

Annual Impact Report 2019-2020



Isle of Wight Integrated Early Help Services including:

Family Centres
Targeted Early Help
Intensive Family Support
Strengthening Families

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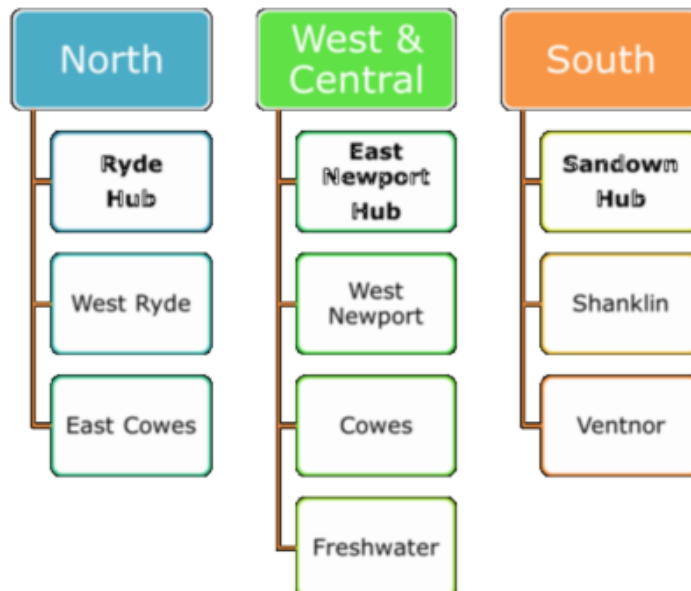
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1. The Services Included in this Report

This is the annual impact report for IOW Integrated Early Help Services, incorporating Family Centres and Intensive Family Support (including Strengthening Families; the Isle of Wight’s response to the national Troubled Families agenda).

Barnardo’s delivers Integrated Early Help Services on behalf of IOW Council. In 2019-20 the service was delivered through Family Centres clustered into three Localities: North East Wight, South Wight and West and Central Wight

Each Locality has a hub centre open Monday-Friday 9am to 4.30 pm. These are based in Ryde, Sandown and East Newport. There are a further eight spoke delivery sites where services are delivered.



The Integrated Early Help Service offers a range of universal and targeted support to families with children aged from pre-birth to 19 years of age across the localities. In addition it offers intensive family support, delivering the Strengthening Families Programme and Targeted Early Help family support.

Family Centre Core offer

The Family Centre offer comprises a range of interventions designed to improve the health, education and wellbeing of families with children aged 0-19. The core offer is delivered by Barnardo’s Staff, our talented Volunteers and a range of partners with services delivered from the Family Centre Hub and Spoke sites

The following were delivered from Family Centre sites as part of the offer in 2019-2020:



Figure 1: The family centre partnership offer



Figure 2: The elements of the Integrated Early Help Service:

Universal Services

IOW council terms “Universal services” as those that are open to all families irrespective of any inclusion criteria. Examples include stay and play sessions, Midwifery and Health Visitor Clinics

Targeted Early Help Offer:

The Targeted Early Help offer is defined as specific interventions delivered to families who have an identified need, or who are specifically invited to attend. Examples include; evidence based parenting programmes, breastfeeding support, Five to Thrive mother and new baby courses, adult education, counselling, Special Educational Needs (SEN) support, Speech and Language support, one to one bespoke consultation session

Targeted Early Help Support:

Targeted Early Help support is available to any family with a range of support issues who require additional support to meet those needs via Universal and Early Help services. A Barnardo's Targeted Early Help Worker will communicate with the family and partner agencies to identify the most appropriate service offer and if required provide a one to one session to assess the whole family's needs. The service offer could include; attending parenting programmes, support to address health issues or support in accessing and choosing childcare or early education or signposting onto appropriate housing, benefits and budgeting services. When a multi-agency response is identified and the family are considered eligible for the Strengthening Families programme an assessment is carried out by the worker or jointly with a partner agency in order to refer through for more intensive family support.

Intensive Family Support:

IOW IEHS provides dedicated family support for families experiencing multiple difficulties. This support can last for up to a year to enable families to sustain positive changes. Intensive family support is provided either as part of the Strengthening Families Programme or as Targeted Early Help Family support:

Strengthening Families:

The Strengthening Families Programme works with families to support them to make sustained positive changes. To access the programme families will be experiencing two or more of the following:

- An assessment or a managed step down from Child In Need;
- School attendance concerns;
- Receipt of out of work benefits;
- A family member is experiencing domestic abuse;
- Long-term health conditions including mental health problems;
- Recent police involvement with the family.

Outcomes are monitored against these criteria to demonstrate progress.

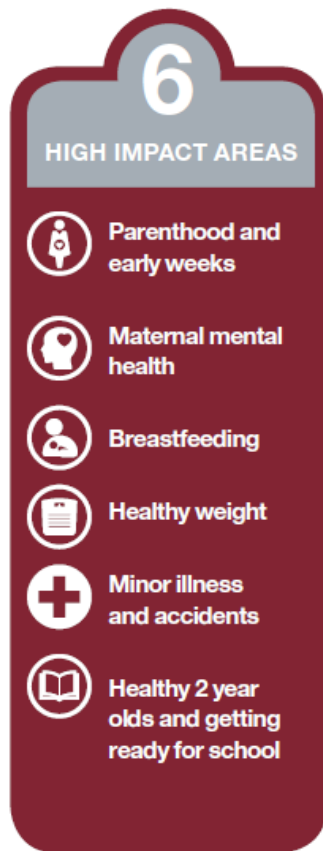
Targeted Early Help Family Support:

Families may have multiple needs but not meet the criteria of the Strengthening Families Programme. Family support is still available for these families. The Family Support Worker will work with the wider "Team around the Family" (TAF) to provide a range of support designed to enable the family to meet their goals as highlighted in the IOW Council's Distance Travelled Toolkit. This is often a shorter piece of work as the family needs are less complex.

All families, whether Strengthening Families or Targeted Early Help, receive a dedicated family support worker (FSW) who supports them to develop a family plan reflecting the individual family's needs.

FSWs work with the whole family, engaging with parents/carers, young people and children and sometimes wider extended family. The support available is holistic, outcome focused and strengths based.

2. Public Health Offer:



A key priority of the Integrated Early Help Service, permeating throughout Universal, Targeted and Intensive Family Support, is the promotion of public health linked to the 6 High Impact areas of the 0-5 and 0-19 National Healthy Child Programme and relevant indicators in the Public Health Outcome Framework

This is delivered at Universal and Targeted levels by the Family centre Targeted Early Help Workers (TEHWs) and volunteers. In addition health needs are one of the core criteria for accessing our Intensive Family Support offer. 50% of families supported in 2019-20 were nominated for support with their health needs, predominantly mental health but also other long-term conditions and acute episodes. We work holistically with the family adopting a "think family" approach to health and development and work with adults and children. Our Family Support Workers develop outcome focused plans with the family to improve their health across all domains and with all family members.

Early Years High Impact Areas

Parenthood and the early weeks:

Five to Thrive

Barnardo's Family Centres have embedded the Kate Cairns "Five to Thrive" approach to attachment and early brain development in all our services and it informs all of our work supporting parents and carers.



The Targeted Early Help Team has developed a **five week programme for new parents based on the Five to Thrive principles**. Offered to all first time parents and delivered over 5 weeks. Sessions cover; Relax, Respond, Cuddle, Play and Talk and weaning and healthy lifestyles. Programmes provide an opportunity for new parents to form peer relationships and support. Most go on to attend family centre or community based baby groups and continue to support each other after the course has finished.

161 new parents attended a programme in 2019-20 with 96% demonstrating an improvement in at least one measured outcome.

Service users consistently feedback that they were very satisfied or satisfied with the course, and that for the majority their abilities as new parents had greatly improved or improved. A service user commented that they felt our course was better than some similar courses that you have to pay for.

We included a 5th week to the program around weaning which would be the next journey for them to go on at 6months of age, as this was an area our service users were asking for.

Comments from service users from their feedback forms:

"Very informative, fun and relaxed!"

"Highly recommend!"

Better than tots play or baby development Thank you!"

"I would highly recommend the Five to Thrive course, the ladies have been so welcoming and I felt in a very safe space to speak within the group. Was great to talk to mums in your same situation and the information given was delivered in a patient way which I found helped create a relaxed environment".

Maternal Mental Health:

Improving parental and child mental health is a key priority for Intensive Family Support. Targeted Early Help workers provide assessment and support to enable parents with common mental health problems to develop networks of support and access community resources. The Five to Thrive programme is particularly beneficial for new parents adjusting to parenthood and promotes positive bonding, attachment and emotional health and wellbeing.

The Baby Incredible Years courses are able to be offered ante and postnatally. These are small bespoke groups due to the vulnerability of the parents who are invited to attend this course. Those who have attended have said they have enjoyed the course and gained knowledge about how to respond to their babies. We have been exploring innovative ways we can interact with more vulnerable parents and plan to offer increased 1-2-1, 1 hour bespoke sessions in the future. We have developed digital solutions to offer this support on varied platforms increasing accessibility to all.

Breastfeeding:

Whilst we are no longer commissioned to deliver one-to-one breast feeding support we promote breastfeeding at every opportunity. Targeted Early Help Workers deliver Association of Breast Feeding Mothers (ABM) workshops to both antenatal and post-natal parents and use Change4Life and locally produced NHS resources. We provide a supportive and encouraging environment for breastfeeding mothers in all centres. We have a small group of volunteer peer supporters who attend our family/baby play sessions to provide advice and guidance and we have a specialist breast-feeding advisor within the targeted early help team who can respond to any specific concerns or signpost back to health visiting colleagues if appropriate. **32 breastfeeding mothers received enhanced information, advice or guidance (IAG) from the service in 2019-20** in addition to those receiving generic promotion messages.

Breast feeding Workshops have been particularly successful - 15 workshops reached 58 parents this year. The specialist breastfeeding advisor has created links with health professionals resulting in more parents and their family members / friends engaging with the workshops. Feedback from parents has been excellent, all of it very positive about how much better prepared and determined they feel to give breastfeeding their best efforts (or to support the family member who is going to be breastfeeding).

Case Study

A couple who came to a workshop and expressed that they were going to 'give it (breastfeeding) a try' but that if it didn't work they were happy to bottle feed, so would like to know about this as well. By the end of the 2 hour session, they were stating that they "**had no idea how important breastfeeding was**". They were both planning to return to work very quickly as they are both self-employed but having attended the workshop they stated he would be trying to look at how they could work around things to allow the mother to stay home, not have to go back to work, be with the baby and breastfeed for as long as she possibly could.

I think this is one of the most memorable turnarounds from thinking a couple 'might' breastfeed to thinking they 'absolutely must'. It was like music to my ears and I felt we did a good job by supporting the unborn baby and their family to have the very best start in life.

Rachel Price, Breastfeeding Specialist

Healthy Weight:

Our Targeted Early Help Team are trained to deliver HENRY (Health, Exercise and Nutrition in the Really Young). This is an evidence based obesity prevention programme for parents of children up to 8 years of age. HENRY can be delivered as an 8 week course or as topic specific workshops.

The full 8 week course was not appealing to many families with only 3 attending and 2 completing the programme. Feedback and outcomes were positive for those who completed the course. One commented that they "*have now made time together eating at mealtimes*" as a result of attending HENRY.



In response to parents indicating they would prefer shorter more manageable healthy eating support the targeted early help team have devised a 2 week **Healthy Balance workshop** which will be ready to deliver to families soon; initially online and then face to face.

The **weaning workshops** have proved popular; 87 people attended 16 workshops with everyone enjoying the session, and all having improved confidence at the end.

Attaching the weaning workshops to the end of the Five to Thrive courses has been an innovation this year which has increased access and allowed us to target families at the perfect time. All babies are between approximately 8 weeks to 7 months when they attend the weaning workshop so the information is relevant to those thinking ahead and particularly relevant to those who are on the brink, or have just started to wean.

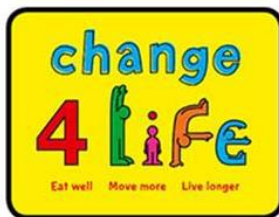
Feedback tells us this is a really valuable workshop which is not only excellent for baby's future health and well-being but also a big positive for their parent/carers mental health as it can help them find the 'weaning process' more enjoyable and less stressful. 100% of the attendees fed back that they felt their knowledge, understanding and confidence had improved.

"I feel so much more confident than before I came"

"I want to do a combination of spoon feeding and baby led weaning as I didn't know I could do both",

"I understand the difference between gagging and choking and feel less frightened that my baby is going to choke",

I am going to batch cook to make life easier"



Targeted early help workers also drop in to health visiting clinics and play sessions with healthy weight promotion messages using Change4Life resources. They provided meaningful IAG on health and well-being to 114 parents/carers and healthy eating advice to 37 parents/carers in addition to generic health promotion messaging.

Minor Illnesses and accidents:

Advice and guidance on accident prevention is provided via themed drop-ins to play sessions. This has included sun safety, safety in the home, car safety and we use CAPT resources to support this activity. In addition to this promotion work meaningful IAG was provided to 26 families regarding safety this year.



Safe sleep messages are included in our Baby Incredible Years programme for more vulnerable parents. We also provide IAG using materials from the Foundation for Sudden Infant Death and Lullaby Trust and refer or signpost to Health visitors for more input if appropriate.

Healthy 2 year olds and getting ready for school:

We offer several initiatives which support development of Early Communication skills. These include our “**Language Builders**” evidence based programme, **Five to Thrive** Programme, **Building Blocks for Toddlers** and **Baby Incredible Years**. We also ensure our volunteer-led play sessions are planned to cover elements of the **Early Years Foundation Stage (EYFS) Curriculum** and encourage language development. Our embedded Five to Thrive approach supports early communication skills across all our service delivery.

The family centre contacts every family who is eligible for the two year funded childcare offer and promotes uptake of places..

A key programme for this particular age group is the **Building Blocks for Toddlers** (BB4T) and to ensure we reach those who need it most the style of delivery has been adapted to suit the service users. We deliver sessions at The Lodge (supported Lodgings for young mothers) and the programme was adapted especially for the needs of these young parents. Our team have also worked to extend the BB4T support into Family Play sessions after the course for some families.

Case Study:

A father with learning disabilities was supported in the play sessions with his daughter I was able to identify all the positive behaviours that he showed. I could coach him and model good play and communication skills with him towards his daughter then go on and praise him for his efforts. To be able to point out the impact of this child-led play on his daughter enabled him to do more becoming the service and return of attuned parenting extend his daughter’s learning. I identified the father’s unique learning style during the workshop and extending this into the play sessions he was able to access seamless support whilst also having fun with his daughter.

Charmain Garrard, Targeted Early Help Worker

The team has also adapted delivery to meet the needs of families who are unable to access a traditional group based delivery of BB4T. Issues were identified relating to child care, parents being unable to travel, and the challenges for parents attending all sessions due to children becoming poorly etc.

Adapted delivery:

Now I am meeting one to one with parents, sometimes with and sometimes without their children – both of which can be beneficial for different reasons. This has meant that parents can access support instantly without waiting for a course to come up in their area. Instead I have been able to meet parents at West

Newport, Sandown and Ryde, and I am often able to coordinate meeting one or more parent on any one day in a particular location.

I adapt the delivery of course content depending upon the needs of the parent/family, both in terms of their level of understanding/previous experience, the reason for their referral, and whether or not their child is present.

Sarah Goddard, Targeted Early Help Worker

School aged high impact areas:

Resilience and wellbeing:

We deliver the Family Links Nurture Programmes for parents/carers of children aged 3-18. These provide support and strategies for parents/carers to nurture their child's development of positive emotional health, wellbeing and resilience. Resilience and wellbeing are also covered in all of our Evidence Based Parenting Programmes (EBPPs) which were attended by 665 parents/carers in 2019-20. The 5-19 Healthy Child Programme recommends delivery of a range of evidence-based parenting support programmes.

Keeping safe:

Our school-aged EBPPs cover online safety and Teen Triple P covers understanding and promotion of healthy relationships. Staff have access to the Real Love Rocks resources and materials around promoting healthy relationships which can be used one to one with children and young people.

The CYGNET EBPP has a specific additional programme for the parents/carers of pre-teen and adolescents with autistic spectrum conditions. This covers puberty, sexuality and relationships (PSR) which can be particularly challenging for young people on the autistic spectrum to negotiate.

One parents reported ***"this course has helped my confidence in dealing with topics regarding PSR and so my anxiety around it has diminished. I've realised that a lot of worry has been about my anxiety of dealing correctly with situations"***

Healthy Lifestyles:

Adopting the "Every contact Counts" approach our practitioners promote healthy lifestyles at every opportunity using Change for Life and other locally produced resources.

Maximising learning and achievement:

School attendance is a primary focus for Intensive Family Support and 13% of cases opened this year (66) were primarily due to this issue. 71 families improved their school attendance enough to attract a Payment by Result which requires significant and sustained improvement in school attendance.



We have also provided advice and guidance to schools and settings about supporting children with neurodevelopmental disorders reaching 126 practitioners and invited SEN staff to attend CYGNET and ADHD EBPP alongside parents/carers.

Family Centres host **individual tuition sessions** for children currently unable to access mainstream schooling.

Supporting complex and additional health and wellbeing needs:

This is primarily the focus of the Intensive Family Support Service. Our suite of support for parents of children with neurodevelopmental disorders is highly valued by those accessing it and is demonstrating positive improvement in outcomes.

3. Barnardo's Added Value

Investment in IOW Integrated Early Help and wider Children's Services system 2019/2020:

Barnardo's believes in children on the Isle of Wight. In addition to the income from commissioned services we also invest our own voluntary funds to supplement commissioned services, or to deliver services which are not currently commissioned. We are also able to respond to local need by incorporating additional commissioned delivery within the IEHS management framework to provide a rapid, cost effective response for commissioners. Below are details of our VF investment and additional funding attracted in 2019-20:

Service	Commissioner	Contract Income	Barnardo's contribution	Comments
Frankie SA, CSE, FGM	IOW Council, CCG, POCC	£41,226	£19,990	Contract income does not cover full cost of service delivery so subsidised by Barnardo's
ADHD & ASC parenting support	CCG 256 grant funding	£166,400		We were awarded an additional 120K for ASC parenting support and ADHD workshops to schools in response to local need
Community Support for Offenders Families	n/a	0	£94,514	Solely Funded by Barnardo's Voluntary funds
Talk 2 counselling	CCG	£88,835	£69,819	Barnardo's has invested in this service since it was commissioned in 2013
U Turn CSE and CCE support	N/a	0	£50,000	Barnardo's funds a full time CSE/CCE worker
Grants for families and young people	N/a		£3,923	To provide additional practical support from white goods to tree climbing
		£296,461	£238,246	£534,707 total added value

Grants to improve outcomes for children and families were provided to 21 families and included the following

- White goods
- Tree Climbing
- Swimming lessons
- Football lessons

- UKSA Sailing
- Beds
- Holiday
- Travel to mainland appointments
- Sensory aids

Value for money:

Having developed a truly integrated service delivery model it was possible for Barnardo's to attract additional funding to integrate additional services and offer significant value for money in doing so. This has included CCG funded Specialist Parenting Support offering ADHD and ASC EBPPs to parents following referral from paediatricians post-diagnosis. This has ensured timely access to support for parents and brought them into the early help family centres where support can be accessed on an on-going basis. As demand in the system has increased we have been able to expand the service delivery in 2019-20 offering a significantly increased support offer with income from CCG increased to £169,150. We have been able to mobilise this additional support instantly due to the integrated service offer and flexible use of omni-competent practitioners. The additional funds also provided us with an ability to focus on reaching more schools with an ADHD awareness workshop.

In addition we have been able to add value for money by embedding the Frankie service within the IEHS, using existing management and governance infrastructure and investing our own voluntary funds to provide an exemplar service for the financial envelope available to commissioners.

Benefit in Kind:

We work in partnership with midwifery, Public Health Nursing, Speech and Language support, Children's Services, Tier 2 Mental Health, NO Limits and a range of other service providers to increase accessibility to cost effective services by hosting sessions within Family centres at no cost. Based on the sessions delivered in 2018-19 the benefit in kind (based on market rates for room hire) amount to:

- Midwifery services: £38,136
- Health Visiting: £11,016
- Speech and Language: £4,644
- Children's Social care: £4,092
- Child and Young Person's Mental Health: £18,270
- Other providers: £5,832

This has provided a total benefit in kind to wider children's services system of **£81,900.**

4. Service Developments and Key Achievements in 2019-20

2019-20 was expected to be the final year of the current contract having reached 5 years and a 10% saving was required on core funding. In addition the funding from the Troubled Families Programme reduced significantly as it was also expected to be the final year of phase 2 of the National Troubled Families programme. Therefore there was an expected reduction in funding for the TF element of approximately £230,000. The priorities for 2019-20 were identified with the above in mind:

To maintain the level of Intensive Family Support available to families in this final contract year by using Barnardo's Voluntary Funds to meet funding shortfall. This will prevent a "cliff edge" service reduction for families and will be achieved by reinvesting PBR income received in previous year.

We were awarded additional grant funding from the CCG, and we were able to carry forward £27,350 of payment by results income from 2018-19 to maintain levels of staffing and support, despite the significant drop of £116,000 in core contract income and £230,000 in Troubled Families Attachment funding in 19-20.

To continue to support IOW Council in delivering the Troubled Families (TF) remedial action plan and sustainability plans via active engagement in the Strengthening Families (SF) Strategic and Task and Finish groups and to plan and prepare for potential Phase 3 of the National Troubled Families Programme

- Barnardo's provided constructive input into revisions of the SF remedial actions plans. Service management met regularly with the commissioning officer to ensure there was a constant review of service delivery and procedures and adjustments made to support the strategic direction for the Local Authority
- Team members supported the delivery of Early Help Assessment training to the children's workforce practitioners in order to increase understanding of the service offer and referral routes

To extend and enhance the provision of EBPP for parents/carers of children with neurodevelopmental disorders in partnership with the IOW Clinical Commissioning Group.

- See reports on delivery of ASC and ADHD parenting programmes (page 21)
- Evaluation of ADHD workshops for professionals can be found at appendix 2

To support IOW Council in preparing the service for retendering

- Service Management meet regularly with the LA commissioning officer and the quarterly review meetings provide opportunities to explore future service delivery models

To support transition of service, staff and volunteers to new service provider if required

- Contract has been extended for a year until end of March 2021

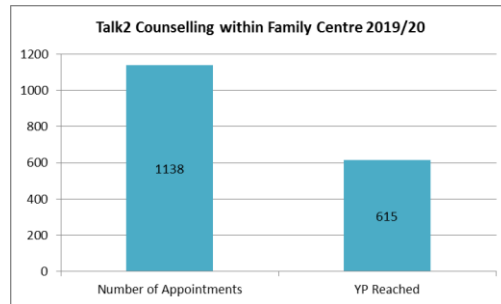
5. Service Outputs, Outcomes and key performance measures

Family Centres

In 2019-20, we delivered and/or hosted **4,859** sessions of activity from our Family Centres (this does not include Targeted intensive Family support) – an average of 31 per week per locality. **1,657** sessions were delivered by partners in Family Centre's, **2,963** (excluding Intensive Family support) were directly delivered by Barnardo's and **239** sessions delivered by Barnardo's volunteers

Activity	Sessions Delivered	Carers Reached
		Children/CYP Does NOT include those not registered with Family Centre
Delivered by Partners		
Delivered by Volunteers		
Delivered by Barnardo's		
Adult training	14	4
Employment - work readiness (TFEA)	21	10
Frankie Counselling	278	35
Therapeutic Story Writing	10	5
Course - External provider	26	38
Groups - SEN	68	107
Health Visitor clinics	210	797
Speech and Language clinics	129	204
Antenatal clinics	526	1,132
LGBTQ – Breakout Youth	1	1
MH Group (Feel Good Friday)	15	14
ASC Assessments	100	237
Home Start Group	184	88
Supervised contact	36	7
Universal Stay & Play	27	15
Health Visitor – Twins	8	11
Drop and Swap - community project (West Wight)	19	14
Language and communication	15	29
Breastfeeding support	15	58
Baby massage	4	5
Parenting - evidence based programmes	273	347
1:1 EBPP	140	67
Parenting – workshops	85	177
1:1 parenting workshops/sessions	15	13
Information and guidance (IAG) Parenting	250	163
All other IAG	1,699	660
Universal stay and plays	218	293
Targeted Stay & Play	52	36
In Reach Family Support/Visits/Response to service	419	399
Targeted family Contacts		243

In addition we hosted 1138 counselling sessions reaching 615 children within the family centres:

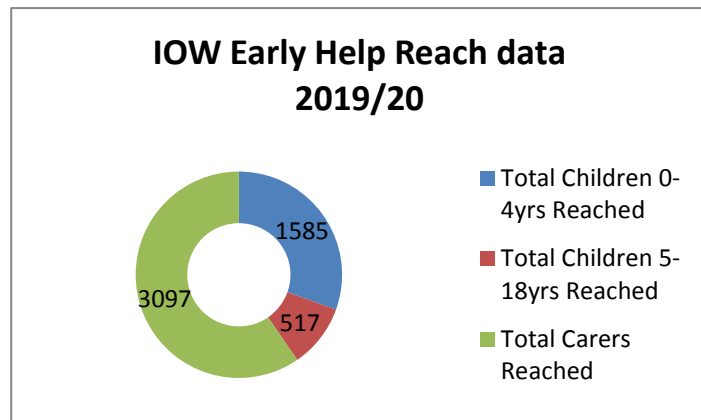


The total reach of the service was **5,205** parents/carers and children, an increase of 26 service users compared to last year

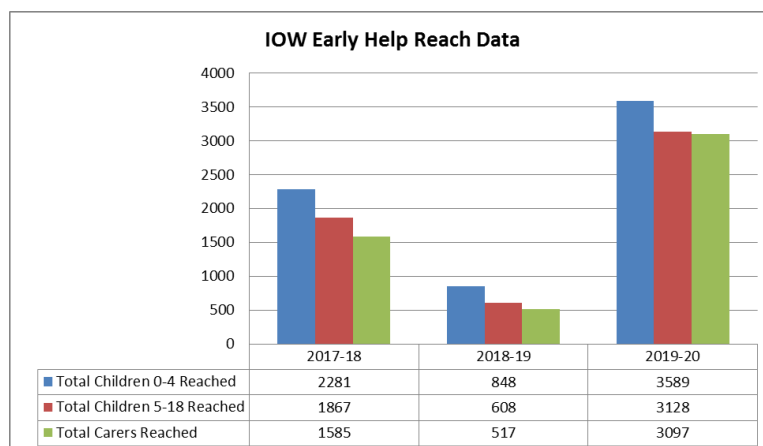
Total number of service users receiving only universal support during 2019/20 **2,474**

- **48%** of all service users accessed only universal services
- **67%** of parents/carers accessed only universal services

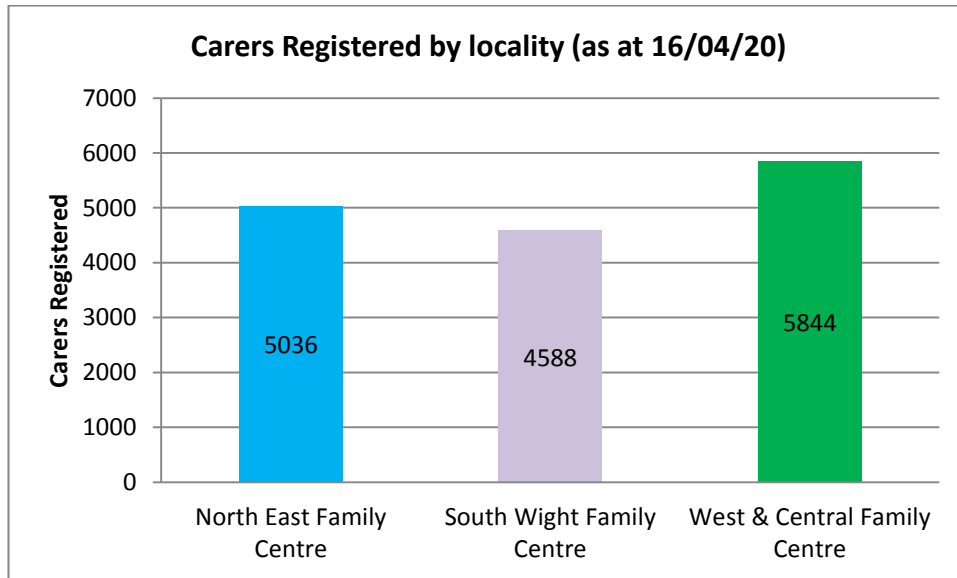
* Please note this excludes intensive family support data, due to this no longer being inputted into Estart



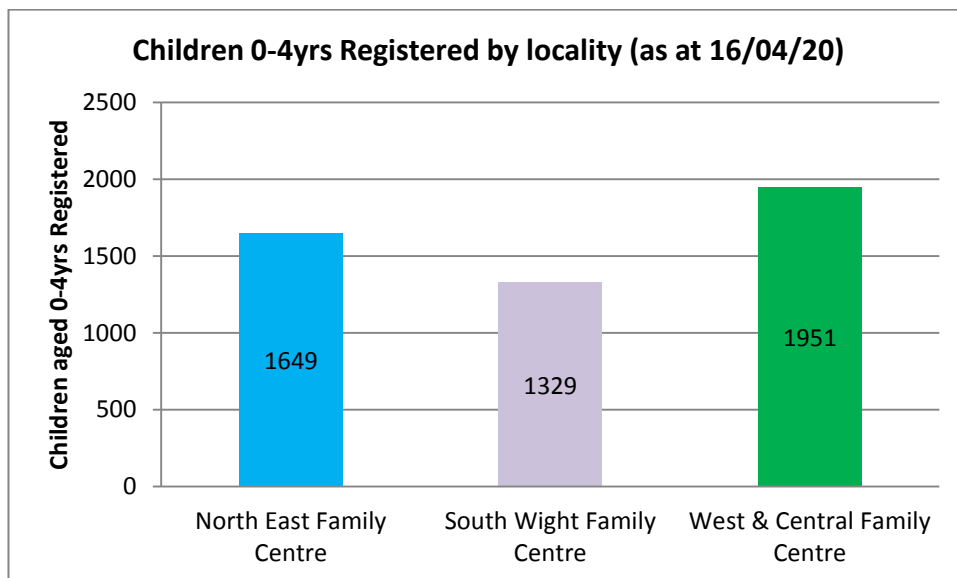
Comparison of reach over the past 3 years



There was a noticeable decline in service reach during 2018-19 as a consequence of a refocus of services and the time to set up new services including the establishment of the volunteer play sessions. These are all very much part of the offer and demonstrating the reach to a wide range of service users through the centre offer and that of a range of partner agencies.



The numbers of registered carers increased by 5% from 2018/19 figures.



78% of children aged 0-4 were registered with family centres compared to population estimate 2017. This is a slight decrease from 86% in 2018-19, however there has been a declining birth rate on the IOW in recent years so this figure needs to be considered in this context. In 2018 our crude birth rate was 7.6% compared to an average in England of 11%. There were 1080 live births against a projection of 1318 in the JSNA therefore the percentage of a population estimated in 2017 is a crude measure.

Targeted Early Help Support

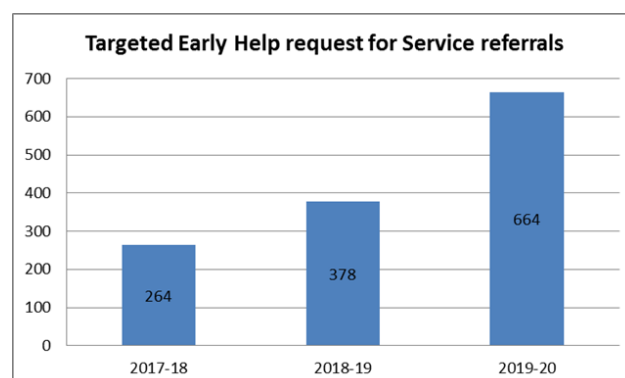
A total of **664 requests for Targeted Early Help** were received (an increase of 295 on the previous year) for targeted early help support during 2019-20.

Analysis of Targeted Early Help Requests 2019-20

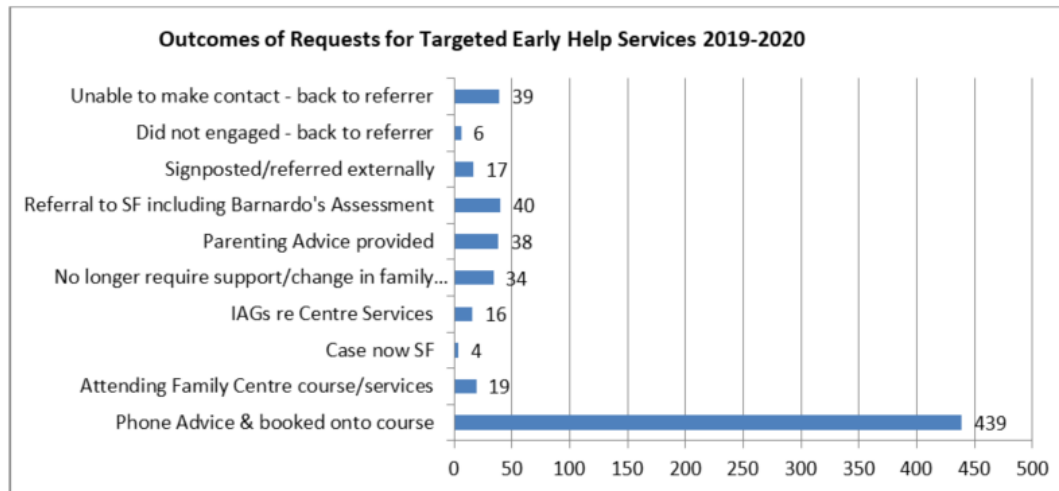
Requested by....	No. work completed	No. in Progress	Totals	%
Adult Mental Health	1	0	1	0.16%
Barnardo's	50	0	50	7.54%
Primary schools	55	1	56	8.45%
CAMHS	2	0	2	0.32%
Preschool	13	0	13	1.97%
GP	25	0	25	3.77%
Health Visiting Team	74	1	75	11.35%
Midwifery	16	1	17	2.56%
Police	3	0	3	0.48%
Perinatal Mental Health	2	0	2	0.32%
School Nurse	1	0	1	0.16%
Speech & Language	4	0	4	0.64%
Self-Referral	100	1	101	15.22%
Social Workers	73	3	76	11.46%
Early Years SEN	13	0	13	1.96%
Education Welfare Officer/Family Liaison Officer	10	0	10	1.51%
NHS (Hospital/Paediatrician)	147	2	149	22.45%
Housing	6	1	7	1.05%
Frankie	1	0	1	0.16%
Youth Offending Team	1	0	1	0.16%
Secondary School	10	2	12	1.82%
Home Start	7	0	7	1.05%
Talk 2	31	0	31	4.67%
DWP	1	0	1	0.16%
Grand Total	652	12	664	

This year all ADHD referrals from paediatricians were processed as a Targeted Early Help Request rather than only being offered a parenting course. This led to additional support needs being identified and in some cases an offer of Strengthening Families whole family support.

Comparison of early help requests over the past 3 years



The engagement rate for Targeted Early Help Requests for support was **93.1%**, an increase of **1.5%** from 2018-19



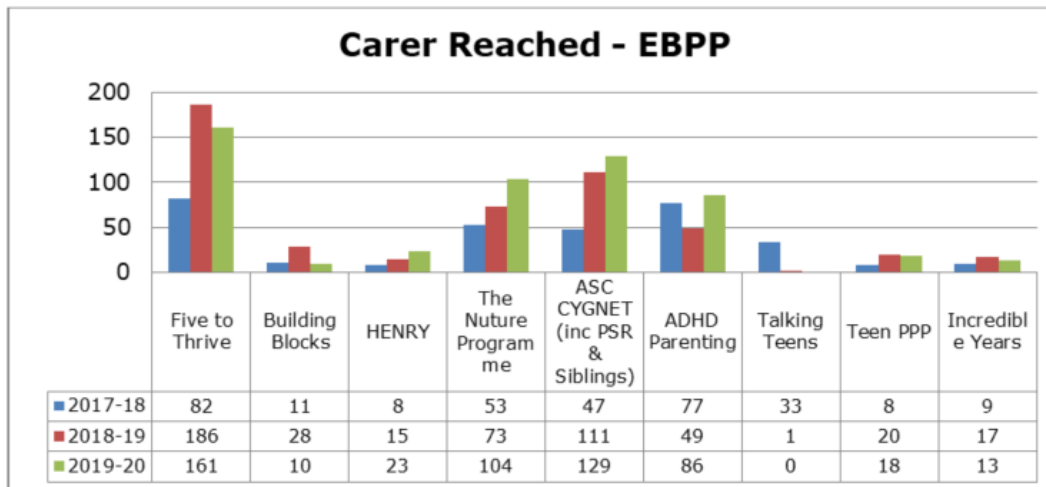
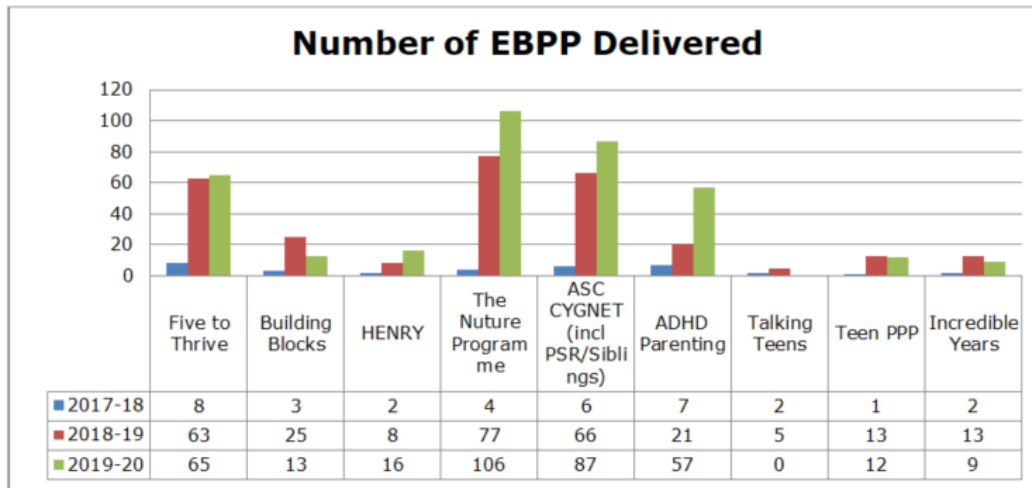
Evidence Based Parenting Programmes

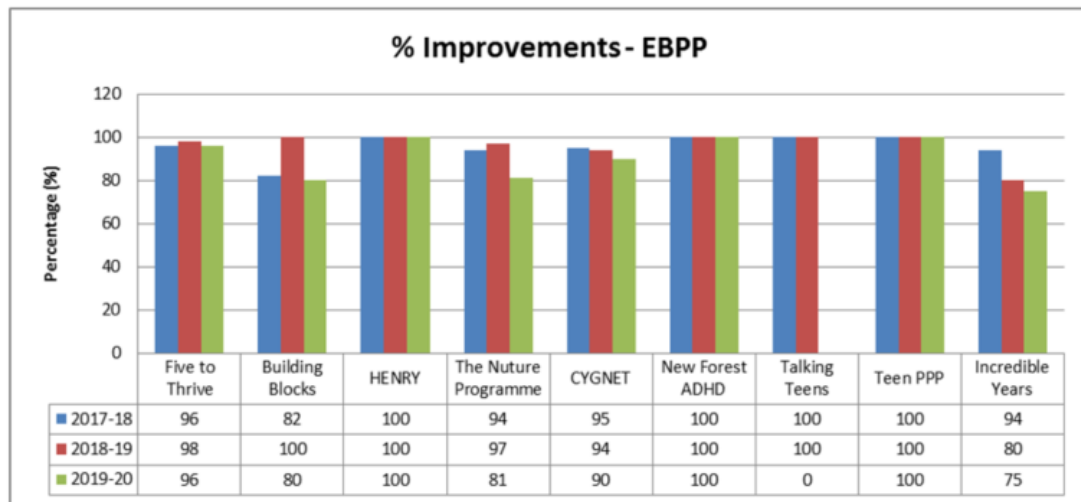
Targeted Early Help deliver a suite of evidence based parenting programmes (EBPP) and workshops:

Parenting Programmes/Workshops	Sessions delivered	Carers REACHED	% Showing Improvement in at least one outcome (only relates to those who completed feedback form)
(data obtained from E-start and does not include those carers not registered with family centre)			
Five to Thrive (0-6 months) developed into 4 workshops for first time parents	65	161	96%
Building Blocks for Toddlers (1-3 years) a 4 week course plus a play session – includes Five to Thrive approach and Incredible Years principles	13	10	80%
HENRY (Health, Exercise, Nutrition for the Really Young) EBPP inc weaning workshops	16	87	100%
The Nurture Programme (Family Links) (for parents/carers of children aged 3 – 12 years) EBPP	106	104	81%
*CYGNET (for parents/carers of child diagnosed with autistic spectrum condition) EBPP	70	80	88%
CYGNET Personal, Sexual, Relationship	10	27	100%
CYGNET Siblings	7	22	
1:1 CYGNET Parenting Programme within the home	119	54	
*ADHD Parenting Programme EBPP	57	86	100%
ADHD workshop for parents	1	4	
ADHD workshop for professionals	5	128	78%
1:1 New Forest Parenting Programme within the home EBPP	18	11	
TEEN PPP (Positive Parenting Programme) for parents/carers of teenagers with more complex	12	18	100%

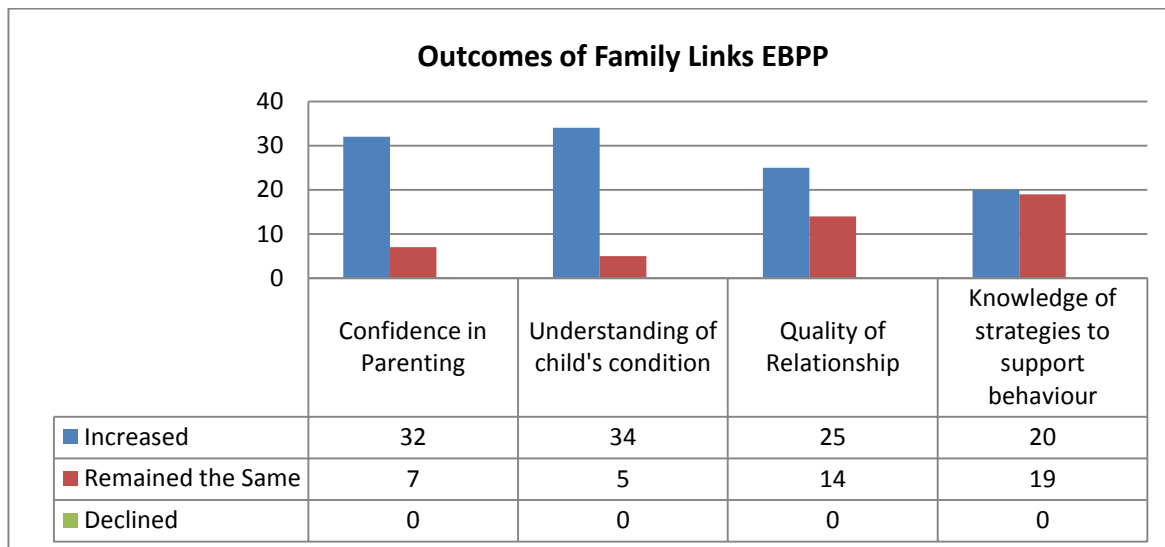
needs			
Incredible Years (Baby, Toddler & 3 plus) targeted course for more vulnerable parents EBPP	9	13	75%
1:1 EBPP within the home (ALL parenting programmes excluding ADHD & CYGNET) EBPP	18	16	
TOTALS	521	665	Av 91%

*Delivered jointly with ADHD Parenting Support funded by CCG





Family Links:



Family Links in practice:

Whilst delivering the Family Links programme we build up a foundation of trust with our service users and provide a safe place to discuss their worries, concerns and challenges, this allows us to assess what other support needs they may have and which tools and strategies will support them, either as a group or individually. As the parents embrace their

family links journey we see them grow in self-confidence to carry out these strategies and share experiences with the group. As facilitators you see parents and carers own mental health improving as they carry out the strategies consistently and they reflect on their own values, hopes and fears they have for the future and begin to understand the needs and intentions for their children. They develop a sense of responsibility and they find more ways to devote their

time and energy for the benefit of their children building a more positive parent-child relationship and allowing them to guide and nurture their children's emotions and behaviour.

Delivering family links gives us a sense of satisfaction and, pride with heart-warming moments as parents join the group not really knowing what to expect and they leave as a family links family feeling equipped to face challenges, using the tools and skills they have gained to help overcome most challenges.

Sammy Bridges, Targeted Early Help Worker

Quotes from our family links evening group Jan 2020-Mar2020

- ***(I am a) stronger person, (it's) enabled our family to be closer and more structure to routine.***
- ***Family links has given me more tools to use within managing child's behaviour as well as other adults.***
- ***I am really grateful that I got to do the family links course especially given the current crisis! Home-schooling would have been even more stressful without the course now armed with knowledge we have home-school rules, sky's full of love and I even used an I feel statement! Thank you all very much for your patience and kindness I felt included and part of a community and our lives got calmer and happier! You are stars!***
- ***Thank you for the family links course, it very quickly became the highlight of our social calendar every week! It was a safe place to talk about things that I otherwise might not. There was one session that was pretty uncomfortable but I'm glad I got through it because it gave me a better understanding of where I was and how I could help my kids with similar feelings and emotions.***
- ***I feel better equipped to help my kids navigate things now, especially with teenagedom fast approaching. Thank you***

Case Study:

A parent, L, was referred by social care to the Ryde Family Links group in September 2019. After three sessions L shared that she had been reluctant to attend the course, but she had been told that she had to attend, so she thought she would come along, sit quietly and not get involved. L turned out to be our most passionate proponent of the course. She inspired others with her honesty about what she was facing and how she planned to implement the strategies because she was determined that she wasn't going to lose her children. She encouraged the others to persist, and in spite of her own mental health struggles she did persist. See attached Participation Summary

Difference course made to parents and for children:



"I certainly have more patience and understanding towards my family and their behaviours. Our environment is much calmer as a family at home"

"I feel more calm and know that I am doing my best, I cannot control all situations"

"Beforehand I had problems with boundaries and my girls not listening etc, now my assertiveness is a blessing with helping them understand what's expected. The calm in the home is amazing now compared to how it used to be, from 15% to at least 75%"

"It opened up the dialogue between my husband (also on the course) and myself which has been brilliant"

"Having one morning a week to myself and to reflect on how to improve things rather than just muddling on tired and stressed"

"It was a huge learning curve but I learnt a lot about myself and hope I can put it into practice"

"Made us a lot happier, we talk and listen more, more love and appreciation"

"My children are talking through their worries more and they are enjoying family rewards"

"My children are more loving"

"He understands emotions a lot better and will talk about them"

"One person to talk at a time, so no shouting over each other. They really like that"

"My child has stopped having tantrums and behaviour is a lot better. He feels listened to"

"The children are more willing to listen, we negotiate and take on board what they want to do more rather than it being a constant battle of wills – we listen so they listen"

"A praise for being and a appraisal for doing"

"My child's school work has improved"

"Children are more loving"

"I think she is learning how to cope with frustration and enjoying a more relaxed mummy"

"My son asked what we do at the course, so I read him some of the book, we went through some things together and had more understanding between each other"

Building Blocks for Toddlers

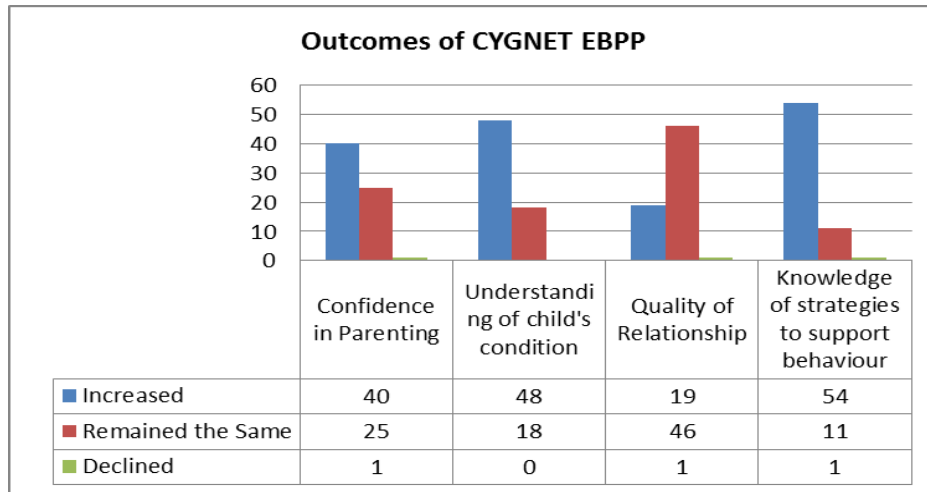
Case study: Our experienced and knowledgeable staff are able to support parents explore personalised solutions, as outlined below

A family; father, G, and mother, L, were referred to Barnardo's via the SEND team, for support with their son R. When I met with G, L and R I observed that R would wander from one thing to another, and didn't engage or respond to conversational prompts. I supported the family to create Velcro timetables for everyday routines, and a toileting table to support with going to the toilet rather than using nappies as part of their daily routine. We also created Feelings Fans and other resources. I later received a call from a staff member at R's nursery who said she had met with the parents and they said that the visual timetable is working really well. By putting the toilet prompt on his timetable as we discussed, R had started using the toilet at nursery where previously he had refused. G's feedback about the session was "Very satisfied – Really beneficial"

Sarah Goddard, Targeted Early Help Worker

CYGNET

This year the service has seen an increase in families seeking support for parenting children on the Autistic Spectrum which has coincided in the increased number of assessments offered to families and subsequent diagnosis. The assessments took place in Family Centres providing a natural opportunity to raise awareness of service and support available



Feedback from Parents/Carers:



Longer term evaluation of Cygnet programme and impact over time.

In March 2020 we followed up with two cohorts of parents who attended courses in April and May 2019 (10 parents)

All parents were happy with the venue, timings and felt very welcomed.

"Brilliant, didn't know what it was going to be like. Really helpful. Relaxed atmosphere, looked forward to going each week. On my own, so good to have adult interaction with others that are going through the same thing."

100% parents confirmed their knowledge had increased. Comments included:

- I now don't overload my son. I am a worrier and I do stress a lot. Because of his sensory needs and because of what I've learnt, I think more about how I need to approach his issues.
- I understand my child's needs better now and can pick my battles. I understand now why she does what she does. We have been able to support her in understanding better.
- I now understand more about how my son feels and how he sees things. I understand more about his condition.
- Definitely. It was the sensory session. It has given me an insight as to how children with Autism view things and how they view things differently to us.
- Found the clips of children with ASC and their parents really helpful to understand ASC. Taking on board what others are saying in the group and taught me a lot about Autism. Didn't know what she was going through.

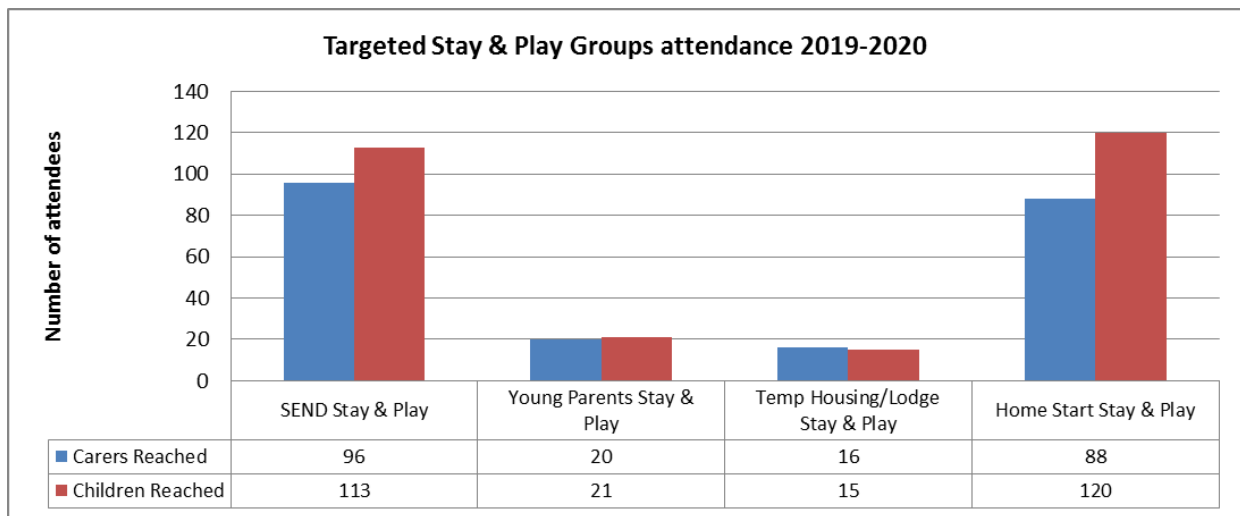
100% of parents reported they feel confident in managing their child's needs

- I am a lot more confident and I look back at all the coursework because it was all helpful and I refreshed what I learnt in the group.
- I ease things onto my son now, a bit more like issues with food and sensory stimuli. I don't expect instant results. Had other professionals involved previously and felt like a bad mum, but Cygnet has given me confidence.
- I now put more thought into my parenting. I do a double take so dig for evidence. Observe the behaviours and take a step back. Being a detective and finding out, not assuming.

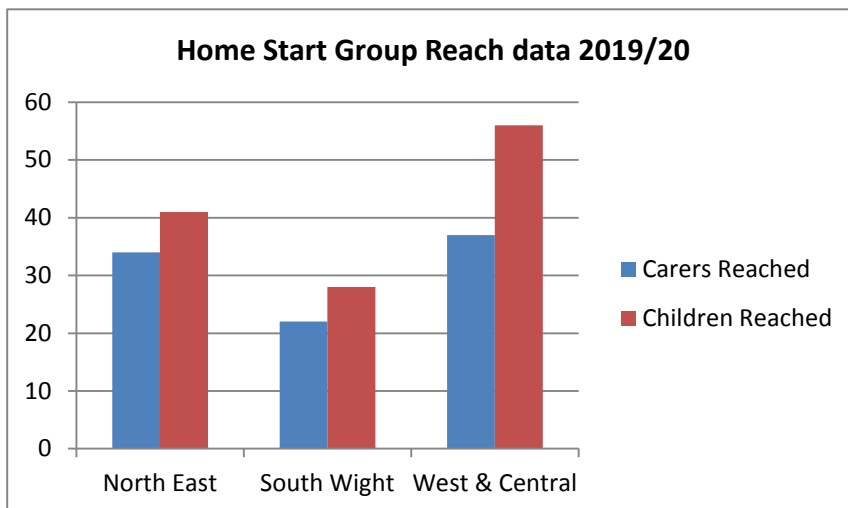
Parents were asked to rate the Cygnet programme - 90% excellent, 10% good

The follow up calls were an opportunity to talk with parents about how they are managing during lockdown. 60% of the parents spoken to were finding this very difficult and were offered additional support and guidance. All confirmed that the strategies they had learnt were being put into practice but these are very unusual and unplanned for times so can understand why their child will struggle and are aware they can contact to receive additional support when needed.

Targeted Stay and Play Groups



Home Start continue to deliver targeted Stay & Play Sessions within the Family Centres



A total of 83 families were reached within the Home Start groups across the Island throughout the year

Barnardo's volunteers continue to run universal stay and play sessions in all localities. See volunteer report (page x) for details

Family Centres Performance Measures

Barnardo's is required to report against performance measures set by IOW Council for Early Help Services.

Only meaningful contacts are recorded as Information, Advice and Guidance (IAG) contacts. This is when there has been a specific advice given that has been requested rather than just passing on facts and information via leaflets. These topics are also covered by Family Support Workers within their home visits and support sessions but are not recorded separately.

In 2019-20 the following performance measures were achieved:

Performance Measure (Does not include IAG provided by Intensive Family support team)	Carers Reached	Volume
Parental Employment, education and training IAG		
Number of parents who have received information and guidance	19	29
Number of parents taking up activities associated with developing work related skills such as literacy/numeracy and ICT	4	15
Health Information advice and guidance		
Number of Parents accessing Smoke Free Support (this is covered when discussing safe sleep in Five to Thrive and Baby IY)	0	0
Number of parents increasing their knowledge and skills in healthy eating	60	95
Number of parents increasing their knowledge and awareness in relation to oral and dental health (this is covered in Baby IY and Five to Thrive and play sessions)	5	5
Number of parents increasing their knowledge and awareness in relation to physical activity (this is covered in HENRY and play sessions)	3	4
Family and parenting support		
IAG to find out about universal family and child focused services and activities – EHS	375	422
IAG on transition into childcare, primary school and secondary school	11	25
IAG on childcare	10	10
Number of parents attending evidence based parenting programme support	521	2,353

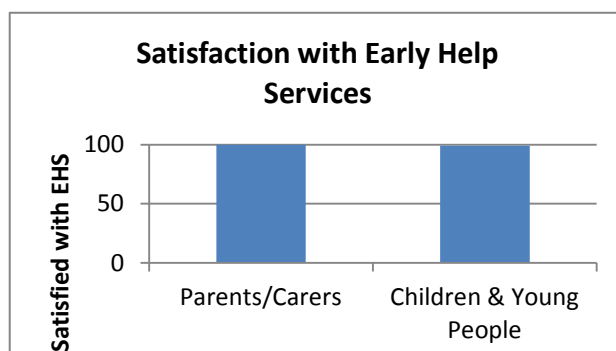
Information, advice and guidance

IAG provided to service users within 2019-2020

IAG (Does not include IAG provided by Intensive Family support team)	Carers Reached	Carers Volume
2,3 & 4 Year Funding	4	4
ADHD	22	51
Alcohol/Drug Misuse	4	6
ASC	65	139
Benefits	11	13
Breastfeeding	32	53
Child Learning & Development	91	165
Childcare	10	10
Debt/Money	39	59
Early Communication	50	56
Early Help Services	375	422
Education/Training	7	12
Employment	13	17
EYFS	78	636
Health & Well being	114	271
Healthy Eating	37	44
Housing	27	59
Immunisations	1	1
Mental Health	67	211
Oral Health	5	5
Parenting Support	163	381
Physical Activity	3	4
Relationship/Domestic Violence	25	63
Safety	26	33
SEND	80	183
Sexual Health	2	2
Sleep	17	19
Smoke Free Homes	0	0
Smoking Cessation	0	0
Transition into Formal Education	9	9
Transition into Childcare Provision	11	16
Weaning	14	16

Service User satisfaction

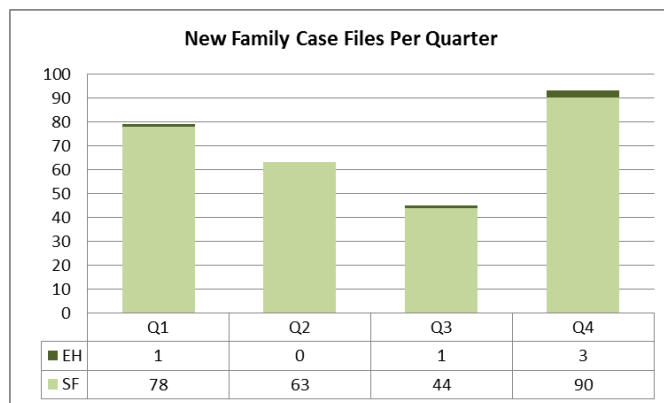
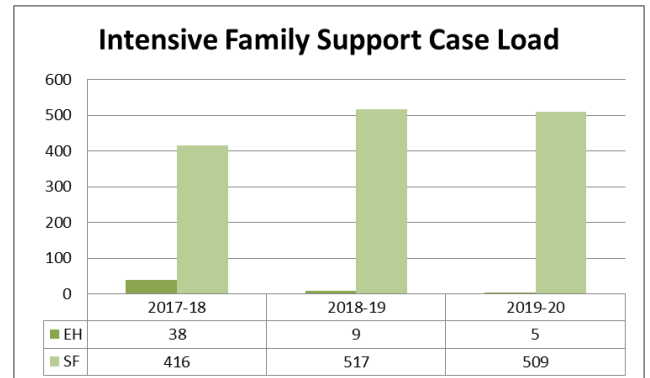
All parents attending parenting courses are asked how satisfied they are with the content and delivery and sessions overall.



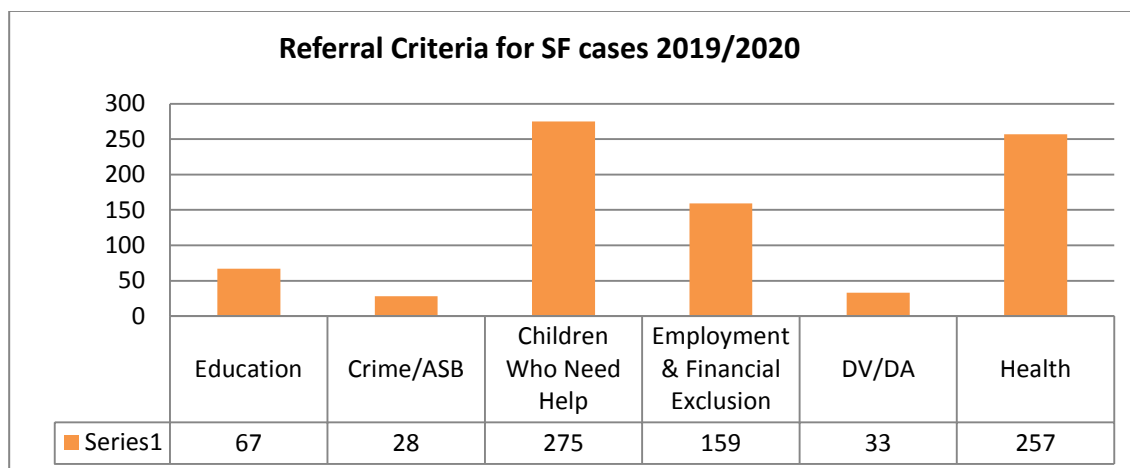
Families provided intensive family support are asked how satisfied they are with the services provided and children and young people are asked to provide their perspective about the difference the support has made for them.

Intensive Family Support

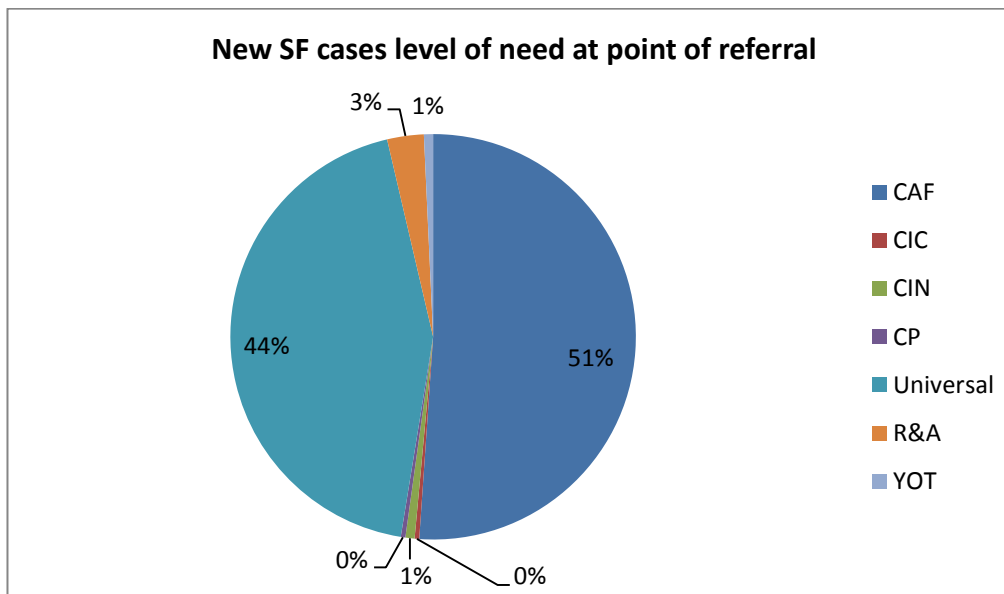
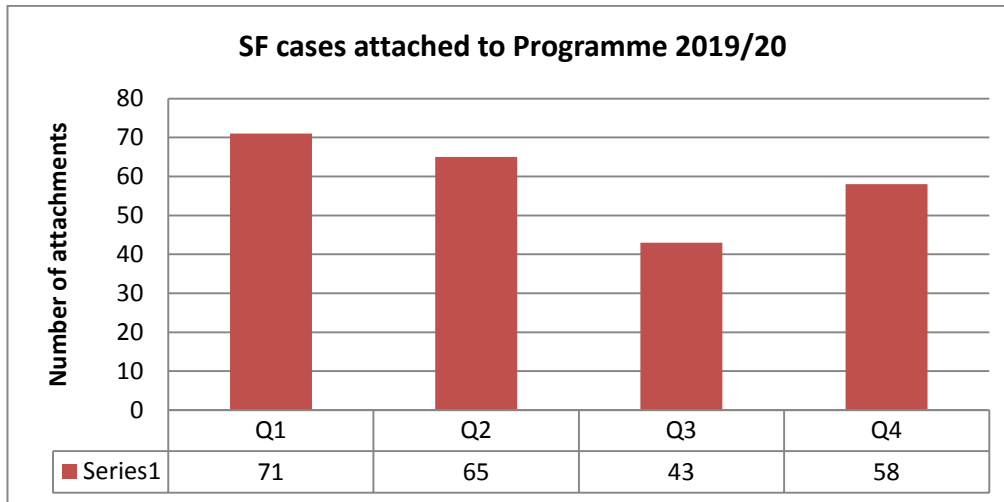
In 2019-20 we supported a total of **509** families as part of the Strengthening Families Programme and **5** families as part of the Early Help service. This was despite a significant reduction in the Troubled Families funding for attachment of families to the programme. We achieved the expected number of cases allocated to workers each year and this has been irrespective of a fluctuation in staffing levels



275 new families were opened to Strengthening Families support this year by the Intensive Family Support Team. The reasons for nomination are detailed below:



237 new families were attached to the Strengthening Families programme 2019-2020



1.5% of families opened to Strengthening Families in 2019-20 were at tier 3 or above on the IOW Children’s Social Care Threshold document which is a decrease of **7.5%** on the previous year. **3%** were undergoing statutory assessment of need at point of referral..

Of the **509** families open to the Strengthening Families programme, 41 families refused to engage with the service (8.1%) and 2 cases disengaged before work was completed (0.4% a reduction from 1.75% from last year)

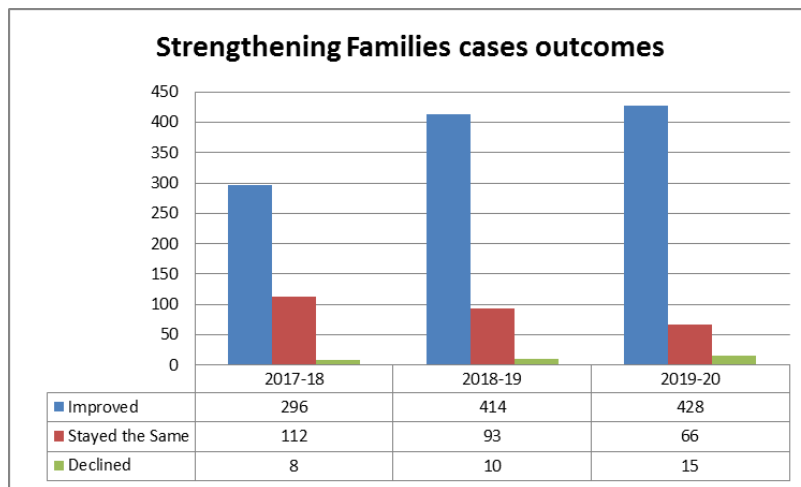
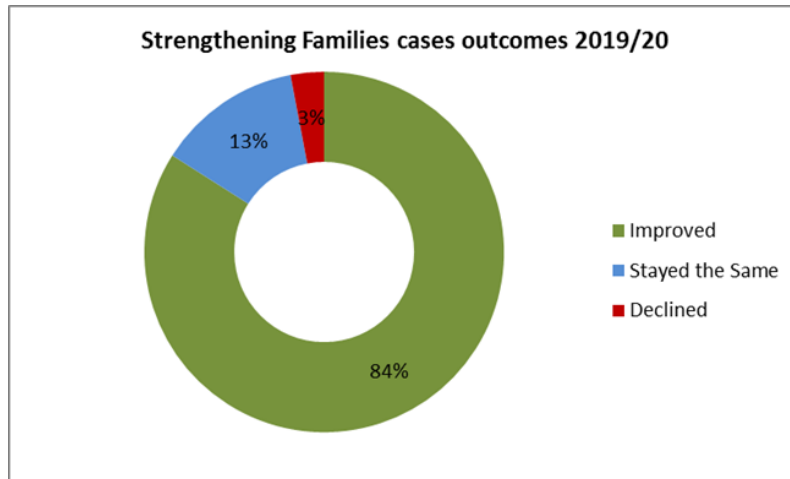
The **Strengthening Families** delivery had an overall **engagement rate of 91.5%**, a slight increase in engagement rate from last years 90.2%

2 new families were opened and overseen by the Virtual Lead Professionals (VLP). VLPs also completed 30 assessments within 2019/20. **97%** of these cases were allocated an outreach worker as a result of the assessment. Therefore **31 cases** were identified and attached to the programme by VLPs in 2019-20.

Of the 5 families supported with Targeted Early Help Intensive Family Support, 1 family did not engage with support. The engagement rate for Early Help Intensive Family Support is therefore **80%**.

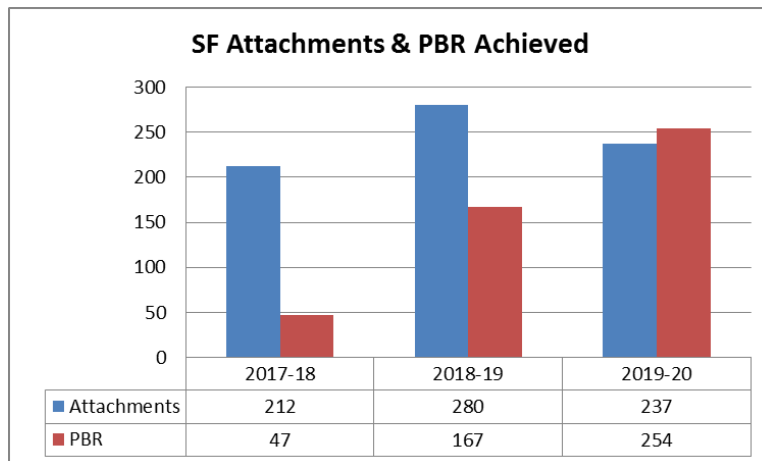
Strengthening Families Outcomes:

Barnardo’s delivered Strengthening Families is demonstrating an 84% improvement in outcomes.

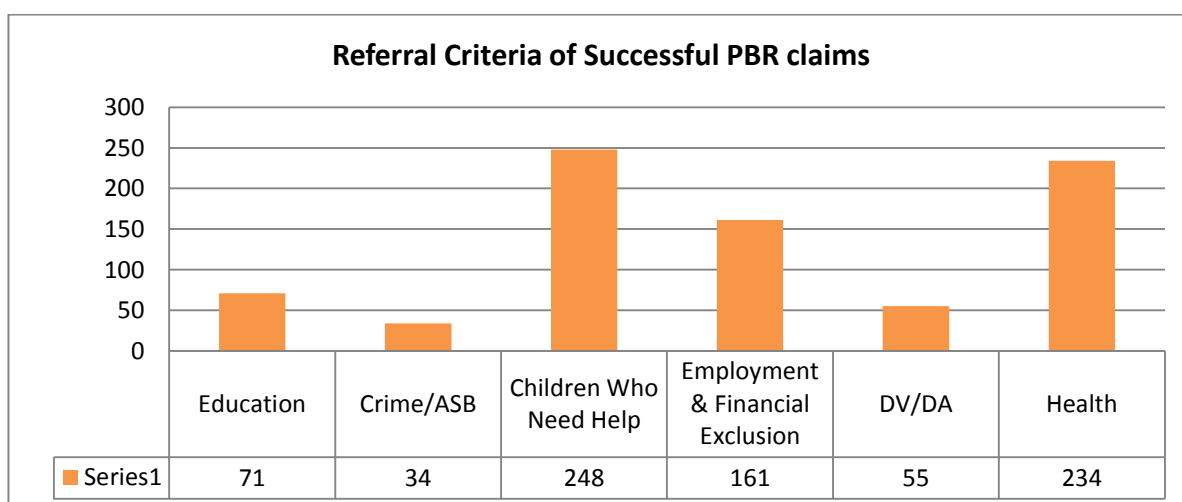
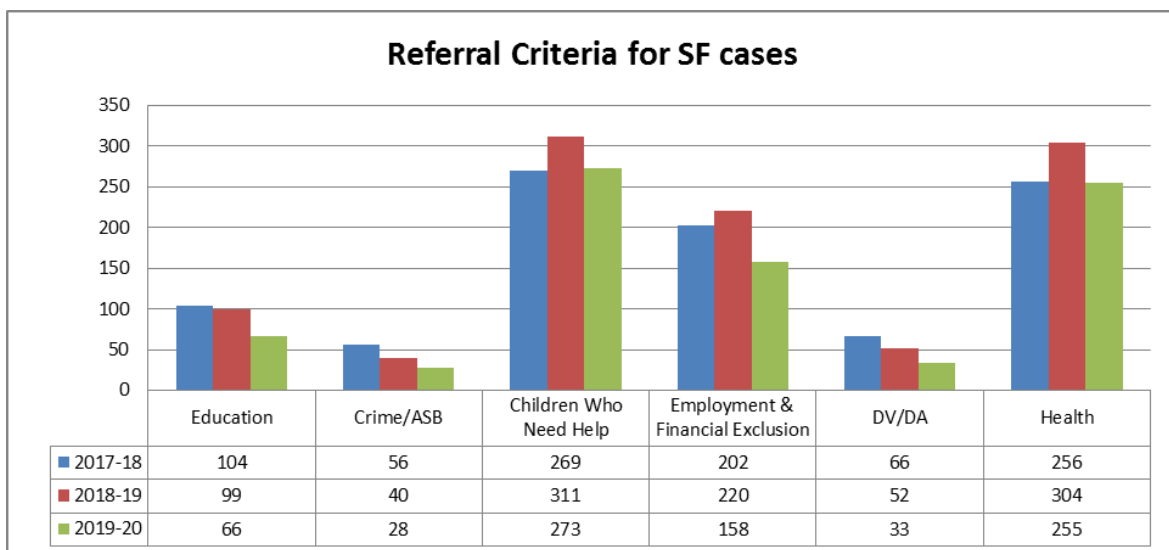


In order to claim a Payment by Result (PBR), for “turning around” families, specific criteria need to be met as outlined in the Troubled Families Outcome Plan. These have been very strictly applied by IOW Council.

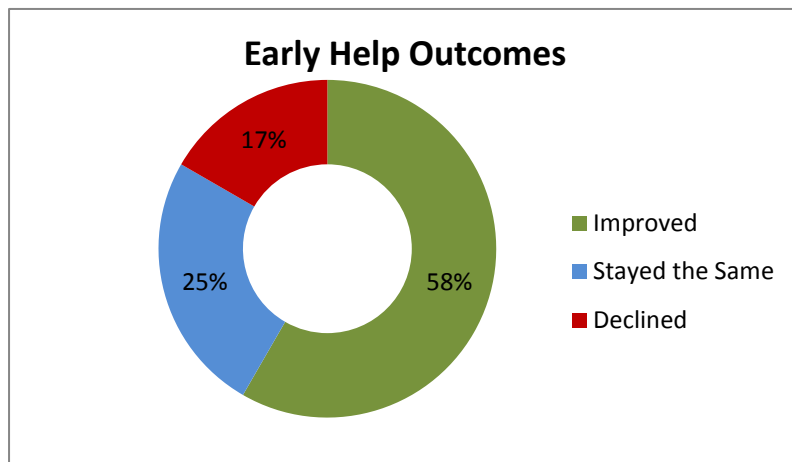
A total of **254 successful PBR** claims were achieved within 2019/20, an increase of 87 claims from last year



The PBR rate has increased year on year as we have been able to demonstrate significant and sustained improvement in issues being experienced at point of referral:



Targeted Early Help Family Support Outcomes



Outcomes for Early Help Intensive Family support

Feedback about Family Support has been very positive.

Parents/Carers:

“When we first met I was doubtful that anyone would be able to help us but your genuine kindness and understanding has meant a lot, although more than anything you were different to everyone else we had encountered who said they were there to help, because you have never once judged us or my choices for my child”

“I am back at work and have registered for my degree. We are aware of groups of support; ‘J’ and myself are communicating better about feelings and struggles”

“I am no longer drinking, lots of support was given by Barnardo’s, school & inclusion so I have been 1yr 1mth sober. I am confident within my parenting with the children and can see the positive impact on my child’s emotional well-being”

Children and Young People

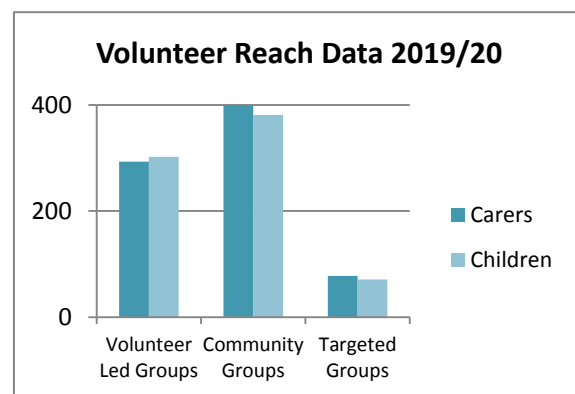
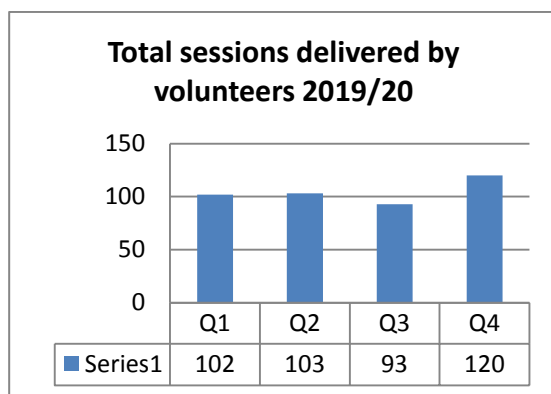
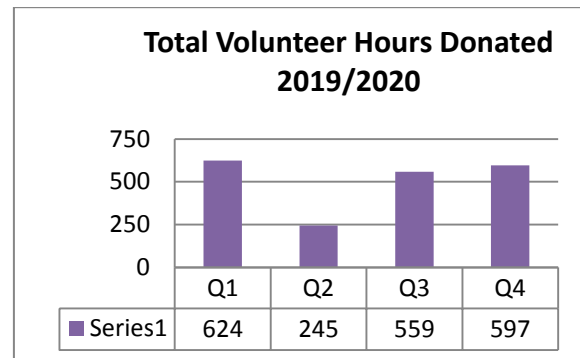
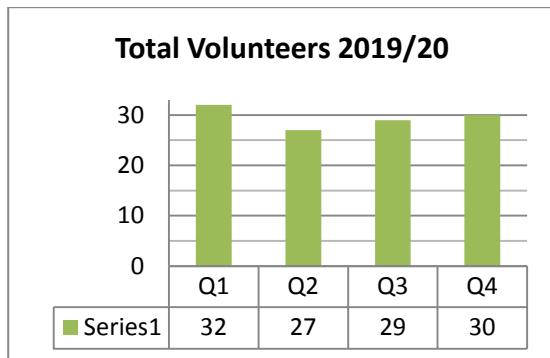
“My mum always follows through with what she says and dad is getting better”

“I’m thankful nobody gave up on me, even when my behaviour was at its worse. I am happy to have a second chance”

“Daddy isn’t drinking so much and is better because he is there for me more. Mummy is happier and I have lots of support too”

Please see appendix 3 for further examples

6. Volunteering



Total number of volunteering hours between the period 1st April 2019 to 31st March 2020 was 2025 hours

This would be equal to **£16,625.25** in salary at National Minimum Wage/National Living wage (£8.21ph)

Average of 169 volunteering hours per calendar month

Average of 29 Volunteers active per month

Average of 6 volunteering hours per month per volunteer

The following Volunteer feedback has been obtained during the year based on the best thing about being a Barnardo's centre volunteer:

"I feel being a volunteer is such a worthwhile thing and I have a sense of pride when I say I don't work but I give my time to volunteer and be there for others"

"Knowing by being there to help run a family play session, it is helping vulnerable parents/carers access the right support system"

"Is being part of an organisation that's deals with issues close to my heart. I also like that I can give to my community in a worthwhile way"

"being able to provide families with a safe space to come to and spend quality time with their children and feel part of a community"

Please see appendix 4 for the full annual volunteering report

7. Quality

Barnardo's is committed to the quality of the services we provide for our beneficiaries and commissioners. Our robust operational quality assurance processes ensure that we monitor and review the quality of practice at a service and individual case level to ensure:

- Policies and procedures are implemented, and adapted to reflect service context. Service User Recording Protocols are reviewed and updated annually as procedures change;
- Practice is of the highest standard and case files and supervision records are audited by managers quarterly;
- Supervision is of the highest standard and all staff have an annual Performance Development Review which links to our service priorities as well as personal areas for development
- Risks are identified and effectively managed. Our health and safety procedures are reviewed and reported on annually and given a rating by the ADCS and Regional Health & Safety advisor. For the last 3 years we have received a 5 rating (the highest for this area);
- Business continuity plans are in place and reviewed when a crisis takes place. The BCP response to a pandemic has been referred to and amended recently in light of the Coronavirus crisis as this has led to adjustments to services and working practices for all staff and partners

We systematically gather feedback from service users to inform continuous service improvement.

8. Developing Partnerships (key performance measures)

Evidence of improved joined up working with

Early Years education

In March 2019 the rebuild of East Cowes Family Centres was completed to accommodate Seashells Preschool. A partnership arrangement was established for the shared use of the building and opportunities naturally evolved for a closer working relationship. Family Centre staff have been in touch with the preschool staff and arranged some more formal visits and sessions on site to connect with the parents. A display board with what the centre offers is in the foyer so as parents drop off children and staff have had sessions on site so they are able to have a chat with us and ask questions about services and support available.

Targeted Early Help workers have attended the Early Years briefings regularly to update about services and remind practitioners of the routes to support. They also deliver sessions that mirror the support we provide to parents so that the ethos can be continuous between home and early years settings.

Special Educational Needs Team

We have delivered briefings and whole service sessions with the SEN team at Thompson House to give an overview of services and referral processes. The SEN team now have knowledge about all relevant programmes including Cygnet and also how to access the full range of Early Help support.

We deliver weekly Sparkles sessions for families which the SEN team promote and support families to attend if necessary.

We have had an increase in the number of referrals for our ASC programme, Cygnet and these are coming through GP's, Paediatricians as well as other agencies and self-referrals. The ASC assessments have been taking place in the Family Centres this year including on Saturdays and Sundays which has ensured parents and children have been seen in a less clinical and more relaxed setting at a time convenient to them.

Our SEN specialist was able to observe the ASC assessment process with Psicon providing a good understanding of the assessment process and what it involves. This is then shared with parents who have accessed the Cygnet programmes to provide reassurance about the process. We have also been able to increase the clinicians understanding of our services including Sparkles and the Cygnet programme and how we support parents, which they have then been able to share with families.

Therapists: including speech and language and occupational therapy

Speech and Language Therapists and the SEN team ensure all their caseload are invited to Sparkles sessions which are delivered in partnership with our staff. We have seen an increase in families accessing support and courses because of this.

We have worked on a care pathway with Speech Therapy so that parents access our Language Builder course prior to a referral to ensure that any normal developmental delay is ruled out. This ensures that the right support is delivered at the right time. We will refer on to Speech Therapy if necessary ensuring their resources are best used.

Public Health Nursing and Midwifery

Our staff are timetabled to be present alongside the majority of health visitor clinics that are happening in spoke sites.

"Working alongside the health visitor once a week enables me to speak to many parents and discuss general needs or more significant support they may require. Where appropriate the health visitor and I share information on families within the West Wight that require support and work together in providing them with the tools they need, whether it is inviting them to parenting programmes, referring to strengthening families or just general advice and guidance. The health visitor sees families and signposts them my way if they have any general queries regarding weaning, speech and language or general parenting. A meeting once a term has been set up that includes SEN, School's Family Liaison Officer, community workers, health visitor, school and nursery teachers and myself, this is a time where we can all discuss family's needs within the West Wight and what support can be offered to them and how we can all work together"

Sammy Bridges, Targeted Early Help Worker

In East Cowes we have jointly delivered Language Builders sessions with the community nursery nurses for two families who were unable to attend courses due to extreme anxiety. Because the families knew the community nursery nurse well they were able to come to the centre. After the session both sets of parents were invited to attend Sparkles and they both came along.

By regularly attending the family play sessions and health visitor clinics families are getting to know our staff and this is building trust between professionals, parents and us. Families get to know and trust us and vice versa. They are then more confident in asking for support. By attending the East Cowes health visitor clinic in the medical centre we are able to offer support in the wider community.

Youth offer providers:

The family Centres have been a safe space for No Limits to offer their regular LGBTQ sessions (Breakout) and also the weekly Spaces 4 U drop in sessions that started early in 2020. We have worked in partnership with No Limits and our staff have been able to continue sessions when staffing was an issue for the provider. Both groups have increased the reach to these particularly vulnerable groups of young people so we are pleased that this is continuing into 2020.

The North East Intensive Family Support team has built a supportive partnership arrangement with Network Ryde. We have been a member of the steering group since it first began. Now the service is engaging with a significant number of young people a more robust arrangement has been put in place to ensure the team has been able to have individual and group supervision provided by our Family Support Team Lead. Recently the Network Ryde Youth Manager left and in the interim our Family Support Team Lead took on direct supervision for the workers to ensure they were supported in this time.

Partnership working with schools:

In 2019 we were given additional funding for the delivery of ADHD awareness workshops to schools and children's services practitioners. We reached 139 professionals, 126 from schools and preschools. 4 Schools have had whole school sessions and more are planned for 2020-21.

Please see **appendix 2** for the impact report on these workshops.

We have attended parent consultation evenings to share our service offer with parents and school staff.

A 10 week Family links course was delivered at St Marys School in Ryde as a pilot to see how this might improve engagement. 9 parents attended. 100% of those that attended were very satisfied with the course and were particularly aware of the improvement in the quality of the relationship with their child/ren and their knowledge and understanding of their development.



Partnership working with housing

We have Partnership agreements in place with The Lodge YMCA (supported housing for young parents) and Yarborough House, Southern Housing (crisis temporary accommodation)

The Lodge:

Our lodge liaison specialist has been working in partnership with the family support worker at the Lodge to deliver weekly workshops and targeted sessions. These have been developed in response to the expressed needs of the residents and have included attuned parenting, language development, and child-led play:

"That was really helpful- I can use that (empathy) on my 6 year old when he doesn't want to eat his tea... "I know it's not your favourite and you don't feel like eating it... but let's try it" rather than keep saying "eat your dinner". I was struggling with what to say when he says horrible things to me... but now I can see what to say"

Yarborough House:

We have an allocated early help worker attached to Yarborough house. They work using a solution-focused approach to support residents to identify their challenges, set goals and develop their own skills in response to resolving the challenges identified. Being a regular visitor to the home they build trusting relationships so parents feel safe to seek support. All new families receive a welcome pack and an offer of support. We contribute to multi-agency strategy and planning meetings for resident families and undertake individual support in response to identified needs or risks.

9. Priorities for 2020-21

- 1 Design and deliver virtual online classroom and sessions to respond to lockdown as an alternative to face to face groups
- 2 Offer ADHD workshops to whole schools and services
- 3 Offer parents the Who's in Charge programme as a response to child to parent violence
- 4 Cascade the Parental Conflict training to the wider community and integrate into working practice
- 5 Develop and deliver Healthy Balance workshops as an alternative to HENRY
- 6 Consider how we reach our families in more rural or isolated communities through digital options and use of volunteers
- 7 Reach the PBR target of turning around families
- 8 Develop a more integrated partnership model of working with the new 0-19 Health Visiting and school nursing service
- 9 Support IOW Council in preparing the service for retendering
- 10 Support transition of service, staff and volunteers to new service provider if required following re-procurement

10. Report Authors

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11. Appendices

1. LSOA registrations

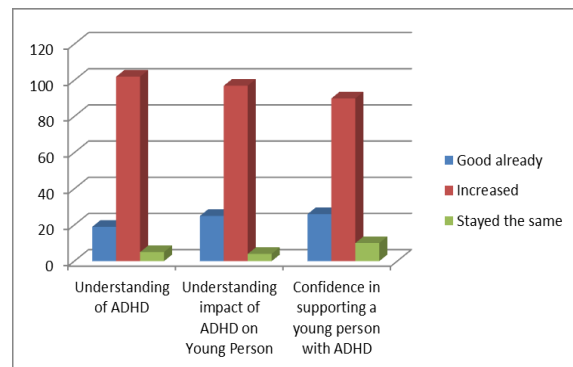
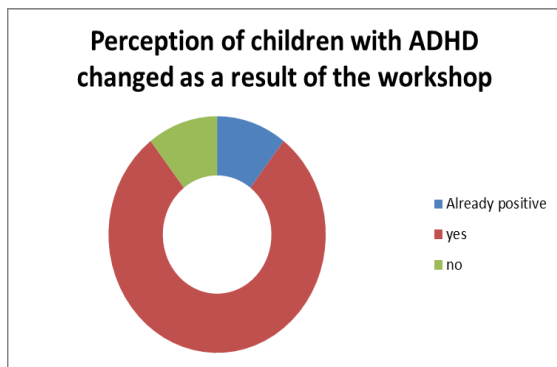
30% LSOA highlighted in **GREEN**

	0-4yrs	Population estimate 0-4yrs *	% Registered	5-18yrs	Population estimate 5-18yrs *	% Registered
Ashey A	53	62	85%	158	259	61%
Ashey B	43	79	54%	95	216	44%
Bembridge North	24	31	77%	59	205	29%
Bembridge South	25	63	40%	78	207	38%
Binstead A	25	40	62%	59	208	28%
Binstead B	42	53	79%	116	234	49%
Brading & St Helens A	28	43	65%	49	171	29%
Brading & St Helens B	59	57	103%	178	275	65%
Brighstone & Calbourne A	19	31	61%	54	117	46%
Brighstone & Calbourne B	10	25	40%	48	151	32%
Carisbrooke East A	89	121	74%	171	310	55%
Carisbrooke East B	76	122	62%	159	414	38%
Carisbrooke West A	61	74	82%	117	237	49%
Carisbrooke West B	88	100	88%	155	202	77%
Central Rural A	31	47	66%	79	151	52%
Central Rural B	37	40	92%	96	208	46%
Chale Niton & Whitwell A	37	55	67%	89	213	42%
Chale Niton & Whitwell B	39	53	74%	131	140	94%
Cowes Castle East	46	96	48%	110	218	51%
Cowes Castle West A	25	31	81%	50	167	30%
Cowes Castle West B	66	135	49%	176	400	44%
Cowes Central A	56	70	80%	105	150	70%
Cowes Central B	45	70	64%	110	278	40%
Cowes Medina A	65	119	55%	169	216	78%
Cowes Medina B	64	82	78%	156	288	54%

East Cowes North	70	113	62%	159	332	48%
East Cowes South A	73	90	81%	158	271	58%
East Cowes South B	92	115	80%	191	260	73%
Fairlee A	38	60	63%	79	186	42%
Fairlee B	65	86	76%	124	222	56%
Freshwater Afton	63	111	57%	127	203	63.00%
Freshwater Norton	42	69	61%	106	200	53%
Freshwater Yar	15	29	52%	57	165	35%
Gurnard	45	70	64%	100	239	42%
Lake North A	53	42	126%	113	195	58%
Lake North B	62	71	87%	149	164	91%
Lake South A	45	50	90%	97	146	66%
Lake South B	21	29	72%	42	94	45%
Mount Joy A	45	86	52%	62	212	29%
Mount Joy B	62	70	89%	188	289	65%
Newchurch A	25	29	86%	74	116	64%
Newchurch B	39	54	72%	131	187	70%
Newport North A	50	103	49%	104	182	57%
Newport North B	86	94	91%	151	218	69%
Newport South A	70	99	71%	146	267	55%
Newport South B	89	125	71%	163	267	61%
Northwood	62	90	69%	113	319	35%
Osborne North	52	88	59%	105	303	35%
Osborne South	92	63	146%	237	223	106%
Pan A	102	146	70%	189	126	150%
Pan B	172	126	136%	379	372	102%
Parkhurst A	92	101	91%	205	337	61%
Parkhurst B	34	70	49%	119	182	65%
Ryde North East A	60	80	75%	93	178	52%
Ryde North East B	72	82	88%	155	207	75%
Ryde North West A	50	62	81%	88	196	45%
Ryde North West B	37	54	69%	85	168	51%
Ryde South East A	90	150	60%	176	279	63%
Ryde South East B	79	105	75%	217	293	74%
Ryde South West A	62	96	65%	174	347	50%
Ryde South West B	95	88	108%	192	329	58%
Ryde St Johns East A	67	150	45%	182	279	65%

Ryde St Johns East B	34	105	32%	96	293	33%
Ryde St Johns West A	149	199	75%	366	481	76%
Ryde St Johns West B	50	63	79%	103	202	51%
Sandown North A	61	74	82%	187	253	74%
Sandown North B	44	56	79%	116	219	53%
Sandown South A	107	315	34%	227	283	80%
Sandown South B	77	95	81%	278	329	84%
Seaview & Nettlestone A	25	49	51%	61	197	31%
Seaview & Nettlestone B	22	22	100%	28	95	29%
Shalfleet & Yarmouth A	15	33	45%	43	133	32%
Shalfleet & Yarmouth B	23	32	72%	41	122	34%
Shanklin Central A	68	80	85%	148	207	71%
Shanklin Central B	43	62	69%	143	193	74%
Shanklin North A	75	86	87%	189	226	84%
Shanklin North B	43	31	139%	81	105	77%
Shanklin South A	42	53	79%	96	138	70%
Shanklin South B	96	74	130%	201	198	102%
Totland A	28	29	97%	64	110	58%
Totland B	45	51	88%	68	193	35%
Ventnor East A	74	70	106%	191	174	110%
Ventnor East B	35	38	92%	107	198	54%
Ventnor West A	30	32	94%	76	92	83%
Ventnor West B	82	74	111%	238	275	87%
Wootton A	34	47	72%	71	215	33%
Wootton B	42	58	72%	77	230	33%
Wroxall & Godshill A	38	19	200%	127	222	12%
Wroxall & Godshill B	42	43	98%	139	199	70%
TOTAL		6735			19770	

2. ADHD Awareness Workshops for Professionals



Organisation	Number of attendees
ADHD Adult support group	1
Barnardo's	8
Child-minder	1
HomeStart	1
Island Free school	1
Island Futures	1
NHS Health	2
Preschool	46
Primary School	72
Secondary School	3
YMCA Young Carers	1
You Trust	2
Grand Total	139

"What will you do differently as a result of today?"

- Greater understanding of their struggles. More small steps work
- Implement strategies suggested and implement effectively
- Opportunity to get parents to see how it might look for their own child
- Share the training strategies with staff
- Think about task design and resource support for those children identified
- More positive - build self-esteem - give more time
- Continue various strategies for support. More positive praise used
- Brain breaks. Consider limitations in the classroom
- Positive spin on changes- can be positive. Sensory overload reduction
- Continue to support other staff in having a better understanding of ADHD
- I'm definitely going to investigate the distractions faced by the children with ADHD - Sounds/sensory
- Signpost parenting programme
- More visuals, Timer-checklist
- Suggest Brain Gym. Look in to Social Stories. Supporting children & make sure to tune in to their needs when introducing new strategies.
- Find things that interest the individual child
- Awareness of child's brain development - support parents more

- Now aware of a lot more traits so can help the children more!
- Ear spotting, social stories, boundaries, do more planning and awareness

Setting	Number attended
Barton Primary	14
Bays CE School	1
Berry Hill	5
Brading Primary	5
Brightsparks	4
Broadlea primary	1
Carisbrooke College	1
Carisbrooke Primary	2
Casa Dei Bambini	2
Christ the King	1
Dover Park Primary	1
Family Workers/TEHWs	4
Gatten and Lake	17
Gurnard Primary	1
Haylands Primary	1
Holy Cross Primary	1
Hunnyhill Primary	1
Island Day nursery	3
Island Free School	1
Little Herons	2
Medina College	1
Medina House	1
Northwood Primary	2
Queensgate Primary	2
Seashells	13
St Blasius	2
St Frances RC Primary	1
St Helens Primary	10
Stenbury Federation	1
Summerfields	2
Wootton Primary	1
Wroxall primary	1
Yarmouth & Shalfleet Primary	1
Grand Total	126

3. Feedback from parents accessing Family Support

"2 years I had been asking everyone for help and no one agreed, then Barnardo's helped me with all paperwork just in a few weeks. There should be more people like the ones who work for Barnardo's. Thank you"

"I have found the process helpful, it's been nice to have the support of professionals around us when we need them"

"We feel more empowered to parent together and follow through with consequences"

"The support has been absolutely amazing. 'C' is like a different child now, full of support for him and also me, so thank you so much. You made such a big difference for both me and 'C', I'm so grateful"

"When we first met I was doubtful that anyone would be able to help us but your genuine kindness and understanding has meant a lot, although more than anything you were different to everyone else we had encountered who said they were there to help, because you have never once judged us or my choices for my child"

"The support we have received from Barnardo's has been amazing. They were approachable and proactive in assisting with identified family needs. Eg. appropriate referrals and empathetic"

"I am back at work and have registered for my degree. We are aware of groups of support, 'J' and myself are communicating better about feelings and struggles"

"Due to the strengthening families support I have better mental health, better commit skills, my daughter is in different help groups. If I could keep the support forever because just seeing Barnardo's makes me feel much more positive. I'm glad I accepted help, because I now feel much stronger and I know that there are people/agencies I can contact for help and support"

"I feel much more confident in myself and have more self-belief"

"I am no longer drinking, lots of support was given by Barnardo's, school & inclusion so I have been 1yr 1mth sober. I am confident within my parenting with the children and can see the positive impact on my child's emotional well-being"

"The children's behaviour and attitude has changed for the positive due to some of the strategies that Barnardo's has helped put in place"

"We have both found the support from Barnardo's to be helpful and we plan to continue to give our health more priority"

"We have made positive changes in the home and taken on board advice. I am really pleased with the support and feel more positive moving forward. Barnardo's

provided so much advice and I have managed to put things in place. Thank you"

"Barnardo's have worked closely with us to help us understand ASD & ADHD. They have always been at the other end of the phone. I feel I have learnt how to stay calm in a difficult situation. Barnardo's have been great, supportive, understanding and not judgemental"

Feedback from Children and Young People accessing Family Support

"I am grateful for the support"

"My mum always follows through with what she says and dad is getting better"

"You helped me a lot, laughing and drawing"

"I feel as though things have got better at home especially my relationship with my mum, as we do not argue as much anymore. Things are better at school although I know I need practice putting some of the strategies in place. Having the laminated anger cards in my pocket has helped me and the breathing activities"

"I'm thankful nobody gave up on me, even when my behaviour was at its worse. I am happy to have a second chance"

"I am enjoying school and would like to stay at ILC rather than returning to school"

"The swearing & shouting is better now"

"Thank you for working with us"

"Things are going well at home and at school"

"Things are better for mum and 'J' now that I am heading to uni. I can be a boy if I want to be and feeling more confident to be myself"

"Thank you for listening and referring me to Talk2"

"I am really looking forward to going on the WAVE project and am very pleased with all the sports kit that I have"

"Daddy isn't drinking so much and is better because he is there for me more. Mummy is happier and I have lots of support too"

"Managing and challenging my thoughts and worries. Accepting praise a bit more often and recognising my achievements"

"My family all get on well together and I am happy to be starting school in September"

"I have been helped with my anxiety a lot and helped me explore how to cope with my anger issues. This has been a great help to me"

"I still get angry as I find my father frustrating. I am getting better at the way I manage this and will take myself away from the situation to calm down and apologise to my father afterwards"

"I have enjoyed spending one to one time with my mum. My mum nags too much"

4. Volunteering Annual Report 2019-20

This year we have continued to build on and strengthen the service that we established in 2017. We still have an established base of loyal and dedicated volunteers that not only attend their designated group, but often help across more than one centre and will support us at short notice if others are unable to attend. Many of our original team of volunteers have now moved on to further training and employment and since September we have been training up a new cohort of volunteers across all of the hubs and they have now formed equally effective and reliable teams. One major change to our pattern of groups is that we now have all Family Plays in the mornings and all Baby Plays in the afternoons. This is as a result of consultation with parents. It also suits us better as it means that one, or both, of us can also be present in the building to support the volunteers.

The volunteers are still mainly supported by a qualified part-time staff member from the Targeted Early Help Team and the part-time Volunteer Coordinator. Some members of the Targeted Early Help team also regularly attend the groups to discuss specific topics with the families, but we no longer have a designated worker for each group.

One of our biggest challenges this year has been the sheer volume of viruses that have been circulating amongst the volunteers and their families. Volunteers have had to ring in sick at the last minute on a number of occasions. If we had not changed our timetable so that we can step in at the last minute if required, then some groups would have had to close. (All groups had to close on 17th March 2020 in line with the Covid 19 Coronavirus outbreak requirements.) Pandemics notwithstanding, ill health will always be a threat to group delivery, all the time that groups are primarily run by volunteers, as there really is no requirement or pressure for them to attend if they are needed at home. Thankfully we have the support from our manager and the capacity to step in and run the groups if volunteers are unable to attend.

Parental feedback

Volunteers routinely collect feedback from parents, both informally during the session and more formally using a feedback slip. The parents continue to say that they really appreciate the time that the volunteers devote to making sure that the groups happen on a weekly basis.

Volunteers record both positive and negative comments on the session planning sheet and these are recorded and actioned by staff if necessary. Examples of feedback are:

“Mum said she really missed coming to this group over the summer. Mum told us that she had made soup with the beans that she planted with us earlier in the year.”

“One parent said her little boy is becoming more confident and outgoing because of family play”

“Baby play has helped me combat post-natal depression because it helped me get out and meet other mums”

“We always feel welcome and my son loves all the volunteers. Thank you for an amazing year, we have loved coming and will miss you all. Me and my son are a lot more confident now and that’s all thanks to you all.”

Any negative comments or suggestions are usually responded to immediately and a member of staff will contact the parent concerned, to see if their comments or concerns can be addressed. For example a parent reported to another member of staff that she had attended Baby Play once and did not feel welcome or included in the conversations of other parents. The Senior Targeted Early Help Worker (STEHW) contacted this parent and persuaded her to

try again. The volunteers and the worker made sure that the parent was introduced to a wider range of parents and she did in fact attend the session on subsequent occasions.

Voice of the Child feedback

The volunteers have also been trained to record the voice of the child on their planning sheets and the STEHW is on hand on a weekly basis to ensure that opportunities are not missed and evidence of how volunteers have noticed and responded to the children's feelings and preferences, are recorded. We realised this year just how far the volunteers had come in this regard, when we noted the difference in the quality of recording, once experienced volunteers left and new ones joined in September. Here are some examples of the kinds of things we ask volunteers to routinely record:

"Two babies went in the crazy foam and tried to eat it. All were loving the bubbles and reaching to catch them. Ball pit with fabric was a definite hit."

"One child asked a volunteer to move the books out the way so he could put some toys down on the floor. This child doesn't normally talk."

"All of the mums were interacting with their babies who responded with smiles and gurgles. One baby (10 months) took a book to his mum for her to share it with him"

We shared all of the collated evidence in individual volunteer supervisions and gave examples of how recording could be enhanced. We have seen an increased quality in the recording in the last term, but training will need to be ongoing as new volunteers join the team. It has to be remembered that many of the volunteers who join us have never had any experience of working with children, or of recording their observations, so we are very pleased with the standard of observations they record, once they have been with us for a while.

Volunteer feedback

We regularly give feedback to volunteers on a formal and informal basis and they really appreciate the support and encouragement they get from us. When volunteers were asked to contribute to the performance reviews for the staff supporting them, their praise was effusive, saying things like:

"As a leader and manager LC is pragmatic, optimistic, and humble and always makes people feel her equal, whilst maintaining an air of professionalism. She has, without a doubt, influenced my decision to start and continue at Barnardo's and has always made sure I know how valued we are as volunteers."

"LC always has great advice and ideas for the sessions and is a friendly face for all parents, carers, children, staff and volunteers."

"DC has fostered a relationship of enabling, trust and mutual support with me which is exactly the environment I feel safe and happy to work within."

"DC is always so happy and smiley it gives us all a boost. DC makes volunteering fun for us and it's a real pleasure to be part of her team."

The relationship between the volunteers and the staff is of mutual benefit and relies on good communication. Regular supervision and face to face contact is vital if we are to retain the goodwill and support of our most precious resource – our volunteers.

We recently asked our volunteers to give us feedback about their experience of being a Barnardo's volunteer. We asked them to finish two sentences and this is what they said:

Report prepared by Deborah Cobb and Louise Chase 10/4/2020

The best thing about being a Barnardo's Centre Volunteer is:

- ...being part of the team and helping our families enjoy their time at our family play group.
- ...seeing the little children's smiles and laughter and doing the best I can with no confidence.
- ...watching parents and children enjoy a play session that you have helped to set up and seeing families come together chatting and enjoying each other's company.
- ...having an opportunity to serve and support children and families in the West Wight
- ...knowing by being there to help run a family play session it is helping vulnerable parents/carers access the right support system.
- ...being part of a team again after working for many years in childcare has been so important.
- ... everything! I go to bed on a Wednesday looking forward to Thursday. I love working with children and making sure the children and families have a joyful time and when they leave with big smiles on their faces, it puts a massive smile on my face. I'm learning new things and new skills. I just enjoy it so much.
- ... is being part of an organisation that deals with issues close to my heart. I also like that I can give to my community in a worthwhile way.
- ...being able to provide families with a safe space to come to and spend quality time with their children and feel part of a community

Being a Barnardo's Centre Volunteer has given me:

- ...back my enjoyment of working with pre-school children.
- ...the opportunity to work in partnership towards the common good.
- ...an insight to how hard the organisation works and how dedicated the team are. It has given me confidence after being out of the work environment for a while to work alongside other volunteers. I appreciate the courses I was also sent on that I wouldn't have had a chance to attend otherwise.
- ... the chance to gain more experience and skills, and has helped me grow as a person whilst helping others at the same time.
- ...a chance to use the skills I have obtained over many years. I enjoy listening to the parents/carers views and love to watch the children flourish and enjoy each session knowing how excited some of them are to be there. It has also given me the chance to keep up to date with the current safeguarding issues on courses, learning and expanding my own knowledge.
- the privilege of helping at a play session and feeling needed again.
- ..more of a purpose in my life. It has made me feel a lot better about myself and view things differently. It has made me happy knowing I'm going and putting a smile on all the children's faces and knowing that I'm there to help and support families if needed
- ...knowledge, through the courses that I've done as well as through experience gained whilst working at the family centre. I am better equipped to tackle certain issues I may not have been able to before. I have also made some really good friends which is priceless.
- ...the confidence in my professional communication skills which is an integral part of my social work degree

Volunteer Training

Volunteers continue to have access to a variety of training opportunities from both within and outside Barnardo's. Only three volunteers were part of the whole staff Safeguarding Day that was held in Havant, because of childcare commitments and the distance they had to travel. The Safeguarding Level 1 course was held on the island in March and 10 volunteers attended. We continue to offer volunteers the chance to attend the Five to Thrive Course, but we still find that this creates an additional pressure to cover their places while they are away from their groups. Where possible we ask them to attend a course on a different day so no pressure is felt by the group they support.

All of the new volunteers have attended the Barnardo's generic induction training for Children's Service Volunteers which includes: safeguarding, health and safety, confidentiality, equality and diversity, boundaries, and data protection. In recent months we have joined

together with the Independent Visiting Volunteers and the Prison Visitor centre volunteers to deliver part one of the training. We then complete Part 2 when the volunteer is attending the family centre play session. This is working extremely well as it provides a united view of Barnardo's volunteering service and gives the new recruits opportunities to support multiple services if desired.

Additional training offered in 2020:

- Safer Food Handling Level 2; (optional)
- Paediatric First Aid (optional)
- Safeguarding Day (optional)
- ICON Training (all regular group volunteers)
- Parental Conflict Training Level 1 (optional)
- Barnardo's Safeguarding Level 1 (optional but recommended)

Range of volunteering roles

Some of the Barnardo's volunteers continue to work in partnership with other community groups to ensure an even wider coverage of groups across the island.

Volunteer led groups:

- Baby Play – Sandown
- Baby Play – East Newport
- Baby Play – Ryde
- Family Play – Sandown
- Family Play – East Newport
- Family Play – Ryde

Community/Targeted groups and services: (supported by paid member of staff or partner agency)

- West Wight Nursery - Freshwater
- Timebank Drop and swap - Freshwater
- Greenmount Pre-school – The Bungalow ,Ryde
- Health visitor clinic – Ryde

Targeted groups: (supported by paid member of staff)

- Sparkles group – The Bungalow, Ryde, Sandown Family centre, East Cowes Family Centre
- Under 24s group – West Newport

Time commitment

Volunteers typically devote at least 3 hours every week in term time and some offer as much as 12 hours a week. Volunteers are not asked to give a minimum commitment to Barnardo's and could leave at any time to take up other opportunities, so recruitment is ongoing to ensure sufficient coverage across the island.

Since April 2019:

- 19 volunteers have moved on to new opportunities but volunteered for an average of 11 months before moving on.(This is less than last year but many were using volunteering as a springboard to other opportunities i.e. work and learning or training)

- The existing volunteers have volunteered for an average of 16 months each (18 have been recruited within the last year)
- Total number of volunteering hours since April 2019 = 2024 hrs
- Average number of volunteers = 29
- Average number of active volunteers each month = 20
- Average number of volunteering hours per calendar month = 169 hours
- Average number of volunteering hours per volunteer = 6 hours per month

These figures are roughly in line with last year's figures and reflect the stability of the team and the volunteering opportunities available

Group attendance figures:

Over the last year 271 families (302 children) have attended:

- 93 Family Play groups
- 100 Baby Play Groups

The figure for Baby Play groups is higher because staff hosted some Baby Plays over the summer months, so that parents of babies could continue to benefit from meeting up regularly.

In addition to supporting the Barnardo's groups, volunteers have supported partner providers for a total of 438 hours which equates to an average of 4.5 hrs per volunteer per calendar month.

Group demographics:

In December 2019 we carried out brief piece of data analysis using the figures stored on Estart, just to check that we were reaching a wide range of families and that they were to choosing to attend more than once. Here is a brief summary of that piece of work:

- 60% of families attending the groups chose to return after their first visit.
- The families who had travel furthest to access the groups, attended the least number of times.
- One ward of deprivation shows no families attending anywhere during the period analysed, possibly because of the difficulty in accessing their nearest hub.
- Families with members of non-White British ethnicity are represented the least in the groups but do attend more often and travel further than their White British counterparts.

Identifying families with additional support needs

This year we have found that established volunteers have become very adept at responding to families who self-identify that they need additional support. For example:

- One parent attended the baby group and started to tell one of the volunteers about her difficulty breastfeeding. As she was explaining she became distraught because she was so exhausted. The volunteer called the Breastfeeding Peer Mentor volunteer over, who was able to take the Mum and baby to one side to offer her qualified advice and support. On this occasion the issue was a matter of positioning and the Mum and the Baby were able to get immediate relief from their difficulties. The Mum later emailed the Administrator at the centre to say how grateful she was and how well the feeding was now going. This is a great example of volunteers working together as a team to support individual parents.

- Another parent attended a Family Play group and it was noticed immediately that English was not her first language. Luckily we had a volunteer supporting the group who was fluent in the parent's first language so she introduced herself to the Mum and started a conversation about her child. The parent said she was worried about her child's language development, so the volunteer called an early help worker down to talk to the Mum and translated the conversation for both of them. It was decided that Mum would benefit from a Building Blocks course, so Mum and the volunteer were invited to attend. Mum went to the first session but was so overwhelmed by the group situation that she gained little from the experience and said she would not go again. At this point the worker and the volunteer decided that 1:1 support was what was needed if Mum was to get the support and guidance she required. The Worker and the volunteer planned and delivered several translated sessions on a 1:1 basis so that Mum could access the service. The Mum was really grateful to everyone for their help and now attends the group on a regular basis. The child's language skills are progressing well.

Visitors to groups in 2019/2020

As previously mentioned, Targeted Early Help Workers are no longer expected to be present in the building every time one of the Baby Play or Family Play groups is running. Instead they are encouraged to drop in when they can and talk to families about specific topics. This year workers have called in at various groups to discuss:

Oral health; Messy play; Autism; Bookstart; Weaning; Nursery rhymes; Home safety; What's on in the community and Sun Awareness

We have also had visits from: The Footprint Trust; Health Visitors doing research into the involvement of fathers perinatally; the NHS Safeguarding Lead to discuss Safe Sleep

The Senior Targeted Early Help Worker has ensured that the following topics have been delivered consistently across all groups, during the designated National Weeks:

Home Safety, Oral health, Bookstart, Sun awareness, Nursery rhymes, Libraries (National Book Week)

New developments

We have continued our collaboration with the Isle of Wight College whereby we have taken on two of their Health and Social Care students as full volunteers who will support us for up to one day each week for at least a term alongside their course, once schools and colleges return to normal. This worked so well last year that we had no hesitation in agreeing to continue the arrangement.

We now have to interview new applicants in pairs and this is useful when deciding which group or service the applicant is best suited to. We work closely with the new Independent Visitor's Volunteer Coordinator in this regard and this has led to several volunteers deciding to volunteer for more than one service within Barnardo's.

We have had several referrals from partner agencies who are looking for volunteering placements for their clients. We do not decline the offer of help from people with additional vulnerabilities and are committed to supporting their needs, but we are also mindful that our remit is primarily to support vulnerable children and families. If any new volunteering applicant has multiple support needs themselves, then we have to consider carefully where they will be best supported within our groups. If we are not able to offer them a suitable opportunity then we try to refer them to other volunteering providers so that they can find a rewarding and mutually beneficial role elsewhere.

We have received an expression of interest in supporting us by wearing our Mascot outfit at promotional events. We have recruited this person as a centre volunteer and it will no doubt enhance the Big Toddle Event that we are planning for June. (Unless all public events are cancelled)

Celebrations

We are proud of the contribution to Barnardo's that all of our volunteers make, but we were particularly pleased to celebrate the achievements of one of our youngest volunteers, who was awarded a Highly Commended Award in the Young volunteer of the Year category of the Marsh Trust Awards. This volunteer has consistently gone above and beyond to support the children and families that use the groups within the Family centres and her award was very well deserved.

Summary

We continue to be fortunate in recruiting and retaining some very high calibre and committed volunteers. The fact that the average number of months volunteering has decreased this year, indicates that volunteers are using us to progress their overall career ambitions. We are still fortunate to have a core group of volunteers who have been with us for a while and have no intention of moving on. This makes induction and assimilation of new recruits easier and is less disruptive to service delivery.

Volunteers have continued to be offered a wide range of training opportunities.

All volunteers now see that observing, responding to and recording the voice of the child is a fundamental part of their role and their skills in this regard are constantly improving.

Prospective volunteers are finding us via the website and partner agencies and we still have not had to advertise more widely. We declined to attend the Volunteers Fair in January, but still received some useful applications from it, as the IV Coordinator promoted our service as well as her own.

We have continued to hone and refine the services we offer to families and the feedback they have given us, shows that they value what we offer. For some families we are a valuable platform for meeting and interacting with other families. For others we are a route through to receiving additional support from either Barnardo's staff or partner agencies.

The fact that volunteers are supported by well qualified and experienced staff members is obviously appreciated by both volunteers and families and helps to maintain a professional and safe service for families with children aged 0-4. This is a key factor in differentiating IOW Family centre play sessions from those on offer in the wider community.

The last word should go to our fantastic volunteers. Here are the comments from two of them about their experience of volunteering for Barnardo's:

"Being a volunteer gave me the confidence to pursue a different career and I now have a career working with Barnardo's. Volunteering can open many doors and opportunities and has also helped me make long lasting new friends."

"I feel being a volunteer is such a worthwhile thing and I have a sense of pride when I say I don't work but I give my time to volunteer and be there for others."