

Dear Friends,

Welcome to our summer newsletter showing more of the ways we have supported children and families in the last four months. In this issue we spotlight our work in Inner London. All our individual and group work programmes aim to help parents and children cope better with their difficulties and provide long lasting change. One of the ways we do this is through MySpace, a treatment and recovery programme for children who have been exposed to domestic abuse and violence. It was a personal highlight for me to meet and talk with the children who completed our first Inner London course in April.

This newsletter comes to you during National Volunteers' Week, an opportunity to celebrate and raise awareness of the commitment and hardwork displayed

Connect With Us



by volunteers across the country. Please read the interview with Sandy, who volunteers in Inner London and brightens our week with her good humour. Sandy has made an enormous difference to the children she works with.

In this general election week, I leave with you this thought *“volunteering is the ultimate exercise in democracy. You vote in elections every few years but when you volunteer you vote for the kind of community you want to live in”*.

With my very best wishes,



Anna Khan
Chief Executive

For a hard copy of this newsletter, please visit our [website newsletter archive](#) or call 0207 820 7910.

How We Have Helped

In the 12 months between 1st April 2016 and 31st March 2017, we worked intensively with 238 individual families, positively impacting the lives of 471 children. This shows an increase in figures compared to the same period in 2016, which were 167 and 344 respectively.



In addition, 916 individual children and families benefitted by attending groups, programmes or activities organised by Welcare.

The impact for families using our measurement tool, Family Outcome Star Plus, shows that 81% of families reported an improvement as a result of Welcare's intervention during the past year.

Help us continue to make a difference for even more families who turn to us in need



Key Dates

Virgin Sport British 10k London Run

Seeking a cheer team
for our runners!
Sunday 9th July 2017

**Redhill Children's
Garden Launch**
Wednesday 12th July 2017

Welcare Annual Meeting
Friday 29th September 2017

**Bromley Service of
Thanksgiving**
Tuesday 21st November 2017

Volunteer Training Dates

Upcoming training dates
not yet finalised - please
check our website for
future details.

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](#)**

Celebrating our volunteers in Volunteers' Week!



This week is National Volunteers Week, and as part of this we are celebrating the incredible impact our volunteers make. Without them we simply wouldn't be able to provide our comprehensive support to children and families. Over the past year volunteers have given over 3,870 hours to Welcare enabling us to help over 904 children and families.

Here are just a few of the ways our volunteers have made an impact in the past few months:

- We now have Volunteer Mentors supporting young people in Richmond, Bromley and Inner London
- Community Volunteers continue to offer a vast range of skills and activities in supporting the smooth running of our Children's Centre In East Surrey
- Admin Volunteers have helped ensure our frontline staff are spending as much time as possible directly working with the children and families
- Group Assistants have successfully helped us deliver our *MySpace* domestic abuse recovery programme and our *Strengthening Families, Strengthening Communities* parenting programmes across South East, South West and Inner London

Volunteer & Supporter Awards 2017

As part of our ongoing marking of the important role volunteers play at Welcare we were delighted last year to host our first annual Welcare Volunteer & Supporter Awards. Nominations are currently open for the 2017 awards. The Awards will take place on Friday 29th of September at our Annual Meeting.

60 Second Interview

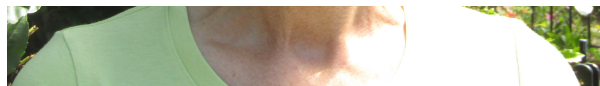
Sandy Hammonds has been volunteering at our Inner London centre for 9 months. She assists with the groups, including our domestic abuse recovery programme, *MySpace*.

What brought you to Welcare?

I started training to become a Welcare volunteer in October 2016 and started volunteering as a *MySpace* Group Assistant in February 2017. I came to Welcare



because its work focuses on children and families, which has been a lifelong passion of mine. As a retired Nurse Practitioner I was able to utilize my knowledge and skills from working with women and children, and remain working with vulnerable children and families.



What does your role involve?

I offer practical support to the staff at Inner London, including preparation for the weekly children and adults' MySpace sessions. I do a bit of shopping for food and art materials, and meeting and greeting the children and parents when they first arrive. I also set up the group room, and help facilitate group discussions, that are led by the trained staff. I have helped design resources for both children and adults to help explore issues around feelings and emotions, particularly around domestic abuse. An integral part of my role is to be involved in the team debrief; an opportunity to pick up and discuss potential safeguarding concerns and disclosures of parents and children.

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

I love being at Welcare as I have the opportunity to work directly with children and young people who have been going through a tough time. One of my biggest joys is being able to bring a smile to their day or week. I love working as part of the team. They have welcomed me and made me completely included, not someone who is just an add-on. The whole volunteer process has been impressive and the training programme has been particularly professional, informative and relevant to the roles we are delivering. I really liked the Child Development module.

Name one thing you are really proud of.

Being able to continue to be useful, helpful and being able to contribute my professional skills, humour and time to Welcare.

> Find out more about volunteering with Welcare and view our vacancies

Thank you so much to Sandy and every single one of our volunteers. We are so grateful for all that you do to support Welcare's service users, staff and each other. We could not do what we do without you. You are all an inspiration to us and we want to say a heartfelt thank you!



Hannah & Sandy preparing for a MySpace session at our Inner London centre

Centre Focus: Inner London

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

Our Inner London Child and Family Support Service is based within our Central Office in Lambeth. We provide support for children and families living in the boroughs of Lambeth and Southwark. The team comprises 2 full time members of staff - Hannah Franklin, the Service Manager, and a newly appointed Family Support Worker. The team has also been supported by some staff from other centres on an interim basis and by volunteers.

The team offers a range of services, including one-to-one support, group work for both parents and young people, volunteer mentoring, domestic abuse recovery, advice, advocacy and signposting. We tailor a package of services that is unique to each family that comes to us, combining different elements of support. The team works closely with local professionals and other voluntary and community organisations to ensure that children and families locally receive the appropriate support dependent on their needs.

Our focus in Inner London over the past year has been to re-establish Welcare as a charity serving families with children aged between 5-13. The service delivered our first Inner London *MySpace* 12 week group work programme in the spring, which helped children who had been exposed to domestic abuse. Following feedback and evaluation we found the programme had been successful in achieving the intended aims, including helping the children understand their emotions around the abuse they had been exposed to, raising their confidence and resilience, and increasing their understanding that they were not responsible. In addition all children were able to create their own safety plan. Following *MySpace*, we have provided ongoing support to some of the children through one-to-one sessions and matched a child with a volunteer mentor.

Following feedback received from the parents, we have been piloting a monthly drop-in session called *Voice of the Parent*, similar to parents follow on groups being

delivered at some of our other centres. This group enables the parents to receive informal support whilst participating in a more collaborative group session, building networks and peer support.

Inner London is now delivering our first *Strengthening Families, Strengthening Communities* group programme, which provides support with parenting children, focussing on current issues and the importance of community. This model is backed by extensive evidence from professionals and service users.

At the beginning of the year, we were delighted to be granted a year's funding by Lambeth Child & Adolescent Mental Health Service (CAMHS) to deliver a drop-in group for young people known to our service. As part of this group we will also be delivering a participatory photography workshop that will enable the young people attending to use photography to express their experiences in their own way. Two of our staff have been trained externally to deliver this workshop and we look forward to sharing further details soon.

We are always looking for volunteers to support the service delivery of our child and family support service in Lambeth and Southwark. If you want to know more about volunteering at Welcare, please contact our Volunteer Manager, Paul Vitty, on 020 7820 7910 or visit our website for more information: welcare.org/volunteer.

If you would like any further information about Welcare in Inner London please do not hesitate to contact us at innerlondon@welcare.org or on 0207 820 7913.

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

A Parent Helped by Welcare Shares Her Story

At our Redhill Children's Centre we offer former service users the opportunity to volunteer as Community Volunteers, to help build up their skills and confidence. Here a mother who was previously supported by Welcare shares her story about moving from service user to volunteer.

"Before I came to Welcare I was living on my own with my 2 young children in temporary accommodation and I was on benefits. This was a place that I never imagined I would be and not how I saw myself. As a result my confidence had really dropped. I felt that because I was on benefits people assumed that I had no brains and I was there to abuse the system.

One day I met Kim, an outreach worker from Welcare and she told me her own story. She had been where I was and had managed to get out and she showed me that I could make the shift. She told me to look on my situation as a temporary blip in my journey, that it needn't define who I am.

I used to visit the children's centres with my kids and then when the youngest was in nursery I came to Welcare as a volunteer. I met with Lynn and Kate, and they made

me feel as if I had something to offer and that I was important. They said that my background situation didn't matter; they could see I had skills and that I could be an important part of the team.

I started volunteering one morning a week and I really enjoyed that feeling of going into an office and doing something different. I learnt that I was worth it. I was able to start again and had ambition. I was really nurtured at Welcare. My confidence improved and it felt like all the staff were cheering me on. They had belief in me and encouraged me to go on different courses and apply for jobs. They took the time to teach me lots of different systems and useful skills. I was especially nervous about using the phone but with encouragement and support I became confident.

I felt that I was part of the Welcare family. They are a great team, who do amazing stuff, and I was made to feel so much more than a volunteer. During my time with Welcare I made the transition from temporary to permanent housing and now have a paid job that fits around my children's school. I am happy knowing that I am earning and looking after my kids and giving back."

Welcare Appoints a new Chair of Trustees

At our trustees' Board meeting on 27th April, Cherry Murdoch was unanimously approved as the new Chair of Trustees for Welcare. Cherry has worked extensively in the voluntary sector as a volunteer, trustee and manager. Her voluntary roles have included being a member of the Lewisham Welcare Management Committee, a school governor and Clerk to the Governors of a church school. Cherry has worked as a housing/debt adviser at the Citizens Advice Bureaux, and in strategic and business development at Housing Justice, Shelter, and Action for Blind People. Until the end of 2016, she was the Head of Business Development and Partnerships at Depaul UK. In her church life, Cherry serves as a licensed Reader at St Nicholas and St Luke's, Deptford, where she was previously the Lay Chair of the PCC. Cherry is committed to promoting Welcare's vital work supporting and empowering families across South London and East Surrey.



Cherry writes; *"As a young mother in the 1980s, I was a member of the Lewisham Welcare Management Committee and remember well the struggles the families faced in dealing with housing, debt and unemployment. It is my privilege and joy to combine my experience in the charity sector and church to serve as your Chair. Thank you!"*

We are also pleased to welcome the Venerable Moira Astin, Archdeacon of Reigate, to the Board. In addition to strengthening our links with churches in East Surrey Moira brings experience from her previous parishes of youth and children's work and prior to

that was one of the founders of the Thatch Young Parents Group supporting parents aged up to 21 years old. I know you will all join me in welcoming both of our new trustees.

Welcare's Impact, in our Service User's Own Words

We have produced a short film, explaining why we do what we do and showing the life changing impact Welcare's services have on real families, in their own words. We debuted the film at our Annual Meeting last year and will soon have DVDs available to order. You can view the film at our YouTube channel by clicking on the image below.



Watch the Welcare film, Welcare: The Difference We Make

> [Click here to view more stories about the difference our services have made](#)

Mad Hatters' Easter Tea Party at our Bromley Centre

An Alice in Wonderland-inspired tea party was held at our Bromley centre to provide a fun and entertaining day for children and their parents and carers to enjoy time together in the Easter school holiday. Activities included making pizzas and jam tarts, cake decorating, Easter crafts and making Easter baskets. The children were entertained by 'Alice', who provided facepainting for each child along with games and entertainment. The event had a great turnout from our service users, with children and adults thoroughly enjoying themselves. Some feedback comments received included: *"Everything Welcare does is amazing, all the staff and helpers are fantastic. Thank you so much"* and *"Everyone was so friendly and made me feel part of something. The event was great"*. Thank you to everyone who supported the event, both on the day and by fundraising for it.

Julie Mitchell

Julie Mitchell, our East Surrey Centre Manager, will be leaving in September after 10 years at Welcare developing and managing our work in Redhill and East Surrey. Julie has developed partnerships with other local charities, schools, refuges, food banks and churches in addition to managing a busy Children's Centre in Redhill town centre and effectively reaching out to children and families from areas of greatest need. We send our very best wishes to Julie and her family for the future with sincere thanks for all she has achieved.

I am delighted to announce that Lynn James, the current Deputy Centre Manager, will be the Acting Children's Centre Manager from September 2017. Lynn has extensive knowledge and understanding of developments taking place in Surrey, good local networks and experience delivering services over the last four years. I am sure you will share my pleasure in this good news.



British 10K London Run 2017

Want to do something fun, celebrate London's landmarks and raise money for vulnerable children and families at the same time? There are just over 4 weeks to go until the British 10K London Run on Sunday 9th July. We have a Welcare team of 22 runners, with just a few places left at our discounted rate, so get registered quickly before they go!

This 10K is ideal for all abilities, whether you run competitively or if it's your first event.

How to join Team Welcare:

- Join our team to get a guaranteed entry place for just £25 and by pledging to raise a minimum £150. Sign up now to secure your place!
- If you prefer to enter the event yourself and fundraise for Welcare without a minimum fundraising target, register directly with Virgin Sport by visiting their website. Then email us to join Welcare's team and receive the same help and support as our other runners. While there is no minimum sponsorship if you join our team this way we will do all we can to help you raise as much as possible

However you join our team, we will offer you the same high level of support. We'll be with you every step of the way!

Come and help support our runners on the day!

If one of your friends or family is running, or you'd like to volunteer on the day to be a part of our cheer team, please email us: fundraising@welcare.org or phone on 0207 820 7910. We would love to see you there and we will provide you with a Welcare t-shirt, banners and cheering aids. You'll get a great buzz from the event and really help push #TeamWelcare to that finish line!

If you'd like to print out a poster or put one on your social media account to help us promote the event and build your team, [click here to download a poster](#).

> Yes! I want to join #TeamWelcare!

Mothering Sunday & Lent Lunch Events

We asked you all to help support our Mothering Sunday and Lent Lunch campaigns and you responded! We were really pleased with the increased take up and increase in donations raised this year from both campaigns. A number of churches held collections on Mothering Sunday and also we also saw a number of Lent Lunches held by local fundraisers supporting all of our centres. Over £1,300 was raised - thank you so much to everyone who organised, contributed and attended these events over March and April. We look forward to building on these campaigns in the coming years.



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





Our Centres

Bromley
East Surrey
Redhill Children's Centre
Greenwich
Inner London
South West London

welcare.org

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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