



## SUPPORTING LOCAL FAMILIES

*“A problem shared is a problem halved”*

Last night a good friend of mine showed me a picture of her niece, all cute, wrapped up tightly in muslin and “angelic”. I must confess to a moment of broodiness and then I’m reminded of sleepless nights, changing clothing 4-5 times a day and the endless buggy pushes; the broodiness quickly disappeared! Being a parent is a wonderful gift and yet it’s a gift which arrives with not too many instructions attached. The first smile, the first words and the first day at school creates memories for life, memories which often mask the tough years of isolation and sleep deprivation, the worry that you’re doing it right and concern that everyone has this parenting thing all sorted.

What I love about Family Friends is that it’s a community of people who keep the joy of parenting alive and provide the “yes you can” when the realities of being mum or dad are at their toughest. This newsletter edition celebrates those ‘yes you can’ moments through the work of our dedicated staff and volunteers.

**Catherine Burns, Head of Services**

# Impact and Issues

April 2015 – March 2016



Number of Families Supported through 1-1 & targeted group work



Number of Families attending Community Engagement Activities



Number of Families attending Community Engagement Groups on a weekly basis

## Top 5 Issues for Support

- 1 Self-Esteem 2 Isolation 3 Parenting 4 Mental Health 5 Personal Safety

## Where do Referrals come from



## Impact

We have supported families to move forward on average 2.25 out of 5 levels using the outcomes wheel, this looks like issues moving from struggling, confused and worried to finding what works, hopeful, things changing.

## Family Friends Support Services Rated



rated services as excellent



rated as good



16 STAFF  
31 VOLUNTEERS



# Volunteer Service



families supported through the volunteer service (Apr 2015 – March 2016)

- Isolation was the top priority for families requesting support

Twenty years on and the volunteer service is continuing to expand. Over 31 trained volunteers offer short-term emotional and practical support in families homes and communities for 2 hours per week. Would you like to join the team?

## What our families have said:

*"Family Friends support made a lot of difference. As parents we have become a happier, confident and more united front. Without Family Friends support, I think I would now be a single mum."*

*"Help arrived at such a critical time. The chance to be heard, to chat and download was invaluable. It was easier to reach out to Family Friends than to our own personal family and friends."*

*"I was actually unable to cope at the time. My partner was having to miss work and I was getting very sick from no sleep or rest. Family Friends enabled me to take some time out for me and that made all the difference. Without their support I wouldn't like to think where we could have ended up."*

Would you like to volunteer with Family Friends: Do you want to make a difference, enabling and empowering families to move forward? Can you offer 2-3 hours a week? Then please get in touch today on **0300 800 1005** or **info@family-friends.org.uk**. We offer an excellent training package and ongoing support to all of our volunteers. More details on our website.

**Future Volunteer Training Dates:**  
**Self-Harm Training** 20th September **Attachment:** w/c 26th September  
**Listening Skills and Rapport Building** w/c 28th Nov

# Family Support Work Service



children and parents supported through 1:1 and targeted group support

(April 2015- March 2016)

- We have experienced a threefold increase in referrals for childhood anxiety
- Self-esteem and parenting were the top priorities for families requesting support.

This past term Tracy Muschamp, Kerry Byde and volunteer Richard Germain supported a group of 7 children through our PICADA Group (Positive Intervention for Children Affected with Domestic Violence). This 10 week course supports children aged 8- 12yrs to have opportunities to process and understand what has happened in their family, to tell their stories, to be heard, validated and believed, and to begin to understand and heal from exposure to domestic abuse.

*Tracy: "They were an amazing group of children; they engaged really well in the programme and were very brave in opening up about their experiences."*

## The children's feedback:

'I+ was a great experience and from the group you know how to be safe and have a safety plan.'

'they make us understand the hurting is not our fault'

'they help me a lot and they taught me how to express my feelings'

'I will remember all my laughter and cake and my full tummy and my friendships'



It's through courses such as PICADA that children's futures look brighter. That they can embrace life with boldness and confidence.

# Supporting Asian Families in Maidenhead

## ASIAN FAMILIES AND FATHERS PROJECT



232

children have benefitted from the project groups and activities (Feb 2015 – March 2016)

It's with great pleasure that the team welcomed Shahida Omarshah whose work is to support Asian families and fathers in building stronger and healthier relationships with their children. This term a 6 week swimming programme and parenting discussion group took place for fathers covering parenting tips, for example the importance of praising children, talking about their own experience of being parented by their fathers. Topics also included looking at the legacy the fathers wish to leave for their children in terms of values, family life, boundaries, confidence. Art sessions and a competition in partnership with 22 Cookham Road Mosque, Maidenhead Mosque and The Gudwara kept the team and children busy. The children created posters to reflect on their family roots and future aspirations.



*"The sessions were great for my children's self-esteem and confidence. They were more confident at home and at school. The praise tips we got helped a lot. The children responded well to them. We need more sessions."*

## MAIDENHEAD INNOVATION HUB

The Hub have been busy organising some wonderful family events for the Asian community since it's started in September 2015 including the Christmas Bazaar, Eid Event and Easter Eggstravaganza. The energetic team run weekly groups including Chai Group, English Classes, Driving Theory, Zumba and Pilates Classes as well as fun holiday activities for children. One to one Social Work and Family Support is provided to parents and children with the Hub taking in referrals from schools, GPs and other partner agencies as well as self-referrals.



1-1 Caseload:

9 parents and 34 children (current caseload in May 2015)

66

Community engagement groups (average weekly attendance – total for Windsor and Maidenhead hubs)

1536

Community engagement activities (total attendance for Windsor and Maidenhead hubs)



*"Good communication and understanding of the Muslim community with regard to language; culture and religion – this then allows them to create trust in the Muslim and wider community"* (Community Feedback)

# Supporting Army Families in Windsor

## West Windsor Innovation Hub



Number of children and families supported through 1-1 (current caseload in May 2015)

**15 Parents**

**32 Children**

**66** Community engagement groups

(average weekly attendance – total for Windsor and Maidenhead hubs)

**1536** Community engagement activities

(total attendance for Windsor and Maidenhead hubs)

Since 2012 Family Friends have been supporting Local Army Families in West Windsor. This project is continuing to flourish and is now part of the West Windsor Innovation Hub. This term has seen the weekly Community Coffee Mornings, Lets Get Cooking course, Lite Bites sessions with guest speakers from the Health Visiting Team and training in Child First Aid and Personal Safety. Holiday activities with the children including Pop up Golf.

December saw the end of the 8 week SCWAD mums course (Supporting Children with Army Mums and Dads) Course. The parents' course explores and supports understanding of ways you can support yourself and your children through the changes, challenges, transitions and absences that Army life brings.

*"SCWAD has helped my sons confidence and understanding of emotions. It's made him feel grown up. He is more able to talk about how he's feeling and I feel it has made us closer. It's so nice to talk to him on a level that he is understanding more and is actively looking to improve his skills in communication".*



## Army Family Support Work with Alexander First School

Our Family Support Work service provides additional support to army families with children at Alexander First School. We support the school through the SEAL programme (Social and Emotional Aspects of Learning), 1-1 parent support, hot topic parent seminars and the 8 week Triple P Parenting course, supporting 17 parents.



*"I have learned to enjoy my kids. I feel more empowered and in control. I am the one in charge. I have learned how to slip from negative to positive and to work together with the kids."*

# Public Relations & Fundraising

We hope to boost our fundraising this year; here's how you can help:

- Take part in sponsored activities such as runs, walk or skydiving. We are very happy for you to borrow our Mascot Freda to raise funds.
- Alert employers/clubs/businesses/local schools to our work and nominating us as their charity of the year.
- Make your online purchases via Shop2Fund who donate a % of the sale to Family Friends at no additional cost to yourself.
- Be involved in our Fundraising team and help us organise events – we always need additional pairs of hands and people!

Our Fundraising Executive Asma Aziz is keen to hear from you. Give her a call on **07813 643648** or send an email to [asma@family-friends.org.uk](mailto:asma@family-friends.org.uk)

This year with a shortfall in government funding we have concentrated on fundraising and secured 85% of our grant applications. We would like to thank our donors BBC Children in Need, Comic Relief, CCG, Spoores Merry and Rickman Foundation, MOD, Ascot Fire Brigade Trust, Shanly Foundation, Radian, RBWM, Prince Philip Trust, Eton Poors Estate and many more.

Family Friends have an energetic summer ahead participating in over 10 summer fairs/events this year around the Borough to promote our services and recruit new volunteers (keep updated through our FB and Twitter networks).

We are also excited to have our **AGM on Wednesday 13th July, 7pm @ Legoland Hotel** this year sponsored by Legoland. Please do join us.

## COME AND FIND OUT MORE ABOUT FAMILY FRIENDS AT:

<b>Datchet Village Fete</b>	Sat 2nd July	12.30 - 4 pm
<b>Family Friends AGM</b>	Wed 13th July	7 - 9pm
<b>Fifield Fun Day</b>	Sat 6th August	12 - 5pm
<b>Cookham Regatta</b>	Sat 3rd September	12 - 5pm
<b>Eton College Fair</b>	Sat 24th September	11 - 4pm
<b>Charities Fair</b>	Sat 5th November	10 - 3pm



# Finances 2015 – 2016

We are extremely grateful for every donation, gift and grant that we receive. The images below have been created to help you see where our funding comes from and is spent.



Please note the expenditure does not include all costs. Full annual accounts will be available from end of July on our website.

## Donate

Here are three easy ways to donate to Family Friends but if you require further information on these and other methods of donating please visit our website with all the links [www.family-friends.org.uk/donate](http://www.family-friends.org.uk/donate), contact Family Friends on **0300 800 1005** today or email [info@family-friends.org.uk](mailto:info@family-friends.org.uk).

- 1 Donate online via Virginmoney Gift Aid page.
- 2 If you are able to give a regular donation this can be set up by completing our Standing Order form and returning it to Family Friends, The Lawns Children Centre, Imperial Road, Windsor, SL4 3RU
- 3 By cheque – all cheques should be made payable to “Family Friends” and sent to the address above.

## And Finally...

Catherine Burns will be leaving Family Friends this August following 2 years at Family Friends. The team will be sad to see her go and will miss her inspiration and enthusiasm. We would like to thank Catherine for all her hard work, dedication and team spirit and wish her success. Thank you Catherine for all your support.



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