

Home-Start Wirral News

Newsletter for Home-Start Wirral Volunteers

Home START

Support and friendship
for families

May 2016

Issue No 2



All moved in!!!!

On the 14th March the team started the move from Argyle Street up to our new base at the Hub. The move went really smoothly and we were settled in just a couple of days.

Your coordinators are available on their mobiles as well as the office number which is 0151 608 8288.

If you haven't been yet, everyone is welcome to pop in and have a look around and a cup of tea.



To celebrate National Volunteer week we are holding our party with a Royal theme on Saturday 11th June 1pm-4pm. Unfortunately we have had quite a poor response so far so we really hope a few more of you are able to join us. Please call and let us know if you can attend or not, 0151 608 8288. If numbers are too low we will have to cancel.



Our "Better Together Group" started again on Monday 9th May 2016. 1.00pm-2.30pm every Monday until Monday 18th July. It is a relaxed, friendly and confidential 10 week course for families' health and wellbeing. If you know of a family who might benefit from attending, or you yourself have a few hours to spare on a Monday to help, please call Julie on 07517 033876 or 0151 608 8288 for more information.



"Attending Better Together has given me the confidence to be able to attend new groups."

"Babies in Mind" – The University of Warwick.....FREE ONLINE COURSE STARTS 6TH JUNE.

Is a 4 week course (maximum of 1 hour a week) and is very interesting for all our volunteers working with babies and mums to be. It comprises of interesting interviews, articles and short lectures all relating to mother and baby during and after pregnancy. It relates to how mum's mental health can have a impact on their new babies around attachment etc...

Details can be found by accessing- <https://www.futurelearn.com/courses/babies-in-mind>

Thank you Ruth Vaulks for passing this wonderful information on!!!!

Survey Monkey – January 2016.



A questionnaire was sent out to all volunteers in January 2016 via Survey Monkey. Out of the 89 that were sent, 41 were completed. Overwhelmingly the feedback was very positive, with an average of over 90% of our volunteers being happy with how we do things.

- ≈ *93% of our volunteers felt the recruitment process was clear and informative and many volunteers felt valued from the very beginning.*
- ≈ *87% of our volunteers felt they knew the organisations boundaries in relation to the volunteer role.*
- ≈ *90% of our volunteers receive regular support and supervision sessions and are given the opportunity to give feedback*
- ≈ *92% of our volunteers feel valued and appreciated*

There were many suggestions given on the questionnaire, and we are working on each of them to see if they can be implemented or improved. These included:-

- ≈ *Improving our communication* – we are always updating our website with information about training and events happening. News updates are also regularly posted on our facebook page. We also now have a regular, quarterly news letter for all volunteers. We also have our Volunteer Champion, John Jones on hand to offer help, advice and support to all our volunteers. We also now have a Quality and Development Manager in post who is working continuously on updating and improving our support to all volunteers. We also aim to continue with our Investors in Volunteers steering group.
- ≈ *Creating volunteer coffee mornings* – These have been incorporated into volunteers peer support sessions, and they will include time to support each other and reflection as well as some informative training sessions around areas our volunteers have identified themselves.
- ≈ *Improving our communication while you're on resting* - We have already started to work on this by including all resting volunteers in our news letter mail shots as well as individual communications so you don't feel left out of the loop.
- ≈ *Celebrating volunteer's achievements* – We are now looking at how we celebrate our wonderful volunteers' such as reaching support milestones as well as news our volunteers would like to share with everyone.
- ≈ *Keeping emails confidential* – All volunteer email addresses will not be visible to other volunteers when information is being sent out.

For our organisation to survive in these trying times, we need the help and support from our wonderful volunteers by way of giving feedback about how we are doing, this can be done in so many ways such as your support and supervision with your coordinator, keeping in touch with your volunteer champion John Jones, and completing our annual volunteer questionnaire which will be done every January from now on. So, please get involved as much as you can.

Volunteer Handbook update

The existing handbook is in the process of being updated, and we are looking for some eager volunteers to get involved with its development. If you have some time to spare and would like to proof read our first draft and give us feedback, please contact Jo Greer at the Hub.

Volunteer Group Support

Please don't forget to put your name down to attend some of the group support sessions. Dates have been sent out to everyone. Attendance at these, for all projects, is currently very low and we would really appreciate some feedback as to why?
Please call the Hub to either book on or let us know why you can't attend.

Shop news.....

Congratulations to Brendan on the safe arrival of his new grandson.

Congratulations to Natasha Hughes and Vicky Dootson for starting their NVQ level 1 in retail. Good luck !!!!

Also well done to Wendy Perryman who will soon be leaving us for a paid job in charity retail. We will miss you!

Our young volunteers at Bidston Avenue are holding a teddy tombola at their school fair, this will add to their total of £200 they have already raised for Home-Start Wirral and it will also help them gain their National Citizenship Award.

The shop is also looking for a volunteer who can help increase the success of the Home-Start Wirral Ebay shop. If you have access to a computer and can take a good photo, please get in touch with Sara Forfar who can give you more information.

Your Volunteer Champion.



Hello all our volunteers.

It has been a busy and quite stressful time since our last Volunteer Newsletter. As you may already know, I sent out a letter to all volunteers a few weeks ago to try to reassure everyone about the recent changes. It is not ideal that everyone now has to operate out of our premises at The Hub, but funding cut backs meant the Home Start Wirral management had no other option available to them. The closure of the office in Birkenhead meant staff, IT equipment, clients, staff and volunteers paperwork etc. all had to be transferred to The Hub. As I know from moving house a few years ago, such a move is a stressful time for all concerned. HSW management and staff have all coped with the move and their colleagues who were already based at The Hub have made everyone welcome.

In my role as 'Volunteer Champion', however, I was principally concerned about how the recent changes might impact on the volunteers. To date, I am delighted that things have settled down remarkably quickly. We can still contact out co-ordinators as and when required and I am not aware of any volunteer problems that need to be addressed. The funding cutbacks have also meant that some of the staff hours have been reduced, but any issues that volunteers have that need to be sorted out quickly can still be dealt with. I can also confirm that if any volunteers want to discuss something with me it will be treated in a confidential manner. You can contact me on my mobile 07970 652690, or email me at my work email address: johnjones@thewo.org.uk

On a happier note, I am looking forward to meeting as many volunteers as possible on Saturday, 11th June at Tranmere Rovers (1p.m to 4.00pm). This will be a great way to celebrate the fantastic contribution of the HSW volunteers.

We need you help to raise money for the Children's Christmas Party! Wirral Coastal Walk

This fundraising event takes place on Sunday 12th June, so please join us to help raise some much needed funds. Everyone is welcome, why not make a day of it and involve your friends and family.

The walk starts at Seacombe Ferry and finishes at the Wirral Country Park Visitor Centre at Thurstaston, which is 15 miles, but you can choose to do a shorter walk of either 4 or 10 miles.

As in previous years, it is sure to be a fun day out for all the family and a fantastic opportunity to raise valuable funds for Home-Start Wirral, so we hope to get as many volunteers signed up as possible.

If you want to put your name down for a sponsorship form email us at admin@homestartwirral.co.uk or the office on 0151 608 8288

Bump-Start Course of Preparation has now started on a Monday and is being run at the community rooms in Birkenhead Fire Station for the next nine week's.

If you would like to refresh any training you have done in your own course, please contact the Hub for dates and availability.



As our groups are becoming more popular with the families we support, we have found ourselves running short of volunteers. You may be waiting to be matched to a family yourself or you may have a few extra hours you could offer to help in one of our groups, we would love you to get in touch.....

If you are interested, please contact Nikki on 0151 608 8288 or email her at nikkibarker@homestartwirral.co.uk for more information.

The loss of a much valued volunteer

Margaret Murray sadly passed away in hospital on Saturday 7th May after a long illness. Margaret volunteered at the Hub for over 10 years, initially helping in the playroom with the children then moved onto helping in the kitchen and parents lounge, looking after the parents providing endless cups of tea and coffee and cleaning toys. For anyone visiting the Hub on the days Margaret volunteered they never forgot her and she never forgot a name or a face. She knew every family that attended the Hub and would regularly chat about them years after they had left, often seeing past families out and about, when she was on her travels to the many volunteering roles she had. She loved to talk and socialise with people. Margaret really enjoyed her weekly visit to the Hub.

Margaret showed great kindness and commitment to her role.

Margaret will be sadly missed by all who knew her. She is a great loss for the Home-Start Hub Team. Funeral details to follow.

A GOODBYE MESSAGE FROM KAREN JONES

I first started volunteering early in 2011 and after a while I was lucky enough to become one of the staff as a Rapid Response Worker. I have decided to move on in my career but wanted to thank you all for all that you do. You volunteers are the very heart of Home-Start, your generosity and willingness to give your time to others is wonderful. Your understanding, because their lives might be very different from your own.

Your empathy, an ability to put yourself in someone else's shoes and feel what they might feel.

Your compassion, to truly care about making someone else's life better, and patience because the process doesn't always go as smoothly as it might!

You've shown these qualities and so much more, so thank you for all that you do. I will miss you all.

Do you want to find out a bit more about Home-Start Wirral?

Why not have a look at our website www.homestartwirral.co.uk

Dave Caswell, one of our Family Support Volunteers, does a great job of keeping our website up to date. Please take the time to have a look at what a great job he is doing.



We also have two face book pages you can join:

https://www.facebook.com/Home-Start-Wirral-Charity-Shop-342827682514397/timeline?ref=page_internal

<https://www.facebook.com/Home-Start-Wirral-News-643059492436840/>

You can also keep in touch with what is happening with Home-Start throughout the UK, and internationally:

Home-Start UK website - www.home-start.co.uk or you can join the face book community page for Home-Start UK

www.facebook.com/homestartuk