

welcare
strengthening families

**Supporting children
and families together**

Annual report 2009-10

welcare



We all want to give children the best start in life.

Welcare is a Christian charity which works with children and families in need, irrespective of faith, culture, abilities or life choices. Welcare responds to local needs – encouraging self-help and strengthening communities.

Welcare is a charity which supports parents with young children across London and East Surrey. We help families who might otherwise be isolated or find it tough to cope.

Welcare empowers parents to re-build their lives and family ties – helping parents give their children a happier, more confident childhood.

Family support • Parenting classes • Contact service • Strengthening families • Child safety

The photographs used in this report are for illustrative purposes only and do not represent the individuals named in the case studies. All names used in this review have been changed, to provide anonymity.

Chair's message

By offering practical help and support now, Welcare can help families to avoid more intensive intervention later on.

That, in a nutshell, is what Welcare aims to achieve – to support families with young children now so that they can support themselves as their children grow.

Last year, for example, over 400 parents attended our parenting classes – gaining the skills and confidence to do one of the hardest jobs in the world – bring up a child.

Many Welcare services are the result of creative partnerships with other organisations. That's why, in this year's annual report, you'll also read about the partners who support our work – including volunteers, social workers, funders, other charities and a wide range of childcare professionals.

Without them, our work would have far less impact on the children and families who need our services.

This year saw several important developments to our service, particularly the refurbishment of the Welcare in East Surrey children's centre building, which will make a huge difference to the services we can offer families in that area.

Alison Cavendish, Chair, Welcare

For details of all our services visit www.welcare.org





Generation Link provides surrogate 'grandparents' to around 80 families.

A 'grandparent' like Lorraine

Lorraine White, 62, spends one afternoon a week with Rasheed, 3, often taking him to the local one o'clock club where he likes to play with the cars and bikes.

Lorraine is not a grandparent, she is a volunteer with a Welcare project called Generation Link in Lambeth.

Generation Link matches older volunteers to families with young children – providing a surrogate grandparent for children whose real grandparents are not around.

'When he was younger I looked after Rasheed for a whole day once a week,' says Lorraine. 'We went on outings to places like London Bridge or a museum.'

'Rasheed lives in a high rise flat with no garden and spent lots of time indoors, so I thought trips out were a good idea.'

'He bonded with me well and used to jump out of his chair to get to me when I arrived. I've seen him become more assured and really grow in confidence.'

Generation Link in Lambeth has 70 volunteers like Lorraine who between them are supporting around 80 families. Some volunteers help children with homework or reading. Others play with the child – giving stressed parents a break. Often the volunteer becomes a trusted support to a parent who might otherwise feel isolated.

'I feel very rewarded in seeing both Rasheed and his mother coming out and making progress,' says Lorraine.



A mum's view...
'Having the one-to-one time with another adult has made Ailsha more open, talkative and articulate. Even the school has noticed the difference it has made.' Mandy, mother of Ailsha, whose Generation Link 'grandparent' comes over most Saturdays.

'A huge thank you to Welcare, it has increased the quality of our lives.'

Helping Steven be a good dad

Welcare's parenting programme in Lewisham has helped to reunite Steven with his baby son, Leo.

Baby Leo was taken into care after his mother, Steven's girlfriend, had a mental breakdown. Steven didn't see his son for several weeks, eventually being allowed only weekly visits at a contact centre.

Steven was determined to see his son more regularly and joined a Welcare parenting class for fathers.

'Coming to the groups helped me to focus on my son and gave me the knowledge I needed,' says Steven.

The courses covered topics such as play, praise, rewards and limit-setting.

Ten months later Steven was awarded custody of his son. 'I know these parenting classes helped me to get my son back,' he says. 'I still love my girlfriend and would love to be with her but I have to focus on Leo.'

'These parenting classes help you find out what fatherhood is all about and what type of care children need.'

SOCIAL WORKERS, SCHOOLS, HEALTH VISITORS AND YOUTH OFFENDING TEAMS ALL REFER FATHERS TO OUR WEBSTER STRATTON INCREDIBLE YEARS PROGRAMME.



Homes safe for children

Last year Welcare visited 1,562 low-income families to help make their homes safer for young children.

Our safety officers spot hazards such as loose electric cables and accessible household chemicals and talk to parents about how to make homes safe for under-5s.

They also fit safety equipment including safety gates, door jammers (to prevent fingers getting crushed), cupboard locks and corner cushions.

Nearly 600 of the visits were funded by our partnership with RoSPA (The Royal Society for the Prevention of Accidents).

'I don't worry about my son climbing the stairs.'

'Our son is our first child so we really had no idea what the potential hazards were.'

Last year Welcare helped to fit over 2,200 safety gates to make homes safer for children

OUR NEW CHILD SAFETY TEAM VANS AND UNIFORMS PRESENT A FAMILY-FRIENDLY AND PROFESSIONAL IMAGE TO THE PARENTS WHO USE ITS SERVICES.



'I found these lessons very helpful in managing my child's behaviour at home.'



'We're at Kew Gardens!' Twenty six children and their parents enjoy a picnic in Kew Gardens during a trip organised by Welcare in Wandsworth.



Mobile veg lifts estate

Two mobile allotments attracted dozens of children and parents to open-air workshops and healthy eating projects run by Welcare in Greenwich last year.

Created by artist Lisa Cheung, the allotments gave children on the Nightingale Estate in Greenwich a chance to grow their own food from seed.

The project really boosted the profile of Welcare in Greenwich's centre. The community is taking pride in the estate and anti-social behaviour has dropped significantly. Dog mess has all but disappeared.

'The project has brought people together, reducing social isolation and encouraging communities to mix,' says Seval Tahsin of Welcare in Greenwich.

The mobile allotments have now moved on, but five new vegetable patches sit neatly on nearby waste land, tended by local people. Lettuce, cabbage, broad beans and other produce are shared by local residents.

ARTIST LISA CHEUNG WITH ONE OF THE TRAILER-ALLOTMENTS INTRODUCED BY WELCARE IN GREENWICH ON THE NIGHTINGALE ESTATE. THE WELCARE GARDENING PROJECT IN GREENWICH BROUGHT A HUGE CROP OF BENEFITS FOR LOCAL CHILDREN AND FAMILIES.

'Welcare combines professionalism with approachability in all it does.'



Elaine makes it happen

Every Tuesday, Elaine Powell, 52, volunteers at the Welcare centre in Croydon – one of an army of volunteers who help to keep our services running smoothly.

Elaine turns her hand to pretty much anything, from answering the phones and welcoming visitors to assisting with data protection work and shredding old documents.

She's even helped with fundraising too – selling cakes and writing to local companies to raise money for a TV for the crèche.

'I have skills that I thought would be of some use,' says Elaine, who's studying for a customer services qualification at a local college.

'I go to meetings and am treated like part of the team. During the rest of the week they send me emails to keep me updated on what's happening.'

'I get such satisfaction from watching other parents and seeing them smile. I've used Welcare's parenting groups and I know how much they can help.'

'Often when parents first come here they are withdrawn but by the time they leave you can see the lift.'



VOLUNTEERS LIKE ELAINE ARE VITAL PARTNERS OF WELCARE, HELPING US MAKE A DIFFERENCE TO CHILDREN'S LIVES.

A trip to a city farm in 2009 was just one of the family outings organised by Welcare last year – providing fun, affordable days out for parents and children.

Could you be a valued Welcare volunteer?

Visit www.welcare.org to find out more about volunteering opportunities.

'In 27 years' volunteering at Welcare I have met the best people in my life.'

Welcare in East Surrey volunteer



Together with Lucy

Nigel had never seen his daughter, Lucy, until they met at the Welcare contact centre in Sutton last October.

'I'd split up from Lucy's mum when she was still pregnant,' says Nigel. 'Not letting me see my daughter was her way of getting back at me, I think.'

Nigel was awarded visiting rights by the court and allowed to meet Lucy, now aged 18 months, at the Welcare contact centre. The visits were a chance for both father and daughter to get to know each other in a supportive environment.

'To begin with we just stayed and played at the centre for a couple of hours,' says Nigel. 'The staff were fantastic. The first time I saw Lucy she ran towards me and said "Hello Dad" and gave me a cuddle. It was a very special moment.'

After a few visits, the sessions became longer. Lucy was allowed home with Nigel for a whole day to meet his mum and other children. And when Lucy broke her arm bumping down stairs at a friend's house, Nigel helped to look after her.

Now, Nigel and his ex-partner are back together again and things are working out well. 'If it hadn't have been for the contact centre things would have been very difficult,' he says.

'I know a lot of the people at the centre are volunteers and they deserve a medal.'

The contact services are based in a friendly environment with lots of toys and books for families to use, and gardens too.

Clothing for free

Parents in Richmond can take advantage of free children's clothes and equipment thanks to our special partnership with the Vineyard Centre in Feltham.

The centre, run by the Riverside Vineyard Church, is a charity which collects good-quality used children's clothes and toys. Three times a year they bring them to

Welcare in Richmond and set up a stall for our service users.

There are boxes of clothes for children of different ages, plus books, toys and other equipment too. Welcare in Richmond's clients can come along and get what they need for free.

'I know a lot of the people at the centre are volunteers and they deserve a medal.'

Always there for Catherine

Catherine was referred to Welcare in East Surrey by her parish priest because her drinking habit was getting out of control.

Catherine was feeling inadequate as a parent and had very little confidence. The local authority was investigating her case and Catherine was worried her daughter would be taken into care, just like her previous four children.

Coming to Welcare in East Surrey was the starting point that has helped Catherine turn her life around. Because of the complexities of her case, we allocated Catherine her own Welcare social worker who visited her regularly.

It took several months to gain Catherine's trust, but eventually she joined our weekly 'stay and play' sessions and signed up for a parenting course too.

Sixteen months on, Catherine acknowledges she may never be a 'perfect parent' but her confidence and self-belief have returned. She's re-building relationships with her other children and in March 2010 children's services closed her case.

'There was always someone to talk to at Welcare,' says Catherine.

Parenting after separation

A new service run by Welcare is helping separated parents learn how to negotiate child care arrangements in a way that puts their children's interests first.

Parents who join the Separated Parents Information Programme discuss the challenges of post-separation parenting and learn how to meet them positively. The four hour programme looks at the effects of separation on the child, how to reduce conflict and improve family relationships.

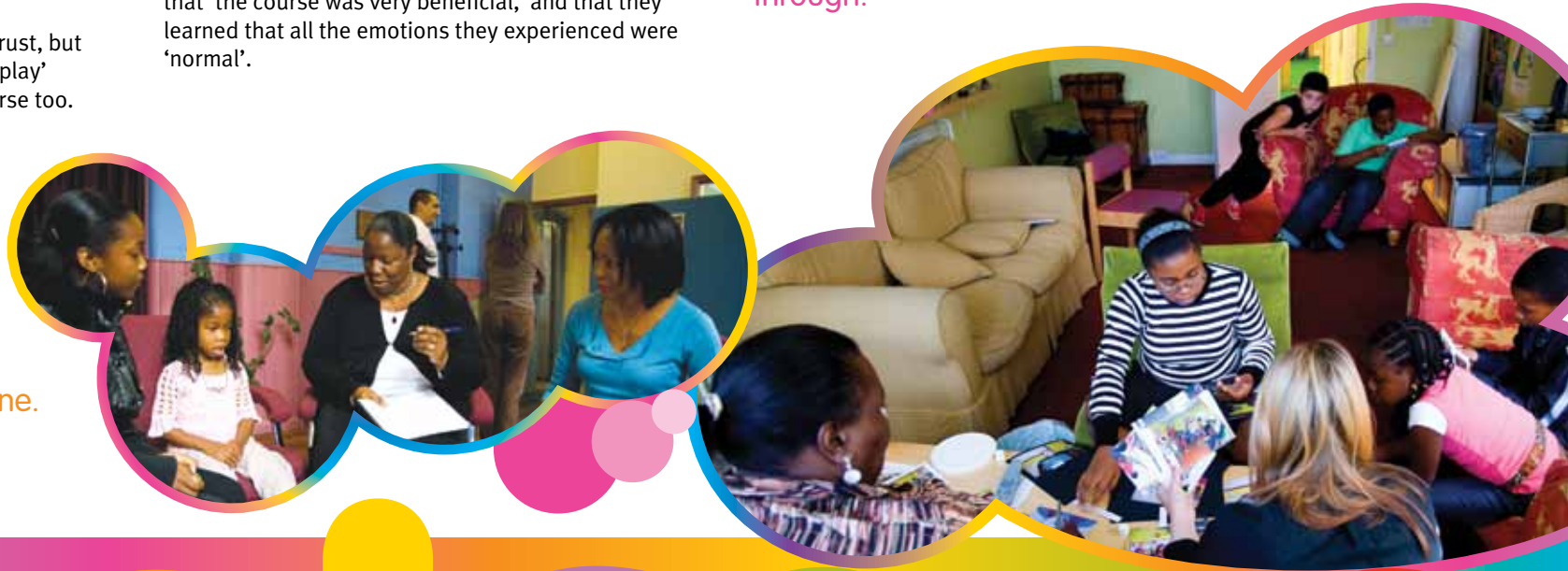
Since its launch in December 2009, over 40 parents have completed the course, which was designed by the Children and Family Court Advisory and Support Service (CAFCASS) and Relate.

Feedback has been very positive, including comments that 'the course was very beneficial,' and that they learned that all the emotions they experienced were 'normal'.

As one parent put it: 'above all we must continue listening and asking children what they are feeling, thinking and wanting.'

At present the service is only available to parents who have already been referred by the courts. But many parents say that if the programme had been available earlier they might not have needed to go to court to resolve differences.

'Very good informative course. The trainers had good knowledge and understanding of what we are going through.'



'The trainers had good knowledge and understanding of what we are going through.'

Facts and figures

Where our money comes from

Income	£	%
1 Donations and events	92,939	4%
2 Grants	871,861	34%
3 Contracts	1,465,742	57%
4 Investment and other income	128,295	5%
Total	2,558,837	

How our money is spent

Expenditure	£	%
1 Fundraising, communication and publicity	22,672	1%
2 Charitable activities	2,897,314	98%
3 Governance	27,526	1%
Total	2,947,512	

Reason for new referral

Child Safety Scheme	44%
Parenting groups	15%
Individual family support	14%
Family Group Meetings	7%
Children's groups	6%
Social work	6%
Child contact	3%
Information and advice	2%
Counselling	2%
Separated Parents Programme	1%



The financial information presented does not comprise the statutory financial statement of Southwark Diocesan Welcare for the financial year end 31st March 2010, but represents extracts from them.

The complete annual report, including auditors' report, can be obtained free of charge from our Director of Finance and Resources at our principle address or downloaded from our website.

Due to the receipt of income and the associated expenditure falling in different financial years a deficit of £388,675 was reported compared to the surplus of £559,287 reported in the previous financial year.

'Above all we must continue listening and asking children what they are feeling, thinking and wanting.'

Thank you

Welcare is grateful for the support it received in 2009/10 from the following funders:

LBAA Awards
CAFCASS
Churches Together in England
Church Welfare Association
Croydon Relief in Need
Croydon Primary Care Trust
Croydon Voluntary Action
Diocese of Southwark – South London Church Fund
Greenwich Play Association
London Borough of Croydon
London Borough of Greenwich
London Borough of Lambeth
London Borough of Lewisham
London Borough of Newham
London Borough of Richmond
London Borough of Southwark
London Borough of Sutton
London Borough of Wandsworth
Margaret Chapman Trust
Marryat Trust
Merstham Millennium Trust
Milton Lloyd
Netherby Trust
Reigate & Banstead Borough Council
Rotary Club of Twickenham
St Faith Trust
Surrey County Council
Tandridge Borough Council
RoSPA

Client grant funders

Carers Lewisham
Family Action
Frank Buttle
John Beane Trust
London Catalyst
London Ragamuffins
National Patients Support Trust
RL Glasspool Trust
Ragamuffins
Reigate & Banstead Mayor's Fund
Royal Oak Trust
Surrey Care Trust
Three Oaks Trust

Welcare would like to thank the numerous churches and individuals who have supported our work this year through finance, prayer and volunteering. Their support has enabled us to make significant, positive changes to children's lives.

PARENTS AND CHILDREN MAKE A GIANT BUTTERFLY PICTURE DURING A FREE DAY-TRIP TO BEAUTIFUL GATTON PARK, SURREY, ORGANISED BY WELCARE IN EAST SURREY AND GATTON PARK EDUCATION.



Trustees 2009/10

Chair – Alison Cavendish

Treasurer – David Atterbury-Thomas

Judith Foster

Peter Johnson

The Venerable Daniel Kajumba

Bridget Knapper

Prof. Alexander Murdock

Marion Parsons

Andrew Simon

Andrew Pegg

David Marshall

Chief Executive – Reverend Anne-Marie Garton

Senior Staff

Director of Finance and Resources

Atawa Aryee FCCA

Company Secretary

Lucy Allan

Directors of Operations

Hugh Salmon

Lorna White

Director of Development

Chris Price

Local Welcare Centres

Welcare in Bromley

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Bromley
BR1 1SB
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t: 020 8466 0399
f: 020 8464 0325

Welcare in Croydon

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Surrey CR0 3RG
e: croydonfamilysupport
@welcare.org
t: 020 8688 5151
f: 020 8686 9741

Welcare in East Surrey

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Redhill, Surrey RH1 1BU
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t: 01737 780884
f: 01737 826781

Welcare in Greenwich

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Woolwich,
London SE18 4HN
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t: 020 8854 3865
f: 020 8488 6558

Welcare in Lambeth

19 Frederick Crescent,
Myatts Field, London SW9 6XN
e: info@welcare.org
t: 020 7820 7910
f: 020 7735 3700

Welcare in Richmond

26 The Green, Twickenham,
Middlesex TW2 5AB
e: admin@richmond-welcare.org.uk
t: 020 8893 9123
f: 020 8893 3993

Welcare in Sutton

Sutton Family Centre, Robin Hood
Lane, Sutton, Surrey SM1 2SD
e: child.contact@welcare.org
t: 020 8770 2092
(Saturdays only)

Welcare in Wandsworth

79 Trinity Road, London SW17 7SQ
e: info@welcare.org.uk
t: 020 8767 1020
f: 020 8767 7066
and
Tooting Locality Early Years Team
Smallwood School,
Smallwood Road,
London SW17 0TW
e: info@welcare.org.uk
t: 020 8767 4795

Welcare Contact Services

56A Mitcham Road, Croydon,
Surrey CR0 3RG
e: child.contact@welcare.org
t: 020 8256 9292
f: 020 8686 9741

Welcare Family Group Meetings Service

79 Trinity Road, London SW17 7SQ
e: fgmproject@welcare.org.uk
t: 020 8767 1020
f: 020 8767 7066

Greenhouse

56-60 Comber Grove
Camberwell, London SE5 0LD
e: greenhouse@welcare.org
t: 020 7703 8419

welcare
strengthening families

Welcare principal address

St. John's Community Centre
19 Frederick Crescent
London SW9 6XN

Tel: 020 7820 7910

Fax: 020 7735 3700

Email: info@welcare.org

Web: www.welcare.org



Welcare's services address real need in our communities, offering practical help at times of crisis and acting as vital support before problems get bigger.

We rely on a wide range of funding to offer this type of help and also on the very valuable contribution that our 200 plus volunteers make in working with families and children.

If you would like to support Welcare, please contact Sharon Graffie at the Central Office on 020 7820 7910 or the Welcare centre or service you wish to support.

A Prayer for Welcare

**Living God,
you have made us in
your own image**

**and we live and grow
best in companionship
with others;**

**bless the work of
Welcare with parents,
carers and children.**

**May Welcare staff,
volunteers and
supporters continue
to provide
places and spaces
where trust is grown,
understanding enabled,
relationships developed,
new confidence found
and potential released.**

Amen

Written by www.rodgersjohns.com and design by www.intertype.co.uk

For details of all our services visit www.welcare.org