



HOME START

ANNUAL REPORT 2024

Home-Start Glasgow North
and North Lanarkshire

MESSAGE FROM OUR CHAIR

Friends

Welcome to the Home-Start Glasgow North and North Lanarkshire Annual Report for 2023-24. This is the second annual report I've had the privilege of introducing to you, the friends, funders, volunteers and team members, who make our vision of a Scotland where every child is loved, valued and nurtured a reality. No matter whether you have pounded out the miles in the Kiltwalk or got on the floor to play with children at family group, whatever you've done for us, you've done for our children and families. Thank you.

This annual report helps us share achievements of the past year and a peek into our aspirations for the future. As ever we are mindful of new research and Government policy developments; The Promise, The Infant Voice and Perinatal mental health, remain deeply rooted in our work, however we are committed to always looking beyond what we already do well to what else we can do to improve the children and their families that we support. One of our most inspirational developments has been the opening of our new Family Hub in Maryhill. This project is funded by NHS Greater Glasgow and Clyde Health Board Endowment Fund and is a first in Scotland bringing midwives, health visitors, expectant mothers and their families together, as early as possible in a pregnancy, along with other partners such as Education, Social Work and family-centred third sector organisations, to give babies the very best start in life. We know that the first thousand days are the most significant in the life of a child. We

want to make sure that even before the clock starts ticking on that countdown the best foundation possible has been established. Watch this space.

In North Lanarkshire we've been working with local schools to work alongside families and children who face challenges affecting their educational, emotional and social achievements. The difference we make to these children cannot be quantified. Knowing the problems faced by a family and how that might affect a child's education helps us support and empower parents and carers to make better choices for themselves and their children. Sometimes it's something incredibly simple, sometimes it's a multi-stranded issue and it's the expertise, commitment and tenacity of our staff and volunteers which help unravel issues and find solutions.

And while we've been setting up these new services in North Glasgow and North Lanarkshire, every one of them is built on the solid ground of our existing exceptional services, one to one family support and group work. I cannot thank enough the fabulous team who make all this happen, or staff and volunteers. They make it look effortless, but I know how much hard work and dedication it takes to make these services the amazing success that they are.

I'll go away now and let you see for yourself the amazing work we've done and I hope, it inspires you to keep supporting HSGNNL and spread the message that each and every one of us can make a difference to a child's life.

Thanks
Susan

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NOTHING STANDS STILL....2023-2024

IT WOULD BE TRUE TO SAY THAT NOTHING STANDS STILL AT HOME-START GLASGOW NORTH AND NORTH LANARKSHIRE.

It has been another exciting and fruitful year with many changes and developments to embrace and celebrate. Our Board has continued to develop and expand with additional skill sets and further passion being added. Once again, we thank our Board for their guidance and support, and in particular to Susan Walsh, our Chair, who is a guiding light who keeps us on our toes and makes us laugh in equal measures. Her passion, knowledge and enthusiasm are second to none and she is the first Chair that has managed to finish our Board meetings on time!

Our staff team has also grown and developed with more volunteer co-ordinating capacity and group workers. We are delighted to now be 'building' our new team to support the Early Years Family Hub in Maryhill and also a team to support the Families Here and Now work, to deliver the Early Help and Family Support programme in North Lanarkshire funded through the Whole Family Wellbeing Fund. Both projects are at the early stages of their implementation, and we look forward to sharing news on their development throughout the year ahead.

Our expansion brought about further change and our growing team needed a space that accommodated new staff members and those connecting with the charity. Although our work covers the whole of the North of Glasgow (and North Lanarkshire), Maryhill holds a special place in our hearts as the 'Janitors Office' has been our welcoming home/ office for many years. Rooted in the community it has been a safe and familiar place for many families,

volunteers, staff and visitors so moving out was a big shift. We have kept it for our new Hub space, and we have also gained a new fantastic office space for our Glasgow North Team at Netherton Community Centre near Anniesland. It already feels like home, and we have been made extremely welcome by the Community Centre staff team and community. Our North Lanarkshire Team remain in Orbison Neighbourhood Centre where they are settled and continue to connect across communities in North Lanarkshire.

Relationships remain key to all that we do. Whether working alongside families, engaging new volunteers or developing new partnerships with statutory, private or third sector, relationships are the starting point for everything.

We have been grateful over the last year to work with existing funders and also to welcome new funders to our portfolio to support our work with families. The current funding landscape is challenging with economic factors impacting available funds. We are grateful and proud that funders recognise the value in investing in our work and the importance in investing in the Early Years sector.

Our staff and volunteer team remain dedicated, committed and passionate in all that we do and we are grateful to our friends and supporters across communities in North Glasgow and North Lanarkshire for their continued support of our work.

Nikki O'Hara,
Director



“My son really loves the volunteer coming, so I can see how much he enjoys play. I am often too stressed and busy to play with him but now I see how important it is.”

Quote from family

STRATEGIC PLAN 2024-2029

Well, here it is. Home-Start Glasgow North and North Lanarkshire's strategic plan for the next five years. It's the result of months of consultation, engagement, listening, checking things out and then defining and refining what we need to do to help support families, children and our communities.

We can't and won't ever work in isolation, so I want to say a personal thank you to everyone who has helped us reach this point. This is an inspirational and aspirational plan for the future, and we look forward to continuing to work with our friends and allies; volunteers, families, staff, community groups, local authorities, funders, the Health and Social Care Partnership, the Scottish Government, Home-Start UK, Trustees... anyone and everyone who shares our dream of children and families living happy, thriving, confident and resilient lives.

It might look simple, but this one, single page will help everyone who wants to know who we are and what we do, understand how we'll achieve the better future our families

deserve, and that our staff and volunteers strive for every day, out there in real communities, working with real people. As always, we're delighted to hear what you think of our plan and we're always happy to connect with those who care about children and families. Thank you for reading this strategic plan and, more importantly, thank you for sharing our dream.

SUSAN H WALSH OBE

Chair, Home-Start Glasgow North and North Lanarkshire

OUR OUTCOMES WHAT DOES SUCCESS LOOK LIKE?

IMPACT

Through bespoke early intervention with practical and emotional support, families demonstrate improved mental and physical well-being, increased self-confidence, positive relationships and engagement within their communities.

CONNECTION

Staff, volunteers and families feel valued, respected and recognised. Their emotional and physical well-being and life experiences are enhanced through support, development opportunities, training and increased connections.

GROWTH

The voices and views of those involved in our service, together with research and experiences, are the foundation of future growth and development.

OUR VISION

OUR VISION
WHAT IS OUR DREAM?
Children and families are happy, thriving,

OUR MISSION WHAT WILL WE DO?

To ensure children have the best possible opportunities to flourish, we nurture and support families to build confidence, improve health and well-being, strengthen relationships and connect with their communities.

INTEGRITY

We are accountable for our actions and behaviours. We strive to build honest, trusting relationships with everyone.

COLLABORATION

We value everyone's contribution and explore different ideas. We are curious to learn from others and we build partnerships to bring positive change.

COMPASSION

We care deeply about making a difference.

INCLUSION

We listen and respond to the voices of children and families. We acknowledge their unique needs, preferences and characteristics, ensuring our services are inclusive and accessible for all.

RESPECT

We respect everyone's rights, beliefs and feelings. We treat everyone with empathy, compassion and dignity.

COMMITMENT

We challenge ourselves to be our best and to deliver a meaningful and positive experience for our families, volunteers and staff.

OUR VALUES HOW WILL WE BEHAVE?



PERINATAL AND INFANT MENTAL HEALTH SUPPORT

OUR WORK IN THE PERINATAL PERIOD HAS CONTINUED TO EVOLVE AS WE LEARN AND DEVELOP OUR SERVICES, SUPPORT, OPPORTUNITIES AND TRAINING.

Mental ill health in the perinatal period covers a range of conditions including depression and anxiety, and can affect people of all ages and backgrounds. It impacts both mothers and fathers with up to 20% of mothers and up to 10% of fathers affected at this crucial stage of life. The perinatal period typically refers to the period of pregnancy, childbirth, and the first year after birth. Whilst clinical support is often necessary, emotional support can be a lifeline helping new parents feel more confident, less isolated and feel more connected to support in their communities.

Thanks to various funding sources, including the Scottish Government PIMHF managed by Inspiring Scotland, HSGNNL have been able to continue to provide crucial, enhanced support to new and expectant parents, carers, infants, and families who are experiencing mental health challenges during the perinatal period. Our community-based support compliments clinical services with the offer of peer support, which includes practical and emotional support, signposting and connecting with community resources, and intensive support in the home if required.

We have carefully considered our groups in consultation with parents and volunteers and hear clearly the benefits to having groups for different ages and stages in community-based settings. Café Stork, our perinatal focused group, provides a space where new or experienced parents can meet and share experiences and challenges. Our offer of additional support through baby massage and

pediatric first aid along with workshops on weaning and signposting to local baby banks is welcomed by parents. We also link with other third sector colleagues who can enhance and/or complement our offer of support with specialist support for example Amma Birth Companions.

We are committed to the Infant Pledge as understand that an infant's most important developments, physical, cognitive, and emotional, have their foundations set through pregnancy and baby's first few years. Early bonding and attachment are crucial for a baby's development and much of our evidence-based support, approaches and programmes such as VIG, Solihull, Peep and Circle of Security support these essential interactions and connections.

Building on the success of our established home-visiting family support service and delivery of parenting support groups across North Lanarkshire and North Glasgow, we are excited to be working with partners including midwifery to lead the development of a new, innovative Early Years Family Hub in Maryhill. Based in the Janitor's office and annexe in Maryhill Community Centre, this space will be available for all families from pregnancy through the early years of parenthood. The space will be supported by Home-Start staff and volunteers and will also offer outreach working space for other partners to connect with families and their new babies.



“

Mum said ‘in every kind of way Home-Start gave her major change in me and my confidence’. Home-Start made time to listen to me when I needed it the most.

Quote from family

Home-Start arrived in our lives at just the right time, we were lost before it. Home-Start were like the light in the darkness

Quote from parent

”

PERINATAL CASE STUDY

MUM WAS REFERRED BY HER HEALTH VISITOR (HV) AS SHE WAS A SINGLE MUM WHO HAD JUST HAD HER THIRD CHILD AND APPEARED TO BE STRUGGLING. MUM WAS VERY ISOLATED WITH NO SUPPORT FROM FAMILY AND FRIENDS. HER HV WAS CONCERNED AS MUM HAD THREE CHILDREN UNDER THREE YEARS OLD AND HER FIRST CHILD WAS BORN PREMATURELY AT 26 WEEKS AND PRESENTED WITH DEVELOPMENTAL AND HEALTH NEEDS.

Mum was an asylum seeker from Iraq who had received her UK status. Her Mum resided in the Netherlands and Mum is very close to her. Her ex-partner takes their first child to nursery and collects shopping but does not support Mum financially or look after the children.

Mum was struggling with her own physical health and had a heart condition which resulted in increased tiredness and shortness of breath and needed to attend hospital appointments.

Mum was suffering from low self-esteem and struggled to go out with all three children. She felt very isolated and lonely.

C1 was attending nursery but Mum was concerned that they were not receiving the right support for their specific needs. The HV had referred the infant to the West Centre for speech & language support and it was identified that they may be on the Autistic Spectrum. Due to a lack of understanding of this, Mum appeared to be in denial of the potential diagnosis.

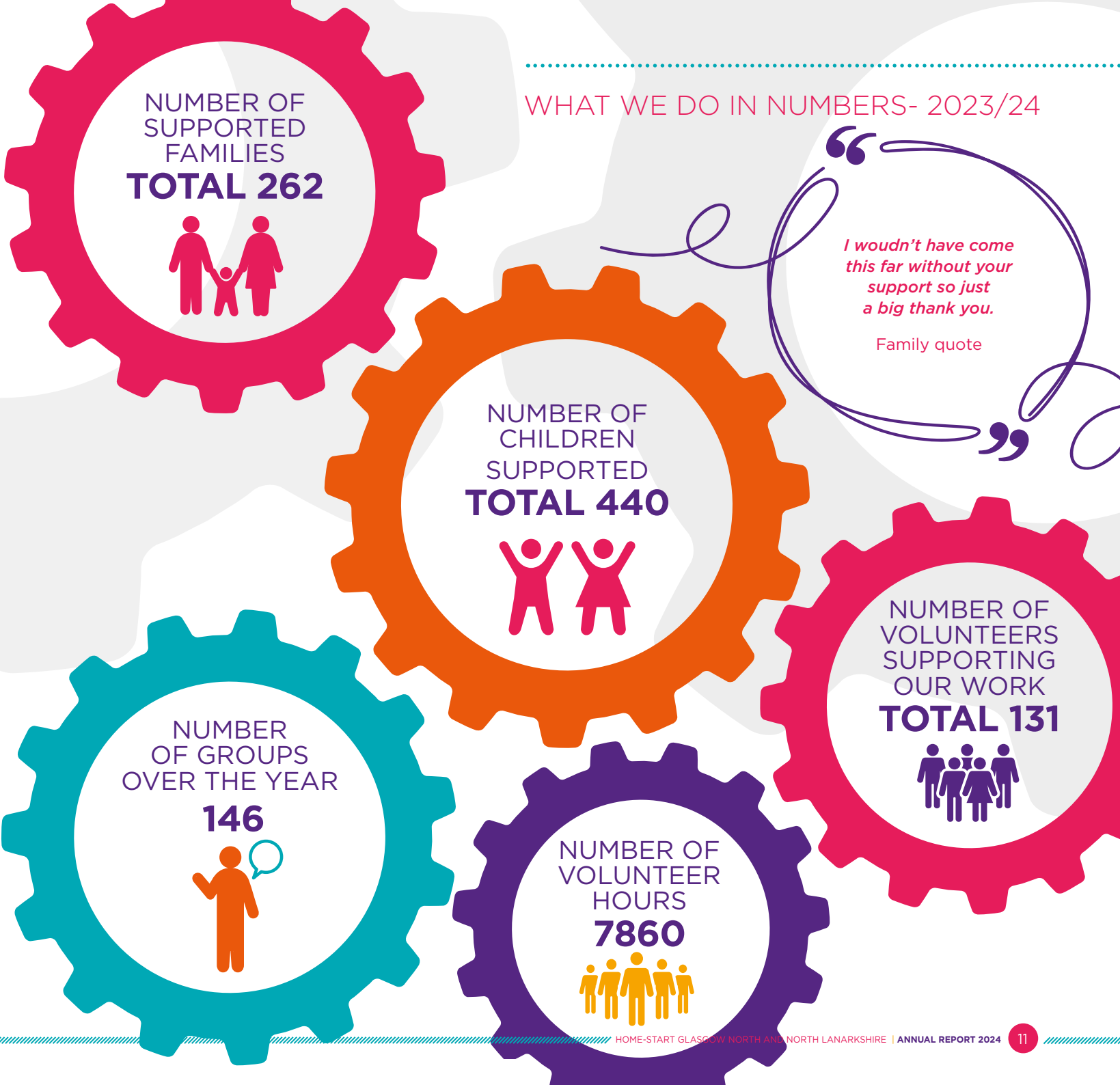
Mum wanted the best for her children and a lot of the Family Support Co-ordinator visits centered round supporting her mental health as she often felt overwhelmed and anxious. They provided support, guidance and reassurance and assisted in signposting for both further child-minding support and

financial assistance. The financial support through Save the Children enabled mum to buy essential items for both her home and her young family.

Over time, Mum’s confidence and wellbeing improved, and an autism diagnosis was confirmed for C1. Mum was then matched with a trained volunteer who had experience and knowledge of autism. This support continued to build Mums confidence enabling her to support her child’s development. She also supported Mum to liaise with the nursery to request a nursery place that could provide suitable tailored support that would meet her child’s need. This proved to be a very positive outcome with the child being provided with a place which supported their needs and Mum felt confident that her child’s needs were being met. The volunteers’ support and guidance had empowered Mum to advocate for C1’s needs.

When Home-Start GNNL support came to an end, the Mum expressed her heartfelt gratitude to both the volunteer and staff member for all that they had done. She said that they were always there at every step of the way to help her understand and empathise with how she was feeling, and she would never have believed that she would have got to this stage of feeling hopeful instead of feeling defeated.

WHAT WE DO IN NUMBERS- 2023/24



VOLUNTEER PROFILE

GERALDINE

What made you want to be a volunteer?

I wanted to become a volunteer as when I saw the advert during covid was around, this really appealed to me. I have volunteered in many settings over the past 20 years and feel that it's always good to give something back in life to help others.

What is your favourite thing about Home-Start?

My favourite thing about Home-Start is the help that it can offer to parents and their children. Raising children is a hard job and everyone needs support to do this and give their family the best start in life.

Tell us about your life outside Home-Start.

My life outside Home-Start involves my own job of working with children and families in foster care. I love spending time with my mum and family, and we are often planning day trips and family holidays. I love cruising and also enjoy attending the theatre and concerts.

What does Home-Start mean to you?

Home-Start is a great organisation. The government should be funding more of this support for families, investing in their futures and giving children a safe and happy

childhood, which everyone deserves. In my own job I see the trauma of children and young people and with places like Home-Start where support and help can be put in place to support families who may be struggling.

What advice would you give to anyone thinking of joining the volunteer team?

Advice for anyone to join the volunteer team is "do it". There is so much you can get from volunteering it increases your life skills and confidence when you see the help that you can offer to families and the difference that it can make. All the staff I have met over the last few years have been lovely and the training opportunities are really good.



VOLUNTEER PROFILE

BEATRIX

What made you want to be a volunteer?

I have been looking into different organisations and programmes to support my practical knowledge for my college education. I decided to become a volunteer prior to education because I have always believed in the power of community support and the positive impact it can have on families.

What is your favourite thing about Home-Start?

My favourite thing about Home-Start is the sense of community and the genuine connections I have made with the families I supported. It's incredible rewarding to see the positive changes in the 'families' lives and to know that I have played a small part in their journey.

Tell us about your life outside of Home-Start.

Outside of Home-Start I'm a busy mum of a 3 year old toddler and also a home-based independent travel agent, which gave me great flexibility in arranging my study commitments and managing my work-life balance.

What does Home-Start mean to you?

Home-Start means a lot to me because it has given me the opportunity to be part of some amazing family's lives and provided me with a solid practical experience I need in my career.

What advice would you give to anyone thinking of joining the volunteer team?

My advice to anyone thinking of joining the volunteer team is to go for it! Volunteering with Home-Start is a rewarding experience, and it helps you grow as an individual. The training and support you receive are excellent and you will be part of a welcoming and supportive community.



HOME-START ACTIVITIES

OUR DISTINCTIVE OFFER

Every day is a school day at HSGNNL and we love to work closely with the communities we serve to develop our services ensuring they meet the needs of the families we have the privilege of working alongside. Whilst volunteer home-visiting remains at the core of our work, we have continued to develop innovative and creative services including group work, focussed provision in thematic areas, such as perinatal and infant mental health, intensive family support and school support, and are involved in many community partnerships to ensure integrated support for families.

HOME-VISITING

We have continued to build and strengthen our core home-visiting service thanks to the dedication and commitment of volunteers. This service is at the heart of Home-Start's work, with volunteers working alongside parents, in their own homes, to help them cope with the stresses and strains of everyday life. With patience, persistence, care and compassion, trained volunteers encourage and support families to increase skills, confidence, and the strength they need to nurture their children and babies. Often the start can be gentle with phone support until relationships and trust develop. Led by the family, our approach is as individual as the people we support. Our volunteers, many who have lived experience themselves, provide support such as a listening ear, home-making support, parenting guidance, an extra set of hands to get wee ones out of the house, help getting to appointments, assistance completing forms, and so the list goes on.

INTENSIVE FAMILY SUPPORT/RAPID RESPONSE

For some families facing complex challenges or needing more immediate support during the perinatal period, staff are on hand for a short period of time to provide a more intensive level of support. This support can help situations such as

*It helped me to realise
how I'm attuned with
my son. It really helped
me to see our bond.*

stabilising family challenges, periods of low mood and parenting difficulties for new parents. Over time, where possible, support is then provided by a volunteer or, if required, signposted to a more specialist intervention or area of support. We understand the importance of clinical support when required, but hear first hand from parents the importance of emotional and social support helping to decrease loneliness and isolation and improve self-worth, confidence and low mood.

GROUPS

For many families, support is not, or no longer, required in the home but instead in the community, where families can make new connections and reduce isolation at one of our many groups. Our group work has expanded greatly over the past year, with new Group Workers joining the team, allowing us to reach additional and wider communities in both Glasgow North and North Lanarkshire. We continue to listen to the individual, daily challenges of families and communities and offer a variety of groups, where they need us most. From Café Stork, our perinatal focused groups, which provide intimate, nurturing spaces where new or experienced caregivers can share the joys and challenges during their child's first year, to our lively Family Groups, where families with children from birth to school age can come together to socialise, grow, and have fun participating in a range of enjoyable activities. We are committed to the ongoing development of our groups, keeping our approach fresh and methods innovative, including embracing the Peep Learning Together Programme at our recently launched infant Peep group. We are proud to provide consistently safe,

welcoming, supportive and nurturing environments across all groups where, supported by staff and volunteers, families feel empowered to connect with other families, engage in peer support, boost their self-esteem and confidence, participate in sensory experiences, learn about food preparation, practice baby massage and enjoy general play and more. We continue to collaborate with community partners relevant to the needs of families in the area, supporting them collectively through everyday challenges, and regularly offer co-facilitated sessions covering topics such as oral health, mental health awareness, nutrition, cooking and financial guidance, inspiring families to live to their fullest potential.

HOLIDAY PROGRAMMES

While our groups pause during the spring, summer, October and Christmas school holidays, our Holiday Programme offers an exciting opportunity for families to remain connected while engaging in a varied syllabus of activities located in their local and wider communities. From visiting local parks and museums, enjoying in-house events with Play Talk Read and captivating storytelling in the woods, to further afield trips to the zoo, our Holiday Programme aims to please the diverse interests of the whole family. We are dedicated to providing families with opportunities that encourage connection, play, creativity, laughter and learning whilst supporting families through new experiences and fostering confidence to explore their wider world beyond our Holiday Programme.

NORTH LANARKSHIRE SCHOOLS SUPPORT

In partnership with NLC/HSCP in North Lanarkshire, we have worked collaboratively as part of the 'Children and Young People Mental Health and Wellbeing (CYPMHWB) programme to develop support within a small number of primary schools in North Lanarkshire. The aim of the project is to provide emotional support, friendship and practical help to parents and carers of children at the P1-P3 stage who are experiencing difficulties engaging or re-engaging with their primary school post-pandemic. The level of support is dependent on each family's needs.

By promoting parent-child engagement, nurturing relationships, caregiver support and stress reduction, families who may be at risk of a family breakdown will be supported to re-engage into the school environment and also, where required, we will work with families to transition from nursery to primary school.

"Pamela has been instrumental in maintaining home links with a significant family within our service. She has been professional while exhibiting the importance of links between our school and families. I hope to continue working with Pamela and the service in the next academic year to allow us to fully support the families in our establishment, during challenging times." Gemma Sinclair. Head Teacher at Sacred Heart Primary, Bellshill.

VIDEO INTERACTION GUIDANCE (VIG)

We have been offering this relationship-based intervention for a number of years and strongly believe that parents can enhance their relationship with their children and families by engaging in this work. Supported by in-depth research, the team at HSGNNL are invested in this intervention which complements the current family support work already provided by staff and volunteers. VIG is a video feedback intervention which is based on respect, empowerment and collaboration and aims to promote greater parental sensitivity to children's initiatives, leading to mutual emotional well-being. The process begins by helping the family to negotiate their own goals. Asking them what it is they want to change helps to ensure that they are engaged in the process from the outset. Adult-child interactions are then filmed and edited to produce a short film that focuses on the positive interactions and allows parents to self-identify all of the positives they see for themselves throughout their edited film, providing them with new self-awareness and foundation for their adult-child relationship.

OUR COMMITMENT TO FAMILIES

HOME-START GLASGOW NORTH AND NORTH LANARKSHIRE HAVE CONTINUED TO COMMIT TO THE PRINCIPLES OF THE PROMISE TO ENSURE WE ARE IMPROVING AND STRENGTHENING OUR IMPACT, ESPECIALLY AROUND MAKING OUR SERVICES AS ACCESSIBLE AS POSSIBLE, LISTENING TO THE VOICES OF CHILDREN AND ENSURING EVERYTHING WE DO IS UNDERPINNED BY CHILDREN'S RIGHTS.

Home-Start UK have created four Partnership Hubs across Scotland which will support the network to share The Promise resources and learning. HSGNNL are part of the Western Practice Hub and will continue to meet throughout the course of 2024-25.

Working alongside those with lived experience strengthens our service and ensures we are delivering the right support, at the right time. Our new Strategic Plan 2024-29 enforces our commitment to listening to the voices of babies, children and families and using their knowledge and experiences to increase our skills and improve our services. Staff have a clear understanding of The Promise and children's rights became legally protected in Scotland in July 2024 as UNCRC Incorporation Act came into force. The UNCRC and our volunteer training and assessment course provides detailed learning and resources for The Promise and UNCRC ensuring all involved with HSGNNL embed this in our everyday lives and work.

On 20th June 2024, The Promise plan 2024-30 was launched. This is Scotland's plan to Keep the Promise by 2030, setting out a map of what needs to happen, along with everyone's role and timelines. The development of the plan, which will be kept up to date, is led by the Independent Strategic

Advisor for The Promise. With support from our Practice Hub, we will continue delivering support and services in line with the foundations and principals of The Promise and UNCRC

We are also committed to the Infant Pledge, which was launched in 2023. All babies and young children have a right to meaningful participation, but because of their age, or ability to verbally communicate their needs, we commit to creatively observing and capturing this. The Pledge indicates good practice as a model of participation - Space, Voice, Influence and Audience, which are inter-related and overlapping and based on Article 12 of the United Nations Convention on the Rights of the Child.

We were delighted to support a request from the Perinatal Mental Health Network to consult families on the original Women and Families Maternal Mental Health pledge. The new Perinatal Mental Health Pledge ensures the voice of lived experience is there to set out the expectations when accessing services.



INCLUSION

THE HOME-START NETWORK IS COMMITTED TO EQUALITY, INCLUSION AND CREATING BETTER LIVES FOR ALL FAMILIES.

For over 50 years, Home-Start has sought to tackle inequality faced by families. However, as understanding of discrimination, anti-racism, accessibility and diversity has developed, we acknowledge that we have much to do to be fully diverse and inclusive. Home-Start Glasgow North and North Lanarkshire is wholeheartedly committed to ensuring equity, equality, diversity and inclusion (EEDI) is central to our work and are open and willing to work hard to improve.

Home-Start UK's vision is to be a charity where every family, volunteer, member of staff, supporter, funder and partner feels welcomed and valued as part of our movement. Home-Start Glasgow North and North Lanarkshire stands firm on this vision too and has actively worked on developing our EEDI Action Plan this year confirming our commitment and passion to this area of work.

LGBT Charter

This year we have been working towards our LGBT Charter. This is a very well-designed programme from LGBT Youth Scotland which has guided us to examine in detail our policies and practices in this particular area and has also given us insights into inclusion of other groups along the way. We initially carried out a survey to get feedback from families, staff and volunteers around how included and respected they felt. This was unanimously positive, which reflects the emphasis we give in all our work of treating everyone as an individual.

Part of the charter work was around visibility of our support for the LGBT community, so that families and referrers know that all families are

welcome to receive our support. We took part in the Glasgow Pride march, which was a privilege to be part of, with great crowd support along the way. We also carried out a make-over of our garden at Maryhill to reflect diversity and inclusion. Our volunteers helped to paint images on the barrel planters to represent various minority groups, we painted wooden troughs in rainbow colours, added plants in rainbow colours and as a final flourish put up our LGBT Rainbow flag for all to see. The overall effect is bright, colourful and welcoming, ensuring that all families feel welcome before they even step through our door. To ensure wider visibility of our support for the LGBT community, we have published regular social media posts and newsletter articles about our LGBT Charter journey throughout the year.

Other areas we have worked on as part of the charter is ensuring our policies, paperwork and practices are inclusive, that our group resources reflect diversity, and that we link with and signpost effectively to LGBT-specific organisations. Staff and volunteers have also received training from LGBT Youth Scotland, and we have developed our own training material around LGBT inclusion for new staff and volunteers who join us in the future.

Working towards the LGBT Charter has been a rewarding experience and will help us continue to support the LGBT communities, as well as all families, in the most inclusive and supportive way that we can. We hope to receive our charter award by the end of the year!

WHY WELL-BEING MATTERS

The wellbeing of our staff and volunteer team is crucial. Whilst being in families' lives is a privilege it can also be challenging both physically and mentally. In line with our policies and procedure, the duty of care of our staff and volunteer team remains a priority. The management team provide an open-door policy with regular support and supervision, reflective practice, team meetings, training and wellbeing sessions available to all staff.

The Board of Trustees and senior management team ensure that the well-being of staff is prioritised with policies and procedures supporting family-friendly working and workspaces that are comfortable and welcoming.

Our regular training and team meetings have provided a space for learning, sharing and developing, as well as peer support and team building. Along with mandatory training, such as child protection, we have engaged in additional areas of training like ASIST, Trauma Informed Parenting, Peep and Human Trafficking and Exploitation in Scotland.

In consultation with staff, we are currently developing our Appraisal and CPD processes. Staff are also supported to engage in volunteer days.

We work hard to support and engage with our committed volunteers who work tirelessly providing time, care and compassion to families. Along with comprehensive training, support and supervision, we also provide opportunities for peer-to-peer support, consultation through our "volunteer voices" process and time for fun and connecting with each other.



Connections and relationships within the team are vital to our success.

FRIENDSHIP AND CARE

Wellbeing, care, kindness and friendship are important to us all. Never was a truer word said, when we remembered our lovely friend and colleague, Stevie Reid who sadly passed away too soon. Stevie worked for the Mears Group, the housing provider that manages temporary and emergency accommodation to asylum seekers. Stevie was a true friend to many, and we were honoured by his families and work colleagues to support a request to have a beautiful bench located in our garden in his memory. We remember Stevie with much fondness.



When I first started with Home-Start I felt I was living in a bird cage struggling with everything. Now with the amazing support I feel free and have the confidence to go out more and enjoy my children. This means so much to me.

Family quote



FUNDRAISING AND EVENTS

OUR SUPPORTERS HAVE ONCE AGAIN DEMONSTRATED REMARKABLE KINDNESS AND GENEROSITY, WITH SOME NEW SUPPORTERS JOINING US THIS YEAR ALONGSIDE MANY OTHERS WHO HAVE SUPPORTED US FOR YEARS.

Ultimately, it is the support of our community that drives our work forward.

Now more than ever, people are stepping up to raise funds and tackle exciting challenges to support our cause. Committed volunteers have participated in events like the Kiltwalk and walking the West Highland Way, as well as running marathons and half marathons, and even taking the plunge with a 160ft bungee jump. We are extremely grateful to everyone who supports our work in any way.

It's been a great year for collaboration! We've had the opportunity to work closely with John Lewis, Waitrose, and BT thanks to our partnership with HSUK. Our relationship with Scullion Law has also grown stronger, and we've made new connections with Mears and The High School of Glasgow. These new and existing partnerships have resulted in generous donations that will help enhance our group activities and summer programme. Once more, Glasgow Spirit of Christmas and BT showed their kindness by ensuring no family was left without gifts during the festive period. We are very grateful!

Thanks to our partnerships with several nearby supermarkets and community groups, we have been able to establish a strong presence in the local area and proudly represent Home-Start GNNL. This has involved raising awareness through information stalls, participating in networking gatherings and community days,



and working together to host our own Home-Start GNNL Summer Fayre during West Fest 2024. The event was a great success that united the entire community. Stall holders, volunteers, families, and community champions collaborated in organising, gathering contributions, and promoting the event. A strong sense of unity was felt among all. Working together, we had a wonderful day engaging in activities, running stalls, and, above all, seeing our families having a great time.

Our fundraisers and supporters are essential to the success of our work. Their remarkable support makes our work achievable, and we are deeply thankful for their generosity and commitment to helping local families facing challenges over the past year.

- MAIN GRANTS**
- BBC Children in Need
 - Glasgow Communities Fund
 - Glasgow Community Mental Health and Well-being Fund
 - Health and Social Care North Lanarkshire
 - NHS Endowment Fund
 - National Lottery Community Fund
 - North Lanarkshire Community Mental Health and Well-being Fund
 - North Lanarkshire Council
 - VANL
 - Perinatal Infant Mental Health Fund - Scottish Government
 - Robertson Trust
 - William Grant Foundation

- OTHER**
- Save the Children
 - Co-op Local Community Fund
 - Scotmid
 - Benefact Group - Movement for Good
 - Feed UK

- DONORS**
- Barratt Homes
 - Baynes Charitable Trust
 - BT
 - Glasgow Spirit of Christmas
 - Hillfoot Nursery
 - Jane Allen Trust
 - John Lewis Partnership
 - Linda's Lucky Charity Raffle
 - Mears Group
 - Scottish Enterprise
 - Scullion Law
 - Skipton Building Society
 - The High School of Glasgow
 - Waitrose

FUNDERS 2023/2024

2023/2024 INCOME	
Grant Funding	789,981
Other income and donations	57,611
Total	847,592
EXPENDITURE	
Staff Costs	541,522
Training	9,251
General Office costs	100,980
Programme Costs	53,110
Audit Fees	7,920
Home-Start UK fees	11,334
Advertising	3,984
Total Expenditure	728,101
Surplus	119,491
Opening reserves	287,154
Closing reserves	406,645



THANK YOU

AS ALWAYS THANK YOU NEVER REALLY SEEMS ENOUGH WHEN WE CONSIDER THE VAST AMOUNT OF KINDNESS SHOWN IN SO MANY WAYS TO HOME-START GLASGOW NORTH AND NORTH LANARKSHIRE.



Our amazing volunteers remain our key gift that we get to share with families. The gift that is priceless and unique. Whilst we believe all our volunteers deserve a thank you for all that they do, they clearly tell us that it is their privilege to be invited into families' homes who openly share their lives and with them. Our well-loved volunteers surprise us daily with their skills and talents that are often their best kept secret, that in time we unleash! From 'I'm only a mum', to 'I was rubbish at art at school' we've utilised and benefitted from their amazing skill sets. The skill sets that keep on giving.....volunteers are the BEST!

We were delighted that one of our longest standing volunteers, Matthew Trotter, on

his retirement from the role of Treasurer, received an "Extra Applause Award" in the Trustee category at the HSUK Volunteer Award. Brilliant recognition for all Matthew's dedication and commitment to HSGNNL over the last 10 years. We are now delighted to welcome Anna Faulds- Robertson as our new Treasurer.

During the last year we have continued to grow and develop our staff, our services, and our relationships, enabling us to support more families and volunteers than ever. Whilst the funding landscape continues to be challenging and competitive, we have worked hard to secure funding to support and develop our current work and new services whilst also ensuring our reserves are maintained.

We remain grateful to the individuals and companies who have sponsored activities and events, and also those who have come forward to provide pro bono support.

We are grateful to all our funders, old and new, who have provided us with the financial stability to ensure our work with those that we support can continue to develop and flourish.

And finally, our fantastic staff and board. What a great team we make!

We would like to thank each and every one of you who has got us to where we are today and hope that you will continue believing in us in our exciting journey ahead.

Director
Nikki O'Hara

Senior Manager
Gillian Leslie

Business & Finance Manager
Donna Forrest

*Early Years Family
Hub Project Manager*
Yvonne Farrelly

Service Managers
Karen Erskine (Lanarkshire)
Margaret Finlay (Glasgow)

*Family Support
Coordinators/Workers*
Abi Currie (Glasgow)
Ainsley McCrimmond (Glasgow)
Annette McConnell (Glasgow)
Julie Dunan (Glasgow)
Kirsteen Donaldson (Lanarkshire)
Lynne Morris (Lanarkshire)
Pamela Deans (Lanarkshire)

VIG and Project Worker
Fiona Hamilton (Glasgow)

Volunteer Coordinators
Anna Cheung
Emily Sabatine

*Community Engagement
and Fundraising Officer*
Caitlin Brown (Resigned)
Rachel Muir

Group Workers
Angela Collum (Glasgow) (Resigned)
Mary McConnell (Glasgow)
Laura Jones (Glasgow)
Brogan Gallacher (Lanarkshire)
Nichola Eathorne (Lanarkshire)

Administrator
Carly Stevenson (Glasgow) (Resigned)

*Administrator
and Communications Officer*
Suzanne Boyle (Lanarkshire)

Board of Trustees
Amy Glover
Anna Faulds-Robertson (Treasurer)
Charles Galbraith
Gill McInnes
Jackie Luporini
Mani Rao
Matthew Trotter - Treasurer (Resigned)
Sarah Jane Thompson
Sheila Gillies
Susan H Walsh OBE - Chair
Tez Baker
Vina Malloo

Advisor to the Board - Child Protection
Anna Donnelly

And all our fantastic Volunteers!

Over the last year we have said farewell to several staff who have moved on from Home-Start Glasgow North and North Lanarkshire. We would like to thank them for the commitment, passion and enthusiasm they have shown to our work, and wish them well in their adventures ahead.

OUR TEAM



Home-Start Glasgow North and North Lanarkshire

GLASGOW OFFICE:

Netherton Community Centre
358 Netherton Road
Glasgow G13 1AX
Tel: 0141 948 0441

NORTH LANARKSHIRE OFFICE:

Orbiston Neighbourhood Centre
Busby Road, Bellshill ML4 2BW
Tel: 01698 442 883

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Charitable organisation,
registered with OSCR SCO32736

