

**welcare**  
*strengthening families*



Supporting children and families together

Annual Report 2010-11

**welcare**



We all want to give children the best start in life.

**Welcare** is a Christian charity which works with children and families in need, irrespective of faith, culture, abilities or life choices. Welcare responds to local needs – encouraging self-help and strengthening communities.

Welcare is a charity which supports parents with young children across South London and East Surrey. We help families who might otherwise be isolated or find it tough to cope.

Our projects empower parents to re-build their lives and family ties – helping parents give their children a happier, more confident childhood.

**Parenting classes • Contact service • Family group conferences**

The photographs used in this report are for illustrative purposes only and do not represent the individuals named in the case studies. All names used in this review have been changed, to provide anonymity.

**Find out more about all our services at**

## Chair's message

**The impact of financial hardship for families often falls squarely on the children. Welcare's services are therefore needed more than ever.**

In tough economic times, families often find themselves under more pressure than ever before.

Not only is there less money to spend on essential items like food, clothes and housing, the extra strain of money worries can affect emotional relationships within the family too.

In times like these Welcare's services – whether it's parenting classes, family support workers, children's activities, or a helpful volunteer – can be an invaluable lifeline.

By offering practical help and support early on, when families are under pressure, we help families to avoid the need for more intensive intervention later on.

Like all charities, Welcare has to work even harder to find the money and resources we need. But one thing is clear, Welcare has a vital role to play in helping families under pressure to continue to give their children the best possible start in life.

**David Atterbury Thomas**, Chair, Welcare

**Family support • Play • Counselling**

[www.welcare.org](http://www.welcare.org)





## ● Edible estate wins first prize

A gardening project run by Welcare in Greenwich has won a first prize in the Mayor of London's Edible Estates Competition.

Judges were particularly impressed with vegetable gardens on the Nightingale Estate made from recycled materials such as laminate flooring, bedsteads and furniture.

'We now have ten large raised beds and over 20 smaller ones, growing over 30 different kinds of crops,' says volunteer Dizzy Cooke. 'Children come and help with the watering and weeding. Sometimes they stop by on their way to school and ask if they can take some peas. It's really brought people together.'

The project involves residents of all ages, encouraging healthy eating, and has really captured the estate's imagination since its launch two years ago.

'Antisocial behaviour on the Nightingale Estate has fallen markedly since the start of our gardening project,' says Seval Tahsin of Welcare in Greenwich.

The project also introduces families to Welcare in Greenwich's core services, including parenting groups and family support, for which we have secured additional funding from The City Bridge Trust for three years.

CHILDREN PLANT SEEDS AND GROW THEIR OWN PLANTS AT REGULAR WORKSHOPS RUN BY WELCARE IN GREENWICH.

'There's very little vandalism because they know the plants belong to them.' – Dizzy, volunteer.



## Julie gets a break

After the death of her husband, Julie felt overwhelmed by the needs of her grieving children.

That's when Julie heard about Generation Link, a project run by Welcare in Lambeth to support local families.

We linked Julie with Hellen, a volunteer who now visits the family every Saturday morning for 2-3 hours. It's not much, but it makes all the difference.

Hellen, 37, plays with the youngest boy – maybe trains or building castles– and helps the older children with painting and music too. 'The youngest boy loves the attention,' says Hellen. 'To begin with the children were a bit unsure about the arrangement but now everyone can see the benefit.'

Julie takes the opportunity to escape to a local cafe for a coffee and a bit of time to herself. 'When she comes back from the cafe the children are really excited to see her and run and hug her, 'it's beautiful to see,' says Hellen.

Generation Link is currently supporting 60 families. Older volunteers become surrogate grandparents to the children, while younger ones, like Hellen, become trusted friends to the whole family.

## Andrew helps parents find solutions

Andrew is a skilled facilitator on the Welcare parenting programme – a 12 week course to help parents with young children develop their parenting skills.

'People who come on the course are often very negative about their parenting,' says Andrew, who facilitates the Webster Stratton Parenting Programme at Welcare in Croydon. 'Some are referred to us by social services because they are at risk of having their children taken into care. They feel the whole system is against them.'

Andrew says it's really rewarding to watch that change during the sessions. 'They start to listen to each other and talk too. You see their self-esteem come up. They feel empowered and safe enough to say what's really going on in their lives. It's wonderful to watch.'

This year alone over XXX parents have benefitted from the evidence-based programme. Topics covered include limit-setting, play, praise and rewards.



FIREFIGHTER ANDREW ROBERTS IS A TRAINED FACILITATOR – HELPING TO RUN OUR PARENTING PROGRAMME AT WELCARE IN CROYDON.

'I've seen a very big change in Adam. The teacher rings me up to say how well he's getting on.' Grandparent



## Network of support for the Daniels

With four children and a husband with depression, Jasmine Daniel was struggling to cope on a very low income.

The health visitor was worried that the youngest child was failing to thrive in a flat that was becoming dangerously cluttered. That's when she contacted the social work team at Welcare in Bromley.

Over ten months, Welcare social worker Jessica Vornbrock visited the Daniels at least fortnightly. She also worked behind-the-scenes – building a strong network of support involving the children's schools, GP and youth service.

Small interventions can make a big difference. 'The mum was keeping the one-year-old in her high chair for hours at a time,' says Jessica. 'The child was bored and didn't smile or laugh. We helped the family apply for a small grant to buy some floor mats and safety gates. Now the baby can move around and really engages with life much more. She's really come on.'

Welcare is there for the whole family. With our support, the youngest child has got a place at a local nursery, the teenage son is now in a full-time IT internship, and the dad is taking regular medication for his depression.

Ten months on, the Daniels no longer need our support. Their health visitor has taken over the co-ordinating role, leaving us free to help another family.



The eight social workers at Welcare in Bromley help families 'on the edge' who don't quite qualify for support from social services. We offer a preventative service, building on families' strengths and helping them find other support networks, to prevent a crisis occurring.

'I found myself and started a new life. I feel more confident about who I am.' Parent

## Kate breaks cycle of domestic violence

Even after finally separating from her abusive partner, Kate found it hard to move on with her life.

She felt isolated and low in self-esteem. Her 12-year-old son was constantly angry and would hit out at her. Kate's tendency to enter abusive relationships was exposing her to a fresh cycle of violence in her life.

That's when she started seeing Diane, a trained life coach at Welcare in Richmond. For Kate, it was a chance to tell her story to someone who would really listen. She started keeping a journal and read it to Diane each week. It helped Kate reflect on how the feelings of 'not being good enough' were holding her back.

Diane taught Kate strategies to manage her son's behaviour, with firm boundaries and rewards. It helped Kate build a firmer relationship with her son.

With our support, Kate has let go of abuse in her life, improved her relationship with her son, and changed her experience of the world. Her self-confidence has improved and she is soon to start a new job.

Diane taught Kate strategies to manage her son's behaviour .... It helped Kate build a firmer relationship with her son.

Welcare offers a range of support to women who have experienced domestic violence, including one-to-one support and Road to Recovery courses.

## Gertrude fits her life back together

Forms, documents and official letters used to frighten Gertrude, because she has a moderate learning disability and couldn't understand them. She didn't know how to respond.

Then Welcare in East Surrey steered Gertrude toward its Buddy Programme – a new scheme to help parents with learning disabilities manage 'officialdom' and help them with life skills.

Once or twice a week, volunteer Ruth Ritter visits Gertrude to help her fill in forms such as applications for a school, a benefit form or a letter about her tenancy. It helps Gertrude feel less anxious about life, and able to focus on the important job of bringing up her young son.

'Gertrude saves things up to talk to me about,' says Ruth. 'It's given her the confidence to sort out her own problems too. We have a good laugh and always get on well. It feels like a friendship, it's very special.'

With Ruth's support, Gertrude is now looking for a language course to help her improve her reading and writing.

'My life was in pieces. Welcare brought all the pieces together.' Gertrude



CHILDREN ENJOY STAY AND PLAY AT WELCARE IN EAST SURREY, A DROP-IN PLAY SESSION WHICH RUNS EVERY WEDNESDAY FROM 1 TO 3PM.

'Welcare means a lot to me. They revived me. I see them as my family.' Parent

## Separated parents focus on children

When parents are separating the needs of their children can easily become lost. That's when the Separated Parents Information Programme, run by Welcare in Croydon, can help.

The four hour programme helps parents understand the impact of separation on the child. It shows parents how to help children adjust to their new lives, as well as practical ways to improve communication between mums and dads.

The programme, developed and funded by the Children and Family Court Advisory and Support Service, is designed to help parents see the benefits of mediation rather than protracted court disputes. Last year XX parents successfully completed the programme.

'It gives parents a way to communicate that focuses on the child.'

Participant in Welcare's Separated Parents Information Programme



## Gillian and Friends support Welcare



Gillian Scales is one of a small army of committed volunteers who every year raise money for Welcare's vital services.

She's chairman of the Friends of Welcare in Bromley, a support group which organises fundraising events to help pay for local services.

'We think Welcare is well worth supporting because it is helping keep families together and looking after children,' says Gillian, who has been chair of the Friends for around six years.

The group raises money by organising events such as charity theatre previews and music afternoons. In the past five years they have donated over £36,000 to Welcare.

The money has paid for parent support groups, outings and activities for local families that would otherwise have no access to these opportunities.

A big thank you to them, and to all our volunteer supporters.

'Welcare is well worth supporting because it is helping keep families together.' Gillian

## Family pulls together for Heidi

Ten-year-old Heidi was living with foster carers because her mother was struggling with drug addiction. Her uncle and his wife were willing to look after Heidi permanently, but social services needed to know the whole family supported this plan.

That's when social services asked Welcare to arrange a Family Group Conference, involving nine members of Heidi's family.

Family Group Conferences are independent of social services and run on the parents' terms. Heidi's social worker was invited to attend and offer information and explain their concerns. But it was up to Heidi's family to decide a workable plan which would be acceptable to social services, facilitated by Welcare.

Following the conference, Heidi's family agreed that, in the event of Heidi's uncle and his wife becoming permanent carers, they would all support that arrangement with regular visits and contact by phone.

Partly as a result of the family plan, the courts agreed that Heidi could return to her uncle and his wife. The plan is now being monitored and working well.

Last year Welcare ran  
133 Family Group Conferences.



## Sarfraz looks forward to the future

Five-year-old Sarfraz faced an uncertain future when his mother was threatened with deportation to Bangladesh. She was seeking asylum to escape from a husband who beat her regularly. Once back home, there would have been no escape.

Isolated, depressed and living on a small grant from the local authority, both Sarfraz and his mum were struggling to cope.

Fortunately, Sarfraz's mum visited a local children's centre and met Jan, a Family Support Worker with Welcare in Wandsworth.

Over several months, Jan visited the family regularly to help the mum with her asylum application and they sometimes visited the solicitor together. Jan also encouraged Sarfraz's mum to follow the treatment plan for her depression.

With our support Sarfraz, who was born in the UK, also found a place at a local school and is doing well. His mother has now been granted leave to remain in the UK.



'This type of meeting can make a family a lot stronger and work well together.' Parent

# Facts and figures

## Where our money comes from

Income	£	%
1 Donations and events	126,414	4%
2 Grants	936,705	32%
3 Contracts	1,687,743	58%
4 Investment and other income	164,284	6%
<b>Total</b>	<b>2,915,146</b>	

## How our money is spent

Expenditure	£	%
1 Fundraising, communication and publicity	31,321	1%
2 Charitable activities	2,794,516	98%
3 Governance	24,980	1%
<b>Total</b>	<b>2,850,817</b>	

## Services offered to new referrals

- Family Support Work **43%**
- Family Group Conferences **17%**
- Separated Parents Information Programme **10%**
- Webster Stratten Parenting Classes **5%**
- Counselling **6%**
- Children's Centre **4%**
- Road to Recovery **4%**
- Generation Link **3%**
- Information **3%**
- Creche **2%**
- Play Therapy **1%**
- Fathers' Group **1%**



The financial information presented does not comprise the statutory financial statement of Southwark Diocesan Welfare for the financial year end 31st March 2011, but represents extracts from them.

The complete annual report, including auditors' report, can be obtained free of charge from our Director of Finance and Resources at our principal address or downloaded from our website.

'Above all we must continue listening and asking children what they are feeling, thinking and wanting.'

# Thank you

Welcare is grateful for the support it received in 2010/11 from the following funders:

Awards for All  
BAA Awards  
CAFCASS  
Churches Together in England  
Church Welfare Association  
The City Bridge Trust  
Croydon Relief in Need  
Croydon Primary Care Trust  
Diocese of Southwark – South London Church Fund  
Greenwich Play Association  
London Borough of Bromley  
London Borough of Croydon  
London Borough of Greenwich  
London Borough of Lambeth  
London Borough of Lewisham  
London Borough of Newham  
London Borough of Richmond  
London Borough of Southwark  
London Borough of Sutton  
London Borough of Tower Hamlets  
London Borough of Walthamstow  
London Borough of Wandsworth  
Margaret Chapman Trust  
Marryat Trust  
Netherby Trust  
Peter Minet Trust  
Reigate & Banstead Borough Council  
ROSPA  
Surrey County Council  
Tandridge Borough Council  
Thames Valley Housing  
Walcott Foundation  
Wates Foundation

# Client grant funders

BANDT  
Bromley Relief in Need  
Clapham Relief Fund  
Family Holiday Association  
Frank Buttle Trust  
John Beane Trust  
London Catalyst Fund  
London Ragamuffins  
Metro Fund  
National Patients Support Trust  
Positive Parenting  
Ragamuffins  
Reigate & Banstead Mayor's Fund  
RL Glasspool Trust  
Royal Oak Trust  
Surrey Care Trust  
Three Oaks Trust  
Wandsworth Children's Fund

Welcare would like to thank the numerous churches and individuals who have supported our work this year through finance, prayer and volunteering. Their support has enabled us to make significant, positive changes to children's lives.

# Trustees 2010/11

**Chair** – David Atterbury Thomas

**Vice Chair** – Marion Parsons

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**Senior Staff**

**Director of Finance and Resources**

Atawa Aryee FCCA

**Company Secretary**

Lucy Allan

**Directors of Operations**

Hugh Salmon

Lorna White

OUR PRESIDENT THE BISHOP OF SOUTHWARK (SECOND FROM LEFT) DURING HIS RECENT VISIT TO WELCARE, PICTURED WITH JULIE MITCHELL, CHILDREN'S CENTRE MANAGER; ARCHDEACON DANNY KAJUMBA, ONE OF WELCARE'S TRUSTEES; AND REVD GARTH BARBER, THE AREA DEAN OF REIGATE.



# Local Welcare Centres

## Welcare in Bromley

2 North Street  
Bromley  
BR1 1SB  
e: office@bromleywelcare.org  
t: 020 8466 0399  
f: 020 8464 0325

## Welcare in Croydon

56A Mitcham Road, Croydon,  
Surrey CR0 3RG  
e: croydonfamilysupport  
@welcare.org  
t: 020 8688 5151  
f: 020 8686 9741

## Welcare in East Surrey

Welcare House, 24 Warwick Road  
Redhill, Surrey RH1 1BU  
e: redhill.admin@welcare.org  
t: 01737 780884  
f: 01737 826781

## Welcare in Greenwich

248-266 Nightingale Vale,  
Woolwich,  
London SE18 4HN  
e: greenwich@welcare.org  
t: 020 8854 3865  
f: 020 8488 6558

## Welcare in Lambeth

19 Frederick Crescent,  
Myatts Field, London SW9 6XN  
e: info@welcare.org  
t: 020 7820 7910  
f: 020 7735 3700

## Welcare in Richmond

26 The Green, Twickenham,  
Middlesex TW2 5AB  
e: admin@richmond-welcare.org.uk  
t: 020 8893 9123  
f: 020 8893 3993

## Welcare in Sutton

Sutton Family Centre, Robin Hood  
Lane, Sutton, Surrey SM1 2SD  
e: child.contact@welcare.org  
t: 020 8770 2092  
(Saturdays only)

## Welcare in Wandsworth

The Chapel, Royal Victoria Patriotic  
Building, John Archer Way, London  
SW18 3SX  
e: info@welcare.org.uk  
t: 020 8875 2398  
f: 020 8875 2399  
and  
Tooting Locality Early Years Team  
Smallwood School,  
Smallwood Road,  
London SW17 0TW  
e: info@welcare.org.uk  
t: 020 8767 4795

## Welcare Contact Services

56A Mitcham Road, Croydon,  
Surrey CR0 3RG  
e: child.contact@welcare.org  
t: 020 8256 9292  
f: 020 8686 9741

## Welcare Family Group Meetings Service

The Chapel, Royal Victoria Patriotic  
Building, John Archer Way, London  
SW18 3SX  
e: fgproject@welcare.org.uk  
t: 020 8875 2398  
f: 020 8875 2399

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## Welcare principal address

St. John's Community Centre  
19 Frederick Crescent  
London SW9 6XN

**Tel:** 020 7820 7910

**Fax:** 020 7735 3700

**Email:** info@welcare.org

**Web:** www.welcare.org



Welcare's services address real need in our communities, offering practical help at times of crisis and acting as vital support before problems get bigger.

We rely on a wide range of funding to offer this type of help and also on the very valuable contribution that our 200 plus volunteers make in working with families and children.

If you would like to support Welcare, please contact Jenny Eastwood at the Central Office on 020 7820 7910 or the Welcare centre or service you wish to support.

## A Prayer for Welcare

**Living God,  
you have made us in  
your own image  
and we live and grow  
best in companionship  
with others;  
bless the work of  
Welcare with parents,  
carers and children.  
May Welcare staff,  
volunteers and  
supporters continue  
to provide  
places and spaces  
where trust is grown,  
understanding enabled,  
relationships developed,  
new confidence found  
and potential released.**

**Amen**

Written by [www.rodgersjohns.com](http://www.rodgersjohns.com) and design by [www.intertype.co.uk](http://www.intertype.co.uk)

**For details of all our services visit [www.welcare.org](http://www.welcare.org)**