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Here always.

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strengthening families since 1894

Dear Friends

My name is Hannah Franklin and I am the newly appointed Child and Family Support Service Manager for Inner South London. I will be delivering services in Lambeth and Southwark.

I have been a qualified Social Worker for 8 years and have experience of working with vulnerable adults affected by their own substance misuse and mental health issues. More recently I worked with children and young people aged 11-18 at the NSPCC, in East London and Croydon. My specialism is in working with young people affected and at risk of sexual exploitation.

Being a social worker within the charity sector inspires me, as we are able to be creative, resourceful, child-focused, and deliver services that complement the work of the local authority. Often, working with children in this capacity allows for more intensive, therapeutic support, and as a result enables sustainable change for individuals. It is for these reasons I am so pleased to join Welcare and very excited to be responsible for re-establishing service delivery in Lambeth and Southwark - two areas where Welcare has a proud history of community work.

I am particularly excited to be here because of the commitment Welcare has to ensuring all children and young people have the opportunity to thrive within their family and their community. I am motivated to be able to offer children and young people the opportunity to explore their choices and to be able to find out more about them, including their individual strengths, to help find solutions to the problems they face. In addition, I am looking forward to helping empower and encourage parents to be more proactive in supporting and meeting their children's needs.

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info@welcare.org

I am looking forward to my new challenge of inspiring volunteers, supporters and the local community to support our work, alongside delivering a high quality child and family support service.

Enjoy this issue of the Welcare Newsletter and I look forward to meeting as many of you as possible in the coming weeks and months.

Best wishes,

Hannah

Hannah Franklin
Child & Family Support Service Manager - Inner London

How We Have Helped

In the 3 months between 1st January and 31st March 2016, we worked intensively with 81 individual families, positively impacting the lives of 164 children.



In addition, 904 children and families have benefitted by attending groups and programmes and from signposting across all our centres since April 2015.



Volunteer Recruitment Drive a Great Success

In January we began recruiting new volunteers across Welcare. We had an overwhelming response with a record 186 enquiry packs sent to potential volunteers. This has been our most successful recruitment drive for some time. So far over 30 have people attended our training. Volunteers enable us to increase the support and positive impact we make for the children and families in need of our support.

In the spring we hosted our new extended training programme for volunteers. With five sessions available - including a new workshop on Child Development - the course prepares our volunteers for their roles within Welcare and further develop their knowledge and skills. We need more volunteers and will begin recruitment promotion again in August, ready for our Autumn training programme.

Key Dates

Richmond May Fair
14th May 2016

East Surrey Service of Thanksgiving
19th May 2016

Bromley Friends Garden Party
11th June 2016

Vitality British London 10k Run
10th July 2016

Annual Meeting
30th September 2016



60 Second Interview!

Catharine Adjei is a Children's Centre Outreach Worker at our Redhill centre. We asked Catharine a few questions about working at Welcare...

How long have you been at Welcare and what brought you here?

"I've been at Welcare nearly 5 years. I was a childminder for 5 years prior to working here. When both my children entered full-time education, I sought a job that was in my knowledge area of Early Years and childcare, but where I was part of a team and could work

Volunteers remain an integral part of the support we offer families. In 2015 our volunteers donated over 3,552 hours of their time supporting Welcare. Whether you are a dab hand at Excel, think you'd be a good mentor to a child or are interested in assisting our Family Support Workers, we have the volunteer role for you, so please get in touch!

> Find the volunteer role for you
welcare.org/volunteer



Centre Focus: East Surrey

In each issue we will spotlight one of our centres to help you get to know our work a bit better...

Our centre in Redhill is based in the heart of the town centre. Our work there is multi-faceted, with our Child and Family Support Service for families throughout East Surrey complementing the Sure Start Children's Centre that we run on behalf of Surrey County Council. It is our largest centre and comprises 13 members of staff and a dedicated team of volunteers.

Our Centre Manager, Julie Mitchell, and Deputy Centre Manager, Lynn James, work together to provide services that meet the needs of local children and families. Our termly programme consists of groups, workshops, advocacy, one-to-one work, outreach visits, social work and drop-ins, as well as signposting and advice.

For the important work at our Redhill centre to continue it is vital that we engage with the local community. On 19th May, we are holding a Service of Thanksgiving and Celebration party at Timperly Church, Redhill. The event is being attended by the Mayor of Redhill and The Bishop of Croydon and will be an opportunity for the whole community to have fun and find out more about the support Welcare offers. Everyone is welcome on the day so please join us! [Visit our website for more details.](#)

We have tremendous support from the local community, churches, fundraisers, volunteers and local companies. One of our biggest supporters is Willis Towers Watson, who have helped in a number of ways over the past few years, including sorting Christmas toys, organising our food store and tidying up our garden.

in and around my local community supporting families and young children."

What does your role involve?

"My job is varied, exciting and keeps me thinking on my feet. I spend my time visiting families in the community and helping them manage crisis situations, empower them to find solutions within their own support networks and engage with local organisations. I also use my knowledge of child development to plan and run a number of groups, events and courses for children and parents on a weekly basis, such as a Stay and Play group and a Little Sounds music session for babies under 1."

What do you love most about your role and working at Welcare?

"Working with young children is my favourite part. They constantly challenge me and test the boundaries. I feel like they are saying, through their behaviour; "I want to know you care enough to work hard to understand me. Do you care? Do you understand?". I want them to know they are valued and that someone believes in them. In the short time I work with children and their parents, my hope is that they begin to realise the importance of building their self-esteem and self-worth."

Name one thing you are really proud of.

"I'm passionate about communication in all its forms. I think in order to help people feel welcome, safe and secure, communication skills are vital. I am really proud that I can speak fluent Spanish, which has enabled me to work with families from Spain and South America. This has brought me a lot of joy - I have used my Spanish much more than I ever anticipated I would need to in this role!"



As with every project they've helped with before they came up trumps and sent us a team of nine volunteers for the day. They managed to complete two coats, transforming the playroom to a zingy lime green! We were also lucky enough to have a wonderful team of ten volunteers and two supervisor from Community Payback come in following day to carry on from where Willis Towers Watson left off, painting our corridor and entrance. Thank you to both teams for their hard work!

We were very sad to lose a dear friend of Welcare, Sue Wooderson, at the beginning of this year. Sue became Chair of Welcare in Redhill a few years after we acquired our centre in 1995, and was integral in helping Welcare to first apply for funding from Surrey County Council to maintain and expand our work. Sue's husband, Tim, was also a huge supporter of Welcare, both in contributing several hours to decorate the new Welcare building where we still are today, and as vicar of St John's, in addition to thoughtfully remembering Welcare in his will. Our thoughts are with Sue and Tim's family and friends. It was a privilege to have had their dedication, support and friendship.

Our Redhill centre is currently recruiting new volunteers. If you are interested in finding out more visit: welcare.org/redhill.

> [Find out more about our centres on our website](#)

Samantha, Raymond and Rachel*

Samantha was a proud and active single mum of two children, Raymond and Rachel, but when she was referred to Welcare she was feeling extremely isolated and unable to manage. Her world had been rocked by two huge events in her life - within a short timespan Samantha had been diagnosed with cancer and her mother had passed away.

Her foundation of emotional support - her own mother - was sadly not able to help her through such a difficult time, and she felt these events beyond her control escalating the challenges she was facing. She was lacking both emotional and practical support, and it was beginning to have an impact upon her ability to parent effectively.

Volunteer Training Dates

Volunteering with Families Training: Part One

Friday 10th June

Volunteering with Families Training: Part Two

Tuesday 28th June

Effective Volunteering Training

Tuesday 18th October

Volunteering with Families Training: Part One

Tuesday 1st November

Volunteering with Families Training: Part Two

Thursday 24th November

All training takes place at: Welcare Central Office, 19 Frederick Crescent, London, SW9 6XN. Training sessions are for Welcare volunteers.



Struggling with depression, Samantha began to feel unable to manage her finances and worried deeply about how her health would prevent her from spending time with her children and how it would affect them. These overwhelming events and feelings led her to be referred to Welcare.

Welcare Family Support Worker, Catherine, worked with Samantha to put in place a personalised plan to support her and her children emotionally, practically and physically. The family were facing extreme financial difficulties. Catherine worked with Samantha to put in place budget sheets to help Samantha manage her money and applied to a charity trust to replace a broken fridge-freezer.

Feeling reassured that the financial crisis was being addressed, Samantha then felt able to focus on her own mental and physical health need. With the help of her Welcare Support Worker she began to access a local cancer support group and bereavement counselling. At Welcare we work with families as a whole, and it was clear that Raymond and Rachel also needed one-to-one attention, time to enjoy themselves, and the space to talk through their own feelings about the difficult events they had to face as a family. They were both referred for a Welcare mentor to give them that individual attention and the space to still be children.

Addressing both emotional and practical challenges can seem daunting, but with Welcare, Samantha received the support she and her family needed to resolve the immediate crisis, and to acknowledge their long-term needs.

**Names changed to protect the privacy of children and families*

> Donate now to help us make a difference for other families like Samantha's: welcare.org/donate



Anna Khan, our CEO, Blogs

Anna was asked by the communications department of the Diocese of Southwark to post an entry to their new blog, Hearts on Fire. Anna took the opportunity to highlight our response to the needs of children and their mothers impacted by domestic abuse. The majority of referrals to Welcare have experienced domestic abuse in at least one form. The blog entry focuses on our MySpace group work programme, that works with children aged 8-11 years old to enable them to process their feelings, responses and relationships following experiences of domestic abuse. We are currently running a MySpace group in South West London thanks to the generous support of St. Anne's Church in Kew.

> Read Anna's full blog entry here: <http://southwarkcofe.tumblr.com>

Mothering Sunday 2016 & Beyond

This year we piloted an initiative to raise awareness for the work of Welcare in churches on Mothering Sunday. Our trustees and staff gave a special Mothering Sunday talk and read selected prayers. The initiative raised over £500 this year with talks in five different churches and was also an opportunity to thank churches who already support our work generously.



Following the success, in 2017 we will be producing a wider range of resources and will be asking more of our supporters to help us raise awareness on Mothering Sunday on 26th March 2017. We will update you further in our next newsletter.



Run the London 10K with Welcare

Promised yourself that 2016 is the year to get fit? Catch that running (or jogging or walking!) bug and join Team Welcare for the *Vitality British London 10k Run* on **Sunday 10th July!**

Welcare has places in this fun and exciting event that takes place through central London past some of the city's most famous attractions. You can join Team Welcare either by buying a place through us for £25 with a pledge to fundraise at least £150, or by buying your own place directly and then letting us know you would like to fundraise for Welcare with no minimum fundraising amount.

Why not challenge yourself or get a team together of your friends or colleagues? We will be with you every step of the way with regular emails of support, training and fundraising tips, a Welcare running vest and a cheer team on the day!

How you can help

Help us by printing off a [poster here](#) and sticking it on your work/church/community noticeboard or come and join us on the day to cheer on #TeamWelcare. Email fundraising@welcare.org if you would like to help out on the day and cheer on our runners.

> Sign up or find out more: welcare.org/british10k



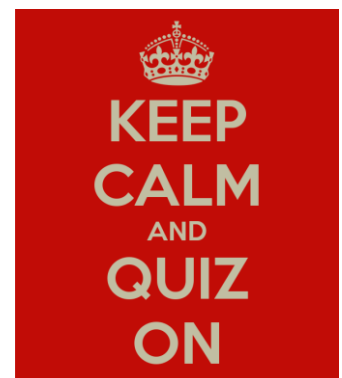
Easter Goodness!

We were delighted to be gifted with generous of Easter Eggs from some of our corporate supporters this year. Our Greenwich centre received an egg-traordinary delivery from former staff at Curves Gym, Welling, which sadly had to close down. We are so grateful that they came together to support Welcare in this way. Over at our Bromley centre we also received an egg-ceedingly

impressive 101 Easter Eggs donated by Property World in Penge. The faces of the children and families that we were able to give Easter Eggs to this Easter thanks to this thoughtfulness and generosity were absolutely priceless. Thank you so much to all our corporate supporters for all you do and your continued dedication!

Bumper Quiz Night for Bromley

On 16th March, Property World in Penge held a quiz night at The Goldsmith Arms to raise money for Welcare in Bromley. A fantastic £379.76 was raised, and along with the generous fundraising efforts from volunteer, Patti Brazier and Parish Rep, Sarah Willis, the combined money raised will enable the children and families we work with to enjoy a fun summer outing together. Thank you so much to Property World, The Goldsmith Arms, Patti, Sarah and all their donors for making this possible!



Makeover for our Greenwich Centre

We are delighted to announce that the National Citizenship Service (NCS) will be supporting us in July by painting part of the exterior of our Greenwich centre as part of their social action project. We are really looking forward to a team of 13 energetic young people (aged 16-17 years old) taking on this exciting challenge and making a valuable contribution to the local community by sprucing up the appearance of our building for our service users, staff and volunteers.

In addition, Sue Floyd, a member of our Welcare Friends group, is using her skills as a florist to look at ways of improving the community garden outside of our centre. We thank Sue for her efforts and support, and look forward to the joy the improvements will bring to our service users and visitors. Photos to follow in our September issue!

Match Funding

Many companies throughout the UK offer employees the chance to boost their fundraising efforts by 'matching' the money they raise. Recently one of our Friends in Bromley, Christina Clark, managed to apply for almost £2,000 in matched funding from Morrisons, where she is an employee. This a fantastic amount of money that will go towards children and families in need, for very little extra effort.



Match giving or match funding is a simple way of maximising fundraising efforts. It is an informal, albeit corporate, arrangement between a company and their employee. Not all companies offer matched funding but those that do will pledge a sum of money relating to the amount their employee has raised for or donated to the charity of their choice.

Companies may match the fundraising total for an event, or for the stall that their employee is working on, and they will also often match fund for sponsorship events that their employees have taken part in, such as our British London 10K.

We would be so grateful if you could see if your employer (or your family and friends' employers) has a match funding scheme, or if they are willing to match fund any of our events. If you are able to help us this way, please contact our Fundraising Manager, Amy Mawby, at fundraising@welcare.org or 020 7820 7910 and we can discuss your company's requirements.

Thinking about holding your own cake sale, coffee morning or sponsored walk? We can provide you with promotional materials, posters, banners, balloons and more. Contact us at fundraising@welcare.org, call 0207 820 7910 or visit our website to find out more:

> Raise funds for Welcare your way: welcare.org/fundraise



Our Centres

Bromley
Greenwich
Redhill
Richmond
Wandsworth

welcare.org

e: info@welcare.org t: 0207 820 7910

Central Office: 19 Frederick Crescent, London,
SW9 6XN

Welcare is a family-focused charity based on Christian values that is dedicated to helping children and families overcome challenges in their lives and build towards a better future. We work across South London, Bromley and East Surrey.

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