter on "Violence in the Family".

Essex provides triple-funding for HOME-START schemes in the county - 50% Social Services, 40% Health, and 10% Education.

HOME-START appeared in booklets accompanying various BBC programmes, including "The Baby's Fine - But How Are You?", "Baby Blues", and "When to Worry".

The Ministry of Defence funds seventeen schemes with British Forces in Germany, Cyprus and Gibraltar.

HOME-START has been established, this year, in Brossard, Quebec, Canada, and is known as "HOME-START/Premier Pas".

40 sets of triplets have been supported by 55 HOME-START volunteers!

"It would be difficult to imagine working as a Health Visitor without back-up from HOME-START. Talking with colleagues at a conference and realising how many areas are without such support, makes me grateful for our HOME-START group . . . We like your independence, being nobody's servant you are free to care in the way you feel best - parent to parent support."

Health Visitor

"Once again I thank those who have their eyes open to the real world, who will seek out others who are unhappy, despairing, over-extended in the real hardships of bringing up children. I thank those who are working to share these troubles, and shed some real light in the darkness, and who do so for no material reward."

Chairman of a HOME-START scheme

"There is only one respect in which we ask little of volunteers . . . that of formal qualifications."

Organiser

"I first heard of HOME-START when we moved to a new town. My youngest children had started school and the days loomed empty. I decided to look at the job columns in the local paper, and I felt qualified for none. Then I saw an advert for parents with young children. The visit and befriending other parents with young children. The pay wasn't too good admittedly (non-existent!) but here was something where my main qualification, being a mother, was recognised. I telephoned the HOME-START number to express my interest but pointed out I was new to the area and knew no-one. 'Well, what better way to get to know people?' was the reply!"

"Being a volunteer has given structure and point to my week. I have a job that I enjoy immensely and my self esteem has received a boost. I am no longer 'just a housewife'."

A Volunteer

"I first heard about HOME-START from my health visitor. She introduced me to it when my second lot of twins made my family five under-five. When I first met my HOME-START volunteer, I didn't know what to expect, but I quickly found I liked her. I never got on well with my real family - she became my family, and filled that gap. I would like to say 'Thank you for everything; for being my friend, my Mum, and Auntie to my children, helping me with my problems, and for all your kindness to us all.'"

A Family

"The stated aim of HOME-START fits in with my own Rogerian philosophy - 'being with, rather than done to'. I guess this is sometimes difficult for the statutory agencies to fully understand, given the public's willingness to be critical of 'the Welfare'. This in fact is an extension of Social Services, but as an alternative. The client has more choice with HOME-START than with the Welfare Services. The workers are volunteers as opposed to paid professionals who carry the stigma of being in authority."

Psychotherapist

"HOME-START is reliable. Social workers know that HOME-START staff are there, however stretched; we know that our phone messages will be attended to; and we can work within a context of mutual trust and co-operation. That is altruistically important, because clients and co-workers all benefit from a spirit of really active and positive liaison. At first I feared that HOME-START's promise of client confidentiality might hinder co-operation, but that worry was a reflection of my own inexperience, and soon proved groundless. HOME-START organisers and volunteers seem to be adept at respecting the boundaries of their relationships with their families, whilst also approaching social workers for back-up if necessary. For myself, I have learned "on the job" how to observe and value our respective roles."

Social Worker

HOME-START CONSULTANCY, 140 NEW WALK, LEICESTER LE1 7JL
Tel: Leics. (0533) 554988

Grey Scale #13



A

1

2

3

4

5

6

M

8

9

10

11

12

13

14

15

B

17

18

19

