

# welcare

strengthening families since 1894

## Welcare Impact Summary 2020/21

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127 Years dedicated to working alongside parents in South London and East Surrey to give children secure and confident childhoods.



October 2021

## Who we are

Diocesan Family Support charity Welcare works in South London and East Surrey with families with children up to the age of 13. Our distinctive child and family support services are outward-focused and built on our faith base and tradition of loving service. Today we provide practical and emotional support and advice for families with children impacted by a range of challenges including domestic abuse, relationship breakdown, behaviour problems, and those with children who have special educational needs and disabilities.



## What do we do

Our mission is to work alongside parents and carers to give children secure and confident childhoods and to enable them to thrive in the future. To achieve this, we aim to:

1. Support families and children to develop resilience, confidence and self-esteem.
2. Enable children and families to thrive within their communities.
3. Provide practical support to meet immediate needs.
4. Work with families to prevent the need for statutory social work interventions.
5. Develop our services to support children's emotional health and well-being.
6. Work collaboratively with the community, schools and churches.



## Activities addressing the need during the COVID-19 pandemic

Families have experienced unprecedented challenges since the onset of the Covid-19 crisis. Families who have never faced financial difficulties before found themselves at breaking point and have been impacted by job losses and illness. Welcare staff and supporters responded to these challenges by launching our **Families in Crisis** and **Crowdfunding** campaigns. Welcare purchased supermarket vouchers, sourced laptops for children being home-schooled and worked closely with voluntary sector partners to ensure we were targeting support where it was most needed. The practical and financial support by Welcare has been much appreciated, and needed, by many families and provided a financial lifeline at a time of great need.



## The most prevalent issues with which families have turned to us for support include:

- An increase in mental health/emotional well-being challenges in both parents and children/young people.
- An increase in the incidence of domestic abuse and parental conflict.
- For children with special educational needs this has been an especially challenging time for families struggling to ensure their needs are met.
- Social Isolation – especially for first time parents or those isolated due to the special needs of their child.

## How many people we helped in 2020-21...

South-East London  
(Bromley & Greenwich)

**79**  
**families**

South-West London  
(Lambeth, Richmond &  
Wandsworth)

**148**  
**families**

East Surrey

**117**  
**families**

Total individual  
cases

**344**  
**families**

From the 344 families which received support, 117 received practical support and a total of £14,000 grants thanks to our Families in Crisis fund.

In addition, the East Surrey centre distributed food bags to 108 families, while other families received supermarket vouchers and donations of IT equipment and laptops for home-schooling.



We use the Family Outcome Star™ to measure results for our service users. We aim to achieve a positive rating for over 80% of the children and families we work with. Although in common with other family support organisations, we have found achieving long-lasting change more challenging in a year dominated by the Covid-19 global pandemic.

### Satisfaction

**74%**

Meeting emotional needs

**71%**

Improving wellbeing

**70%**

Maintaining boundaries and  
behaviour



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We would like to thank all our friends, supporters, churches and community groups who have made our work possible in the last year and who will contribute to our work in the future. When families feel their situation is hopeless, your kindness shows them that they are not alone.

**Online [welcare.org](https://www.welcare.org)**

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