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Dear Friends

Welcome to our Autumn newsletter, which highlights some of our activities supporting children and families in South London and East Surrey. Our staff and volunteers continued to provide support throughout the summer months, when many of the usual family routines are abandoned, and I am pleased to share with you highlights of some of the outings and community events we organised to build happy memories for the children of fun times together with their parents and carers.

This year, I am very pleased to introduce our first Impact Report. This was launched at our Annual Meeting 2016 and inaugural Volunteer and Supporter Awards which took place on Friday 30th September. The Impact Report summarises our key achievements and the incredible work that has taken place in our centres over the past year. You can read the full report by welcare.org/impact-report-2015-16.

Thank you for your personal support and continuing commitment to our vital work.

Best wishes,

Anna Khan
Chief Executive

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Impact Report 2015-16



For a hard copy of the report, please email fundraising@welcare.org or call 0207 820 7910.

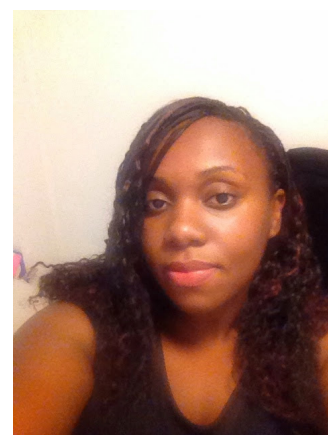
How We Have Helped

In the 3 months between 1st April and 30th June 2016, we worked intensively with 81 individual families, positively impacting the lives of 167 children.



In addition, over 900 children and families have benefited by attending groups and programmes and from signposting across all our centres since April 2015.

Catherine O'Garro is a Family Support Worker at our Bromley centre. We asked her a few questions about working at Welcare...



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

I have worked with Welcare for 8 months. I choose to work with Welcare as a family support worker as I think that it is an excellent charity and I am able to implement my social work skills and knowledge while supporting families. I also wanted a job where I could make a positive difference to families who are vulnerable and going through difficult circumstances.

What does your role involve?

My role involves empowering, supporting and enabling families who are experiencing a range of issues, such as domestic abuse, mental health issues, housing problems, and challenging behaviour. This is done by visiting families in their homes or within the community, 1-to-1 sessions, accompanying clients to appointments to help them gain confidence, and providing group sessions where parents can support each other. I also support a small team of volunteers.

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

The best part of my role is to see the smiles on my families' faces when they have had a positive outcome from the support I have provided and as a result their circumstances have changed in a positive way. I love working at Welcare as the team I work with in Bromley are very supportive and friendly. As a new member of staff I was made to feel very welcome.

Key Dates

Bromley Annual Service
22nd November 2016

Shooters Hill Golf Club Luncheon
24th November 2016

Southwark Cathedral Christmas Market
2nd-4th December 2016

Lent
1st March-13th April 2017

Vitality British London 10k Run
July 2017



Some of our Bromley families enjoying a seaside trip to Broadstairs, Kent kindly funded by Property World

Centre Focus: Bromley

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

Our centre at Bromley offers support and services to children and families throughout the London Borough of Bromley. In 2014 our centre relocated to St. Barnabas Church, which is located near Orpington in the Cray Valley ward.

Although Bromley is perceived as an affluent borough there are high levels of inequality. Cray Valley is an area of high need where unemployment is double the average for the borough and unemployment amongst young people is especially high. We are pleased to be working in the heart of the community and are enormously grateful to everyone at St. Barnabas Church for their warm welcome, most especially to Judy Jeffreys, who, as the Welcare Parish Rep and Church Warden, enabled us to move to our new home.

We have an experienced and dynamic team of three Family Support Workers led by Barbara Wilson, the Child and Family Support Manager and a senior Social Worker. Each Family Support Worker works directly with families and supervises volunteers. We aim to empower parents by building self-esteem and confidence.

Our team could not manage the work of the centre without the loyal support of our four admin volunteers and a family support volunteer. This valuable support allows our Family Support Workers to fully utilise their time helping families in need. We also currently have five volunteer Mentors supporting individual children aged 8-13 and three newly recruited Mentors.

Staff and volunteers facilitate a monthly Parent Support Group in Bromley Parish Church at the heart of the town centre. It is open to both current service users and those who we have recently stopped working with. The objective of this group is to reduce isolation, encourage parents to establish a social network and share issues and experiences in a positive and supportive environment. Each month the group has a focus topic or guest speaker, which has included recognising abuse, behaviour management and assertiveness training.

We are wonderfully supported by local churches who support us with donations, through volunteering and in prayer. Our Parish Reps and Friends of Welcare promote Bromley

Welcare locally and organise a number of fundraising and awareness events throughout the year.

We liaise with a wide variety of local agencies such as local schools, Children's Disability Team, CAMHS, Counselling services, local Housing Associations and many more. We have seen a dramatic increase in our referrals over the past year and currently have a waiting list of children and families who need our support.

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

> [Find out more about our centres on our website: welcare.org/localsupport](http://welcare.org/localsupport)

Welcare's Annual Meeting 2016

On a crisp Friday 30th September in London, we held our Annual Meeting and our inaugural Volunteer & Supporter Awards 2016 at the Blue Fin Venue on Southwark Street. This year we took a different approach to the event, with dynamic speakers, the launch of our first Impact Report, and the opportunity to celebrate some of our exceptional volunteers and supporters, and the wider teams that they represent.

We were so pleased to have The Bishop of Southwark, The Rt Revd Christopher Chessun, Welcare's President, in attendance and speaking. The day was a wonderful opportunity to say thank you to all our supporters, to celebrate the difference Welcare has made for children and families over the past year, and to lay out our plans for the coming year. We have a few photos here to give you a flavour of the event but more photos and a short film will be available soon on our website, so please check there in a few days.

Volunteer Training Dates

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.



> *Find the volunteer role for you*



The winners of our Volunteer & Supporter Awards 2016 were:

Volunteer Impact Award

Winner - Paul Pugsley

Volunteer Outstanding Contribution Award

Winner - Pat Bowden

Volunteer Team Award

Winners - The Bromley Team (Anthony Peters, Patti Brazier, Jasper Browning & Susan Thomas)

The Emily Bennett Outstanding Supporter Award

Winners - Alan & Eileen Wiltcher

To read a bit more about our all winners and awards, visit welcare.org/media for the press releases.

Congratulations to all the winners, who received Certificates and a gift voucher, and to all the nominees, who also received Certificates of Recognition on the day, presented by The Bishop. We are so grateful for all that each one of our volunteers and supporters do to support Welcare's service users, staff and each other. You are all an inspiration to us. Thank you!

How Our Volunteer Mentors Make A Difference

Our Mentors help children and young people aged 8-13 to feel valued and confident about themselves, gently encouraging them to step out their comfort zone and embrace new activities and experiences. Having a supportive person to talk to and time for a young person's own interests can help with reducing stress, improved engagement at school, developing of communication skills and with building healthy relationships.

Having a mentor can also help to develop new skills, with examples such as baking, confidence using public transport, learning how to research and plan activities, and taking greater responsibility for organisation. Having one to one time with a Mentor can further help to improve coping mechanisms, give emotional space to talk about worries, concerns and achievements, and to develop the ability to express opinions and ideas.

> **Donate now to help us provide more volunteer Mentors for the children we work with: welcare.org/donate**

Parenting Puzzle Courses

One of our Family Supporter Workers, Theresa Louison, working from our East Surrey centre, ran a full 10 week Parenting Puzzle course from May to July, in partnership with a colleague from the Redhill Baptist Church.

The Parenting Puzzle weekly sessions support parents to reflect on their own parenting styles and enable them to learn new strategies for communicating and establishing positive boundaries with their children.

The course is based on four constructs, or building blocks; aiding parents to develop their own empathetic skills, to build self-awareness and self-confidence, to have appropriate expectations for their children, and to understand positive discipline.

Theresa will be running the shorter 4 week course of the Parenting Puzzle in January 2017, which will help to give parents a taster of the positive strategies for managing behaviour that they can explore in more depth in the longer course. One parent's feed back about the course: "The atmosphere of the group was great, a mixture of people with different ideas, experience and backgrounds".

East Surrey Service of Thanksgiving

On 19th May this year, our East Surrey Centre held a Service of Thanksgiving and Celebration Party at Timperley Gardens Scout Hut supported by Timperley Church, Redhill. The event saw 150 families, volunteers, supporters, colleagues and funders attended. We were also very pleased to welcome The Rt. Revd Jonathan Clark, Bishop of Croydon and Councillor Joan Spiers, Mayor of Reigate and Banstead, to celebrate the valuable work of Welcare with families in East Surrey.



The difference Welcare can make was illustrated by a Redhill mother, who told how the charity had helped her and her family to find housing, and to deal with other issues, including illness. She said: *"Welcare helped me a lot, they changed my life, from the darkness to the brightness"*.

As the service ended, the sun came out to shine on outdoor games and activities, including an obstacle course, storytelling, arts and crafts, and a feast of fresh fruit, sandwiches and other party food.

Vitality British 10k London Run

Congratulations to our British 10k runners, walkers and joggers who braced a slightly wet July day to raise over £2,000 for Welcare! This was our first ever organised Welcare team sports event and we are ecstatic with the results. All our runners really enjoyed the day and were very pleased to contribute towards such a fantastic team effort for Welcare's children and families. Thank you SO MUCH to all those who took part and we look forward to seeing you on the starting line next year!

Vitality has not yet announced the date for next year's British 10k London Run but it will be sometime in July and Welcare will be definitely taking part again in 2017. We would absolutely love to have you as part of our team! You will receive a full race and fundraising pack, a Welcare t-shirt, help setting up a JustGiving page and full support all the way.

If you would like to express interest in being part of #TeamWelcare for this event next year, please visit welcare.org/british10k to add your details and we will update you with information as soon as we know more! (Don't worry, this will not sign you up, it is just to express your interest for more information).

Family Trip to the Seaside

As a result of some fantastic fundraising by volunteers and supporters at Bromley and Property World in Penge, our Bromley team were able to take the children and families we have been supporting on a day trip to the seaside at Broadstairs, Kent in August. A coach was hired to take families out for a day of sandcastles, sea air, ice cream and enjoyment. Children and parents alike had a great time. Some comments we received included: "I am really happy that I had the opportunity to bring my children to the beach as they have never been before" and "The boys really enjoyed jumping into the sea. They really liked eating ice-creams and drinking slush puppies!".

Thank you to Property World, The Goldsmith Arms, Patti Brazier, Sarah Willis and everyone else who donated to help make this trip possible. Thank you also to the volunteers that accompanied and supported our staff on the day.



Makeover for our Greenwich Centre

In our last newsletter we told you that the National Citizenship Service (NCS) would be supporting us in July by painting part of the exterior of our Greenwich centre as part of their social action project. A team of young people, aged 16-17 years old, took on the challenge and this is the fantastic result. Thank you to NCS and all the young people who helped achieve this beautiful transformation on the day! Our new fresh blue wall is welcoming and clean and makes a better impression for service users, staff, volunteers and the wider community.



Host a Lent Lunch in Aid of Welcare in 2017

Pick your favourite soup, your favourite people and support us this Lent by holding a fundraising lunch in aid of Welcare! Whether it's for a small group of friends in your home, a group of colleagues in the break room or a larger gathering in your church hall, this is a great social way to raise funds for local families in need.

Lent 2017 runs from 1st March to 13th April. Download your fillable poster and donation form now to get started or request a fundraising pack which will include a banner, posters and leaflets to help you spread the word about your event and make your lunch run smoothly.

> [Get your free fundrasing pack now: welcare.org/JustGiving-Fundraising-AtoZ-Guide](http://welcare.org/JustGiving-Fundraising-AtoZ-Guide)

Mothering Sunday 2016 & Beyond

This year we piloted an initiative to raise awareness for the work of Welcare in churches on Mothering Sunday.

In 2017 we will be producing a resource pack and will be asking our supporters to help us raise awareness of Welcare on Mothering Sunday on 26th March 2017. If this is something you would like to get involved with, please contact fundraising@welcare.org for more information. A resource pack will be available on our website towards the end of the year and we will provide a link to it in our next newsletter.



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](http://welcare.org/fundraise)



Our Centres

Bromley
Greenwich
Redhill Richmond
Wandsworth

welcare.org

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t: 0207 820 7910

**Registered 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.