

annual report



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Home-Start



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Foundation

HOME-START MALTA

FEB 09 - FEB 10

HOME-START MALTA
ANNUAL REPORT
FEBRUARY 09 – FEBRUARY 10

Table of Contents	Page
1. Introduction by the Chair	4
2. The Highlights of 2009	6
3. Our Service to the Families	7
3.1 <i>Families and their experiences</i>	7
3.2 <i>Swap and Change</i>	9
3.3 <i>Other Activities for the Families</i>	9
3.4 Statistics	9
4. Volunteers	10
4.1 <i>Supporting the Volunteers</i>	10
4.2 <i>The Preparation and Training of Volunteers</i>	11
4.3 <i>Volunteers' Experiences</i>	11
5. The Management Committee	13
6. Home-Start Finance	14
6.1 <i>Fund raising opportunities</i>	14
7. Home-Start Malta and Our International Contacts	16
7.1 <i>Ms Stuttard's visit</i>	16
7.2 <i>Grundtvig Hungary 2009</i>	16
7.3 <i>Visit by CEO Ms.Sina Bugeja</i>	18
8. The Future of Home-Start Malta	19
8.1 <i>Our Targets</i>	19
8.1a <i>Financial</i>	19
8.1b <i>Marketing Strategy</i>	19
8.1c <i>Families</i>	19
8.1d <i>Volunteers</i>	19
8.1e <i>The Management Committee</i>	20
8.1f The Service	20
9. Appendices	21
9.1 <i>Statistics</i>	21
9.2 <i>Financial Report</i>	22
9.3 <i>Support Group Evaluation Form</i>	24

Home-Start Malta

1. INTRODUCTION BY THE CHAIR



Each year, as I look back at the work that has been carried out, I marvel at the Home-Start service. The Home-Start principle seems simple enough – it's all about parents helping other parents; people volunteering to support others who are going through difficult moments; The statistics show that it is a small service, still in its early years, establishing itself in a changing society – a society that needs to support families because of all the struggles life is presenting, particularly to children.

However, a lot of energy and work goes into this service, not less, love, care and dedication. We are saddened by the difficulties families and children go through, yet encouraged and heartened by the generosity of those offering to give their time and energy to others. We see families blossoming with the care that the volunteers provide and this gives us the drive to carry on. Each day, we feel the relevance of Home-Start. It is a service that matters to many families and also has a positive lasting effect on all involved.

We are facing challenges constantly. However, we see them as an opportunity to learn, gain more experience and work towards improving the service. We are also learning to work better together, to bring out the best ideas together, each doing our bit.

In 2008, we decided that we should spell out our targets for 2009. It was a bit of a psychological exercise for us, to keep focused on what we wished to achieve. This helped us in setting our aims clearly and working towards what we had set out to do. We were not successful with all our targets but they gave us a direction for better planning for the year, and we became more realistic on what we can achieve with the limitations that we face

We had hoped to make the office more user friendly, but we were unable to secure the furniture needed to organise the office. The Home-Start Organiser, however, never fails to keep a clean and warm environment with a ready kettle for tea and delicious sandwiches for any visitor.

We aimed to reach out to more families, through contacts with NGOs and other entities and professionals who could come in touch with potential families. We also provided recreational and educational opportunities for the families. We planned to increase opportunities for personal and professional development for the volunteers. We thought of a number of ways of doing this – through appraisals, social activities, by increasing the communication between the volunteers and the management committee. We have managed to implement one or two , but were unable to implement all the ideas that we had. However, we will continue to work on ensuring that the volunteers get all the support that they need to give a quality service and recognition for all the generous work they do with the families.

We had hoped for training for the Management Committee. We were lucky to get a visit from Anna Stuttard, the CEO of Home-Start International. During her visit, she was able to spend time with the committee members to help and guide us in our philosophy and tasks.

I would like to take the opportunity to thank all those who support Home-Start Malta; the dedication of the Organiser, the Committee members, the volunteers; I cannot fail to mention the Foundation for Social Welfare Services, through Agenzija Appogg and through other support services, which has put all its trust in the service and in those running it. Support is always forthcoming – and without this, Home-Start Malta will not be the same. Special thanks goes to those who helped me prepare this report. Of course, much gratitude and appreciation go towards our main funders – HSBC Cares for Children Fund and Vodafone Malta Foundation, who have been supporting us from the outset and who, I hope, will continue to do so!

A handwritten signature in blue ink, appearing to read 'C Fleri', is placed on a light blue rectangular background.

Catherine Fleri Soler

Chairperson

2. HIGHLIGHTS OF 2009

Below is a list of events and activities held during 2009.

Evaluation of the Support Groups

An evaluation of the support groups was held through a questionnaire which was distributed amongst all volunteers.

Fundraising activities

Each year, Home-Start Malta does its bit to raise funds to help in little projects, such as family outings and marketing material. This year, there was a Car Booth Sale (March) and the Retro Nite (October).

Presentation of the Biennial Report 2008-2009

On the 6th May 2009, the Home-Start Malta Management Committee presented the Biennial Report, giving an overview of all that happened during the last two years of service.

Preparation Course

The preparation course included for the first time the involvement of a committee member. There were 7 participants in this preparation course.

Outing for Families

An outing for families was held on the 4th September 2009.

Visit of the new CEO of the Foundation for Social Welfare Services.

Ms S. Bugeja, the new CEO of the Foundation for Social Welfare Services visited the staff, management committee and volunteers on 17th September 2009.

Visit from the CEO (Home-Start International)

Home-Start Malta received a visit from Ms Anna Stuttard, the CEO of Home-Start-International, for a few days in November.

Grundtvig 2009

In November, the organiser, together with 3 volunteers, were invited to participate in a Grundtvig training project in Hungary, in November.

Positive Parenting

Towards the end of 2009, the Home-Start Organiser was involved in a working group from the Foundation for Social Welfare Services that focused on the preparation of a positive parenting campaign. This campaign was to be launched in May 2010 by the same Foundation.

3. OUR SERVICE TO THE FAMILIES

Home-Start doubtlessly exists because a number of families need support to raise their young children. We need to make the service accessible for them, and make it easier for them to find us at the point when they feel they need for support. As time goes by, we are getting a steady number of referrals from families. We are also seeing a range of presenting problems, experienced by people from all walks of life. The experience of Home-Start is best expressed by the families themselves and therefore, we have asked two mothers to explain to us what Home-Start means to them.

3.1 The Families – their experiences

This experience was dictated to the organiser by one of the mothers who received support from a Home-Start volunteer.

When I decided to accept to have a Home-Start volunteer visit me regularly in my own home, I was very scared – what I feared most was that I would not get on well with her, or that she would come to pry into my private and family life – would she be judging me?

However, I was very happy when I found it very easy to talk to her. We did lots of things together. Even when relatives visited, they too felt comfortable with her and also felt they could trust her and confide in her!

The volunteer would spend time with my children, playing with them while I finish the house chores. She also would help me cook on occasions. We'd go out for a coffee, because I needed time for myself, to break off from my home routine. However, she'd also accompany me to medical appointments, when I needed.

The volunteer visited my family for around one and a half years. Even though I was aware that there would come a time when she would not visit anymore, I was sad when she left. However, we are still friends and I still meet her every now and then. I have only good words to say about the support I was given by my volunteer and I have also encouraged other mothers to refer for support.

This experience was expressed by another mother who came in touch with Home-Start

I am a mother of two young children; one of four and a half, the other two years younger. I had stopped working when the elder was born and it has been tough and rather challenging to live on my husband's salary alone, but I couldn't bare the idea of leaving our kids with the grandparents or in a

childcare centre to go back to work. I wanted to be there for my children. Both my husband and I have a tertiary education, and we always gave our best at work; we gave so much to others without gaining much acknowledgment, that we thought it only reasonable to be present for our children and give them the attention and love they deserve.

We never got financially rewarded at work. Whether it was our negative thinking that brought this financial uneasiness or a system that fails to recognise workers for the qualities and skills they possess, and the input they give, I really don't know. However, we didn't make it up the social ladder on time to support our social standing. I am saying this because we are living at present in the front rooms of an unfinished house and when our children were born, it was hard to finish off the pending works; the situation crippled us. Babies take up your time, energy and resources. They slap you off your feet if you are not strong.

When I called Home-Start, my life was stagnant. It was not the right time to sell the house and move out. The house needed order and organisation. We needed to upgrade the works. With a baby and an infant to take care of, we couldn't do this on our own. I was miserable, hopeless and full of fear. My husband has always been very supportive but he too was getting drained. Entangled in my own thoughts and wondering why things had turned out to be different than what I expected, I sat down and tried to figure out how to stop things from running further out of hand.

It was honestly difficult, at first hand, to acknowledge that things were falling apart. My pride made it more difficult to reach out for help. And our relatives could not see through our problems and those who did, never offered real consistent help. The situation left us hurt, lonely and unsupported; stranded.

Sometimes in life we give so much to others that we drain ourselves, and little do we realise that, until life comes to a standstill. It happened to me. ~ I am so grateful Home-Start came along, as I found my feet again. I'm back on solid ground. I found integrity and honesty, loyalty and respect; that's what true support is all about.

Home-Start is one big family and it's great to belong to such a family of trusted friends. It restored my self esteem and what's most important, I feel loved because I am loved. I cannot but express my greatest appreciation and sincere gratitude. Without the help of Home-Start, I wouldn't have made it through.

We have a tidy home now and will be able to use more space to accommodate the needs of our growing family. It's true what they say; Love heals... and I know because it happened to me! Thank

you.

3.2 Swap and Change

The idea behind this service is that Home-Start families might exchange items, mainly clothes, which are no longer of any use to them. Unfortunately this service is not functioning at its best since it consumes a lot of time and space. Although most of the items get sorted accordingly many times they are stored into boxes or bags which makes finding the required item inconvenient and hinders the smooth running of the service.

Fortunately the funds to acquire a cupboard, where all the items could be kept, were kindly donated. Furthermore, one of the ex service users has offered to help run this service, which we hope will be running more efficiently in the near future.

3.3 Other Activities for the Families

The families together with the coordinator and one volunteer visited the Playmobil factory. Five families with a total of 12 children attended this enjoyable event. It was an opportunity for them to get away from the usual, sometimes tedious and stressful routine, and take some time out to get energised once again. The families are invited to such events together, however, this may not be comfortable for everyone.

From feedback received, some families – a very few – felt uneasy at the thought of others knowing they receive the service. The Management Committee took this into consideration, and decided that, although each person's choice would be respected, it is only right to continue to organise such activities, since it is beneficial to those who would otherwise have no opportunity to enjoy such an outing.

3.4 Statistics

A copy of the Statistics can be found in Appendix 1 on page 21)

4. THE VOLUNTEERS

The volunteers are the core of this service. Therefore, we have to be constantly attentive and focused on the volunteers, to ensure that they are giving quality service and that they are feeling happy and supported.

The Management Committee, which also has a volunteers' representative attending the meetings, thought of a number of possibilities for increasing the support and motivation, such as:

4.1 Supporting the Volunteers

Regular supervision - the Organiser ensures that the volunteers are able to speak to her about concerning issues that arise during their home visits. She is also constantly supporting them and giving them feedback to help them in their work.

Appraisals – appraisals would give the opportunity for the Organiser and the volunteers to discuss their strengths, weaknesses and training needs in a more formalised setting.

Social / Educational activities – although these were always a possibility, there were some difficulties in organising such activities because of the limited availability of the volunteers outside their Home-Start time. However, the Management Committee feels the need to keep trying to create the opportunities for them to help them develop their personal and professional skills, as well as feel they are appreciated and that they are part of Home-Start.

Regular support group meetings – In 2009, the Management Committee organised an evaluation of the support groups. The idea of having this evaluation came from the yearly evaluation meeting held by the Management Committee. The evaluation was in the form of a questionnaire, sent out to all the volunteers. They were asked what they would like out of the sessions. The responses were analysed for action to be taken on the feedback received. The volunteers suggested further training in First Aid, positive parenting techniques, mental health (especially depression), budgeting skills, basic child care and child protection issues etc.

(a copy of the evaluation could be found in Appendix 3 on page 24)

One of our greatest concern is the turnover of volunteers . A lot of time is invested in their preparation and support, yet, the average time a volunteer stays at Home-Start is 2 years. The reason is that many times, even though it might be contrary to their wishes, the volunteers' life situation alters and they

have to move on. This is a common occurrence in Home-Start worldwide. However, it is an issue that the Management Committee needs to address in the best way possible. It would be very useful to be able to retain such valuable experience to be used for more families.

4.2 The preparation and training of volunteers

The preparation course for prospective volunteers ran from 18th March to 20th May 2009. There were eight participants.

The Management Committee decided that one of the committee members would be involved in the preparation course. Being her first time, she attended as an observer, to get an idea on the content and how the course is run, what sort of issues arise during discussions, to help the organiser evaluate the competencies of the participants and identify potential barriers to creating good volunteers. The intention of



this involvement is for her to be able to co-facilitate in future preparation courses. This is seen as a great help for the Organiser, because it would increase objectivity and assessment of all that goes on during the course.

4.3 Volunteers' experiences

One volunteer writes:

Parenting is a feat. It is a most joyous, rewarding and challenging experience. At the best of times, any parent would say, a helping hand is welcome, especially in those first years of the child which are the most crucial. In all sorts of situations, care and support are deemed essential. I joined Home-Start as a volunteer three years ago. I had heard about this service whilst watching a TV programme. The Coordinator of Home-Start caught my attention as she was explaining the idea behind this work. The training sessions were well organized and very interesting. I revisited my own parenting and childhood, asserting my own skills and learning much. Helping people should include sensitivity to their pride and needs. During our training, emphasis is put to the fact that through Home-Start, families are allowing volunteers to enter their homes and confide in them. It is indeed a privilege to be given this trust.

After my training, I was anxious to meet my designated family. The Coordinator puts in a great deal of thought and skill to match the family's needs with the right volunteer. The family consisted of a middle aged couple who had a child at a later age. This child developed learning difficulties and showed signs of

other ailments. The parents found the situation overwhelming. The birth, although dearly expected, caused them a great deal of upheaval in their relationship. The awareness of their child's disabilities brought about disorder in the family. The child behaves erratically, is very demanding and aggressive to her parents. The mother was going through menopause and had been suffering from depression for some time. The family was experiencing financial difficulties which, no doubt, added much to the situation.

The parents and I have formed a good relationship; they felt comfortable talking with me and sharing their concerns. I spent much of the time during my visits with the mother, listening to her fears, supporting her and gently encouraging her to accept and deal with the circumstance they found themselves in. The first months I visited the family, the mother spent the best part of the time crying and feeling utterly lost. Whilst I respected her pain, I had been gently empowering her and supporting her strengths. She welcomed me at her home, eagerly waiting for my visit and for our time together. At the end of my last visit, she gave me a hug and thanked me for being there for her. This is Home-Start!

Another volunteer's experience

My first family was truly a challenge. Indeed I had to dig deep into my abilities and make good use of my training to manage my visits to this family. Without a doubt, it was a learning experience which taught me about myself and gave me the opportunity to grow further. There was an element of mental health in the family, added on to the low level of skills to manage the children and the household. There were also other disability issues in the children. There was always a lot of chaos and lack of proper structure. Communication between the family members was poor. I visited the family for the best part of a year, for some of the time with another volunteer. We tried to introduce to the family, sound basic behaviour, like sitting at the table properly, eating food with a spoon or a fork, since the children would generally be all over, climbing on the table and eating on the floor. We helped the mother keep a degree of cleanliness, prepare food for the family, have fruit available for the children, toilet train the younger children, organise her kitchen cupboards and wardrobes.

Eventually, the concerns from the professionals were too great and at some point, Home-Start had to move out of the family to give way to professional intervention. However, I realise that families would need a listening ear, comfort and support, sympathy, encouragement and sharing of simple tasks. At Home-Start, we would be prepared to help in tasks like preparing food, accompanying a parent to routine or important appointments, such as hospital visits and school requirements. Time and again such appointments are not kept by the parents because the chaotic situation in the household. Parents take the volunteer in their confidence and in return the volunteer respects this confidentiality. Results for this service are not expected to be immediately measured. The right word or a good deed finds fertile grounds much, much later.

5. THE MANAGEMENT COMMITTEE

Unlike the turnover that we experience in the volunteers, with the exception of the only male member who left due to family commitments, the present Management Committee has been involved throughout the lifetime of Home-Start Malta so far. The team has strengthened, it shows its commitment towards the service. There is healthy discussion and good relationships between all the members. All members participate freely and their opinion is valued and followed. Their contribution is invaluable.

The Management Committee agreed to hold the evaluation meeting in the beginning of the year so that the information is gathered to prepare the annual report.

The Management Committee discussed the idea of having the involvement of an ex service user. The aim was for the Committee members to be get a clearer picture on what the needs of the families are, what the service means to them, and how to respond to their needs. A ex service user was identified – a mother of two, who is articulate on her needs and who was willing to share her experience.

She attended a committee meeting. This proved to be a very inspirational meeting, because of her positive experience with the volunteer and the energy and optimism that she brought with her. She offered to help with marketing for families in the next marketing campaign for families which is normally held at the beginning of each scholastic year. She also offered to help run the ‘Swap and Change’.

We are aware, however, that as a young mother, with two young children, she has her own personal demands. We need to ensure that, whether she can attend the meetings regularly or not, she will be able to give her contribution to the service.



6. HOME-START FINANCE

We have been fortunate to find help from the spouse of one of the Committee members – an accountant who has volunteered to help us with the accounts. He is now a committee member and has taken good interest in Home-Start. He works closely with the Financial Controller of the Foundation for Social Welfare Services and is available for us when we need to discuss financial issues and update our records. We are very grateful for his work, since we are in a better position to understand our financial position and take more informed decisions on how to spend the money. We know that we have our finances in order. Decisions to spend money are taken within the committee except in cases where there needs to be a quick decision taken, but this would happen only when a little amount of money is requested.

Kindly find the Financial report (Appendix 2) on page 22

6.1 Fund raising and donations

The main funds of Home-Start go towards the co-ordination of the service and other administrative costs. Therefore, fundraising activities are organised to be able to deal with any extra expenses or activities e.g. buying an additional office furniture, funding of activities, particularly, activities for the families, in order to enhance their opportunity for recreational and educational activities, marketing material.

We also get the occasional donation from people who hear about Home-Start and are attracted to its idea.

The issue of funds is an ongoing challenge. Expenses are increasing, because costs increase. We are always attentive on the best way to save money, like, for example, getting the best arrangement for internet. However, we are aware that as the service grows, the financial demands grow too. One only needs to look at the communication expenses (see financial report). As we slowly expand as a service, we may need more financial support. We are working on raising our profile, but we are doing this cautiously because we do not wish to put ourselves in a position where we cannot cope with the demands because of our limited resources.

Sometimes we need to take decisions on whether to save money or give a more professional and proficient image, which is more costly - for example, in the case of having professionally made information leaflets, or other marketing material, or whether to make our office more efficient e.g. having proper ICT facilities to help the Organiser in her work. Such decisions affect our finances, however, we are also aware that we need to give Home-Start the best that is within our limits.

There is also question of our involvement with Home-Start International. As part of an international service, Home-Start Malta needs to maintain regular contact with Home-Start International. Home-Start International provides consultation and support, but it is also the link with the worldwide network of Home-Start schemes. There is regular communication between all countries. There are regular international meetings organised – regional conferences, the global conference, meetings for the Chairpersons, or the Organisers, or training opportunities. Home-Start International does its own fundraising to keep the respective countries' costs as low as possible. However, it too faces its financial pressures and the global crisis has been hard on all countries. Home-Start Malta takes its responsibility to contribute to expenses incurred while maintaining such communication and contact with the various members of Home-Start.

7. HOME-START MALTA AND OUR INTERNATIONAL CONTACTS

7.1 Anna Stuttard's visit to Malta

In November, we had the privilege of receiving a visit from Ms Anna Stuttard, the CEO of Home-Start International. This visit was sponsored by the OAK Foundation, an international foundation supporting



Home-Start and other child focused organisations. The purpose of her visit was to provide the Management Committee with training on two important elements within Home-Start that are being addressed on an international level – namely, Quality Assurance and Safeguarding Children.

Her visit was a very positive experience. She met with the committee, with the volunteers, with the Appogg management and the CEO of the

Foundation and also with the main funders of the service. She took the opportunity to share her experience she gained while visiting other Home-Start schemes abroad. She was positively impressed with the positive feeling within Home-Start Malta – with the good relationship Home-Start Malta has with its umbrella agency, Appogg, and also with the commitment of all involved.

7.2 Grundtvig Life Long Learning Programme – Hungary November 2009

Home-Start Hungary participated in a Grundtvig programme aimed at people working with families. They extended the invitation to other Home-Start countries, as well as other people working with families.

The Home-Start Organiser was invited with three volunteers to participate in a workshop which was held in Budapest. The workshop was entitled “To Take Action Working Together for Our European Future – Families are our Future” and was attended by people from Norway, Greece, Poland, Romania, Luthuania, UK and Malta, besides the Hungarian organisers.

Over the first three days, the focus was on education for family life and learning from families. On the first day, the workshop was presented by Ms Bea David entitled – Families in Europe:



Trends and Sociological Perspectives of the Family in the 21st Century.

The workshop on the fourth day, focused on the participation and co-operative learning, that is, how theories and methods can be put into practice and applied in the field of community work. On the fifth day the workshop focused on environmental awareness – how this way of thinking can be brought into families. Discussions centred around the climate changes and the responsibility of choice when purchasing and consuming environmental friendly items.



During the five days together, all the participants interacted well during the different workshops. There was enough time allocated for all the participants to reflect and share their opinions on the topics discussed. Sharing of ideas with participants from other countries encouraged growth on an individual level apart from the fact that some ideas could also be adopted in their respective countries.

The Home-Start volunteers built good friendships while sharing their experiences as volunteers.

As good ambassadors of our country, the Maltese participants proved to be very popular within the group. The Maltese participants made a power point presentation on the culture and beauty of Malta. The Maltese food went down very well with everyone!

Lithuania is hosting a similar workshop in 2011 and Malta has been invited to attend. This is a good example of how intercultural exchange of experiences and ideas can enrich and strengthen the volunteers and the service that they give to Home-Start. Luckily too, this happens at no cost to Home-Start Malta!

The Future of Home-Start Malta.



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7.3 Visit of the new CEO of the Foundation for Social Welfare Services.

The volunteers, along with the Management Committee, also had the privileged opportunity to meet with the new CEO , Ms Bugeja, who visited the premises at Hubbard Flats, Bormla.

During the meeting, the volunteers and committee members were able to talk about their experience in Home-Start. Ms Bugeja, on her part, while understanding the service better, showed her appreciation towards the work and commitment shown by all involved. This was a very positive meeting and it promised a reaffirmation of the good working relationship that exists between the Foundation for Social Welfare Services (particularly, though not exclusively, through Agenzija Appogg) and Home-Start Malta.



8. The Future of Home-Start Malta

Since the start of the service, the Home-Start Committee has gone through an annual exercise of evaluation and planning. During Ms Stuttard's visit, the Committee started to think beyond the short term future, and discuss the '20/20' vision – that is, where we would like to see Home-Start Malta in 5 or 10 years time.

With this in mind, the Committee split the targets along a number of years – the immediate – that is, for the next year or two, the medium term, and the long term.

8.1 Our Targets

8.1a Financial

Minimising costs and dealing with funding issues by :

- Reviewing expenses that can be reduced;
- Exploring effective means of income, through sponsorships and fundraising.

8.1b Marketing strategy

Marketing Home-Start with the aim of reaching more families – targeting around 20 families, which is around an average of 5 more per year. To reach this target we would need to:

- keep raising our profile, by making more contacts, talking to more professionals;
- obtaining new marketing material, such as a banner, and new brochures (friendlier text)
- constantly market the need for volunteers, with an annual campaign to attract new volunteers; working to retain the experienced volunteers. Having experienced volunteers would help the service grow strongly and steadily;

8.1c Families

- Keep providing educational and recreational opportunities for the families;
- Work towards a greater involvement of families in the running of the service (this is already being done through one mother, but we need to increase the involvement);
- Develop the “Swap and Change” service. This would encourage families to visit the Home-Start premises, which, on certain days, can be used as a “drop-in” centre. This would increase the support for the families, besides helping them acquire some things that they need.

8.1d Volunteers

Constantly seek to improve support to the volunteers, whilst showing appreciation to the invaluable work that they do:

- Formal supervision for all volunteers
- Organise the support groups – using the feedback from the evaluation
- Appraisals for volunteers;
- Profiling of volunteers to maximise their resources, since some volunteers may not be available for home visiting, but can help out in other activities, such as the ‘Swap and Change’;
- Joint activities with the Management Committee – to increase communication between all involved in Home-Start;
- Electing a second volunteers’ representative on the Management Committee

8.1e The Management Committee

- Review the policies and procedures (to ensure that we are in line with the standards of Home-Start International)
- Work on a formal agreement with Agenzija Appogg – the relationship with Agenzija Appogg has been excellent from the onset. Home-Start has received lots of support and guidance. The Committee now feels that this relationship should be formalised.
- Ensure that the committee members get adequate support and training
- Participate in meetings and activities organised by Home-Start International

8.1f The Service

The issue of expansion has always been considered. This should be thought through and planned well. We need all the support we can get to reach out to more and more families all over Malta and not limit ourselves to certain areas only. Seeing that the need for a service like Home-Start is real, and considering its cost effectiveness and the positive effect it has on families, expansion of such a service should be considered in the shorter and longer term. Perhaps we should aim at encouraging the civil society - private companies and individuals to take more responsibility to help children and families who are going through difficulties.

Home-Start should really become an active, prominent, dynamic, national service in favour of young children and their families.

9. Appendices

9.1 Statistics

Service for families March 09 - February 10

	Referred	Matched	Not accepted*	Service Refused**	Awaiting Service	Total received service during period	Active as at end of Feb 09	Terminated during period
Families	20	8	4	3	5	14	10	4
Children	44	14	14	7	9	31	20	11

* not accepted by Home-Start because of criteria

** families refused service after initial contact with Organiser

Localities

	Referred	Received Service (Mar 08-Feb 09)
Cospicua	3	4
Senglea	1	/
Vittoriosa	/	1
Fgura	2	1
Zabbar	5	3
Kalkara	2	1
Other	7	4

Number of Volunteers

	Active	Inactive	Irregular service	Awaiting match	Terminated
Family visiting volunteers	7	1	/	2	5
Administrative help	1	/	/	/	1
Help in keeping accounts	1	/	/	/	/
Management Committee	3	/	/	/	1

9.2 Financial Report

Home-Start Statement of Affairs As at 31st December 2009

		31/12/2008	
	€	€	€
Fixed Assets		568.04	916.25
Current Assets			
Cash in hand	1,223.80		973.31
Bank Balance	23,855.31		70,707.84
Accrued Income	3,494.00		3,494.00
	28,573.11		75,175.15
Current Liabilities			
Agenzija Appogg	25,140.08		70,602.30
Accruals	29.11		628.80
	25,169.19		71,231.10
Net Current Assets/ (Liabilities)	Net Current Assets/ (Liabilities)	3,403.92	3,944.05
		3,971.96	4,860.30
<i>Surplus</i>			
Balance b/fwd		4,860.31	6,428.23
Deficit for period		-888.35	-1,567.93
		3,971.96	4,860.30
		0.00	0.00

Home-Start
Income and Expenditure Account
For the year ended 31st December 2009

	31/12/2008	
	€	€
Main Sponsorships	13,976.12	13,976.24
Other Donations	394.90	449.88
Fund Raising	723.93	519.26
	15,094.95	14,945.38
Cleaning	1.81	40.00
Stationery	132.49	32.07
Consumables/Welfare	0.00	41.54
Training Expenses	93.10	0.00
Insurance	0.00	0.00
Telecomms	740.98	1,194.56
Office Expenses	32.89	8.68
Rent	58.22	58.22
Water & Electricity	223.40	51.66
Travelling Expenses	0.00	784.68
Entertaining	0.00	102.48
Advertising	49.44	0.00
Coordination Costs	14,185.04	13,851.20
Activity Costs	117.71	0.00
Depr Office Equipment	314.50	314.49
Depr Office Improvements	33.72	33.72
	15,983.30	16,513.30
Surplus/(Deficit)	-888.35	-1,567.92

9.3 Home-Start Support Group—Evaluation Form

Home-Start Support Group – Evaluation Form

Please take some time to fill in this evaluation form. This is being used for the purpose of ensuring the maximum benefit of the support groups for all volunteers. Your answers will be treated confidentially, unless you decide otherwise. Thank you for your time.

1. Is the date and time of the support group convenient for you?

Yes

No

If no what would you change

Day

Time

Please state on which day & at what time you would prefer it

2. How effective/interesting is the support group?

(From a scale of 1 – 10, one being the lowest)

Insight

1 2 3 4 5 6 7 8 9 10

In what way?

Tips

1 2 3 4 5 6 7 8 9 10

In what way?

Skills

1 2 3 4 5 6 7 8 9 10

In what way?

Support

1 2 3 4 5 6 7 8 9 10

In what way?

Group Bonding

1 2 3 4 5 6 7 8 9 10

In what way?

Information

1 2 3 4 5 6 7 8 9 10

In what way?

Other

3. What else would you have liked to benefit from these sessions?

4. What would you have done more of?

5. What would you have done less of?

6. What did you like most?

7. What did you dislike most?

8. As part of on-going training in the support group, are there any particular topics you would like to have more training in?

- Child development _____
- Child Care _____
- Child Protection _____
- Parenting Skills _____
- Personal Skills _____
- Social Skills _____
- Budgeting skills _____
- First Aid _____
- Health and Safety _____

Other

9. Is there anything you would like to change during the support group?
