

welcare

strengthening families since 1894

Dear Friends

Spring hasn't yet sprung but we have lots of good and exciting news to share with you!

We've been busy this week with two Lent Lunches and the first Working Together With You Event of 2023.

This newsletter contains details of some of the events coming up before Easter including a [Lent Lunch in Redhill on 17 March](#) and the [Greenwich Friends' Afternoon Tea on 31 March](#) which takes place in the stunning Shooters Hill Golf Club, situated not far from the O2 arena and with breath-taking views across the North Kent countryside. The golf club has hosted Welcare functions over many years and our Afternoon Tea event will be a lovely way to enjoy each other's company in beautiful surroundings. We update our news and events page regularly so please keep checking in between newsletters so that you know everything that is going on.



All our work raising funds and awareness has a single aim – to enable us to continue to offer practical and emotional support to parents and children. In this issue we spotlight our work in partnership with schools to support children's emotional wellbeing and share a [thought-provoking case study](#) which gives a glimpse of our work with just one young person referred to us by the Youth Justice Service.

Finally, I know that many of you would like to join me in thanking The Venerable Moira Astin for her tremendous hard work and support over the last 6 years. Just before Christmas we welcomed two new trustees, The Venerable Greg Prior the Archdeacon of Croydon and Louise Villeneau. Louise, an experienced senior social worker shares her reflections on her first months as a trustee.

With thanks for your continued support of our work,

Best wishes

A handwritten signature in black ink, which appears to read 'Anna Khan'. The signature is written in a cursive, flowing style.

Anna Khan,
Welcare CEO

OUR LATEST NEWS

Families & Schools Together (FAST) - Celebrating our work in East Surrey



Thanks to the generous donation from Bobby & Peter Johnson we were able to pilot our FAST programme in East Surrey.

FAST stands for Families and Schools Together and is 6-week programme based in the school to promote positive emotional well-being in children. We have all heard about the alarming statistics about the decline in young people's mental health and so this programme couldn't be available at a better time.

Building on the established With Respect programme run by Welcare in primary schools in south London, our fantastic family support worker, Diane Collins, has provided sessions for 24 Year 6 children over the past year at St Matthew's School, Redhill. The programme has been measured using the My Star outcome measurement tool and children and families who would benefit from additional or longer-term support can be referred to Welcare's child and family support service.

The programme starts with the school identifying children who are facing difficulties with social and emotional wellbeing, those with SEND needs or those who at risk of school exclusion. They attend the hour long sessions once a week in a small group of about 6. This way each participant has the chance to grow and develop without affecting the quality of the programme being delivered.

Each session starts with a check in to see how everyone is feeling and then there are a variety of tools and games to improve confidence and well being. The focus of each group is different depending on the term and cycle of the school year for instance in the autumn term pupils are new to Year 6 and the focus is on raising expectations and growing confidence. As they approach SATS it covers gaining confidence in academic ability and then in the Summer term it moves towards transition and confidence for secondary school. The emphasis is on having fun and learning about yourself through exercises, games and play, not just listening but doing. By the end of the intervention the children have a greater understanding of how they can manage their mental well-being and what can affect their emotions, including relationships, with family and peers. They learn who they can get support from and ways in which they can relax and manage their feelings and emotions. The programme has a positive impact on children at a crucial developmental stage. Their awareness and emotional vocabulary increase and they learn invaluable techniques which will benefit them for years to come.

The children's response has been overwhelmingly positive. They look forward to the sessions as a time to reflect in a weekly open space. They feel confident to share, realising "I am not the only one that feels this way". When one group was asked to name one thing they had achieved as a

result of the sessions one child said “being able to speak. Before this I wasn’t very good at speaking to other people. I feel confident now” while another said “I understand my feelings better ... I don’t get grumpy at the littlest things”.

For Welcare Family Support Worker Diane Collins, pioneering the scheme in East Surrey it has been a very rewarding year. She says “It is so exciting starting a new group. I see the children come in apprehensive and go out with confidence. In that relatively short space of time something has changed. It is satisfying knowing that I am helping 6 children at the same time”.

Matthew Hill, Leader of Personal Development and Designated Safeguarding Lead at the school said “St Matthew’s have been very fortunate to work in partnership with Diane within the FAST program. The FAST program has had very positive impact on the children here. The program allows children time talk through areas that they find challenging. The program has allowed children to improve various skills which are so important in their daily lives, including their independence, resilience, communication and perseverance. Children love the session and always come out feeling much more confident. Diane is in constant communication with myself always reflecting on ways in which she can have a positive effect on the children’s lives. Thank you Welcare and Diane”.

The FAST scheme is entirely funded by trusts and charitable donations. If you would like to support this vital programme you can donate by visiting [our donate page](http://www.welcare.org/donate) www.welcare.org/donate

Trustee Update – Thank you, Moira and Welcome Louise!



Our trustees are all volunteers who share ultimate responsibility for governing Welcare and directing how it is managed and run.

Each trustee serves for a term of three years and at the end of their term they may be re-appointed for a further consecutive term of three years – unfortunately for us The Venerable Moira Astin, Archdeacon of Reigate has now completed her term of 6 years and has stepped down as a trustee.

On behalf of everyone involved with our work of Welcare I would like to thank Moira for her time, wisdom and passion for what we do.

Moira contributed her experience setting up a service for young parents and also her local knowledge and connections within the Reigate Archdeaconry and wider diocese. What I witnessed first-hand was Moira’s public witness and championing of our work in meetings and events, taking every opportunity to remind everyone that Welcare delivers practical and emotional support work on the ground and to our local community.

Although Moira is no longer a trustee, I know her support will continue beyond holding office, on 17 March she will be encouraging staff, volunteers and supporters with her homily at our Lent Lunch. Thank you Moira

Welcome Louise



Louise Villeneau is an experienced senior social worker who joined the board of trustees before Christmas and she shares some of her impressions of getting to know Welcare over the last few months.

“I have enjoyed getting to know the trustees, and also the staff, whether this was at the planning day or training event about Trauma Informed Practice which I attended last month.

Last week I visited the Redhill Family Centre attending the ‘Working Together with You’ morning. Here I met local partner agencies, including teachers, Stripey Stork (providing pre-loved baby equipment to families in need), and Surrey Multi-Ethnic Forum and local clergy and parish reps. Meeting and talking to the staff from Welcare, as well as staff from other agencies has helped bring alive for me the work that Welcare does.

I also dropped into the ‘Baby and Me’ group and had the chance to spend some time with mothers and babies. Hina who runs these groups is resourceful, fun and makes sure everyone feels a part of the group. As well as this, she speaks 3 languages – a great help in communicating with mothers whose first language is not English. It can be daunting joining such groups as a new mother, but I observed her high level of skill in working with people at first hand. This work is invaluable and helps build relationships in the local community with a wide range of people. This relationship building is at the heart of what Welcare does and is also what drew me to want to be a trustee for Welcare in the first place”.

Thank you, Louise we are so pleased you have joined the board of trustees and are already sharing your experience of delivering social work in the community with us.

Families we've helped: Nicole & Chloe



Nicole and her daughter Chloe were referred by Lambeth Children's Social Care due to multiple complexities around communication, Chloe's physical and emotional wellbeing, and Nicole struggling to navigate parenting of Chloe after multiple breakdowns in their relationship.

The family had a long history of social care involvement including several police referrals and the relationship between Chloe and her mother was deteriorating. Chloe, who has Type 1 diabetes took an insulin overdose resulting in hospitalisation. Chloe felt she couldn't engage with CAMHS and was struggling with her emotional and physical wellbeing. Both mother and daughter needed a safe and supportive space to explore their difficulties, and Welcare was able to offer their Let's Talk – a programme run in partnership with Lambeth Youth Justice Service (originally funded by the Youth Endowment Fund) which provides relationship building support for families where young people are at the end of their out of court intervention.

Nicole said, 'After years of working with professionals, this has been the only thing that has got us to really talk'. Each week Welcare offered a non-judgemental and safe place for them to explore different areas they were struggling with through a range of therapeutic activities which helped open discussions and create understanding. The sessions focused on consistency, care, communication, health/self-care, social networks and peer groups, creating a genogram (a family tree with more details about how members interact with each other) and discussing hopes and dreams for the future.

The main difficulty identified during the sessions was recurring communication breakdown. These breakdowns had a profound effect on the whole family's emotional wellbeing, stability, and their day-to-day functioning, including Chloe's struggles to manage her insulin which could result in serious health complications. After a few sessions, Nicole and Chloe were able to identify their different communication styles and how these created barriers when conflict arose, and that previous conflict had not been addressed which was creating underlying tension for the whole family. With Welcare's help they were able to listen to each other without forming judgements. This learning had a positive impact on the relationship and allowed them to gain a better understanding of each other. The family's Social Worker was very pleased with their progress and messaged to say 'I just wanted to share Nicole's positive feedback about last few weeks. She said it has been really useful, the people are cool, and they created a comfortable environment for Chloe to engage. Amazing!'

Welcare was also able to apply for grant funding to purchase a new smart phone for Chloe which was compatible with an app that she could use to manage her insulin medication. The app also sent information to the diabetes team which meant they could monitor if she became unwell and offer emergency support. Nicole and Chloe were really pleased and mum text after the session

saying, 'Thank you for your support in today's meeting, and for sorting out this phone for Chloe. We are so happy with all your support since accessing the great service being delivered at Welcare.'

Through Chloe and Nicole being able to understand each other's communication styles they have learnt how to resolve conflict before it reaches the point of breakdown, and since working with Welcare they have not had any major conflicts. Chloe's physical and emotional health have improved, she is now monitoring her diabetes much better, and Nicole now feels much more confident in supporting Chloe's needs. Chloe said, 'I'm sad Let's Talk has come to an end, it has been the only thing that has worked so far'.

*names have been changed and a stock image used

If you would like to make a difference to someone struggling in your local community please spare what you can. We couldn't do the work we do without the valued help of our supporters.

www.welcare.org/donate/

welcare
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Friends of Welcare in Greenwich are hosting a
fundraising event

Afternoon Tea
Friday 31 March 2023 3pm

Shooters Hill Golf Club, Eaglesfield Rd, SE18 3DA

£24.50 per place



To book please contact Sue on 07984 375 323 or
suefloyd740@hotmail.com by 17 March

www.welcare.org



We are delighted to have been chosen to be part of the Co-op Local Community Fund. From October 2022 to October 2023 Co-op members can raise money for us when they shop just by swiping their membership card. If you have a Co-op membership card go on line and select Welcare as your chosen cause. It is free to be a Co-op member and you can collect rewards for yourself at the same time. [Visit www.coop.co.uk/membership](http://www.coop.co.uk/membership)

To see more of our news from 2023 visit www.welcare.org/news-listing

EVENTS

Friday 17 March 2023 at 12.30pm

[Lent Lunch at Welcare Family Centre, Redhill](#)

24 Warwick Road, Redhill RH1 1BU

Join staff and supporters for a simple Lent Lunch of bread and soup.

RSVP to redhill@welcare.org

Friday 31 March 2023 at 3pm

[Afternoon Tea at Shooters Hill Golf Club](#)

Eaglesfield Road, Shooters Hill, London SE18 3DA

Enjoy a delicious afternoon tea with our Greenwich supporters at the beautiful surroundings of Shooters Hill Golf Club

For more information contact Sue on 07984 375 323 or email suefloyd740@hotmail.com

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