



# FAMILY FRIENDS' NEWSLETTER

## SUMMER 2012



### FROM CHAIR, PAT LAKOVIC AND DIRECTOR, PHILIP BELL



This summer we celebrate our first year of trading as an incorporated charity. During the last year, we have worked extremely hard to publicise our work - public awareness has been raised through increased media exposure and we are starting to develop links with some key businesses in the area. But there is still much to do in this respect.

We have provided services to a similar number of families and children as last year but have found that their needs are often now more complex and require more management and service delivery time plus greater interaction with other agencies than previously. There now seem to be no quiet periods during the year!

During the year ahead our main task will be to balance the needs of our clients and

staff with the fundraising, publicity etc that are necessary to keep us afloat.



Family Friends is experiencing increased demands for its services this year with a higher volume of referrals than ever before. The paid team, alongside our dedicated volunteers are working tirelessly to support the families referred and are providing an excellence of service.

Finance is high on our charity agenda with more thinking and action being taken in this regard than ever before.

Our fundraiser and fundraising subgroup are working diligently with some impressive results, though these efforts will need to continue to ensure that we have sufficient income in the year ahead.

More than ever, we require the help of each of our supporters. We are working to find new ways to offer cost effective services that do not compromise our quality of delivery. To this end, we have increased our volunteering functions, with many now offering help with the transportation of service users and facilitation of groups.

We have enjoyed much success in the first quarter of this financial year and with significant service activity still to do, I believe this could be one of our most exciting though challenging years yet!

### A NEW LOOK FOR WEBSITE, HELEN PRICE

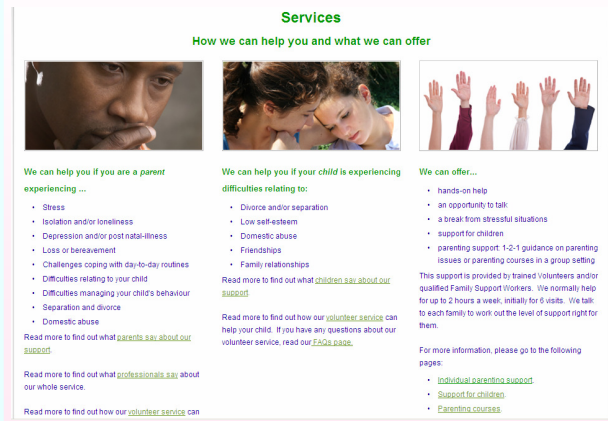


Over the last few months two volunteers, Wayne Jones and Catherine Hollingsworth, have been working diligently with Sandy Scully, Administrator on creating a new website, which was launched in July.

Have a stroll through [www.family-friends.org.uk](http://www.family-friends.org.uk) and I'm sure you'll agree that the website is fresh and clear. We can now update information ourselves which makes it so much easier for us to keep it up to date. This is a free website which means it doesn't have the functionality of

commercial websites, but we believe it meets our needs.

If you have any comments please do let us know by contacting Sandy [sandy@family-friends.co.uk](mailto:sandy@family-friends.co.uk) as we'll be regularly adding information to ensure the website becomes the focal point of communication between Family Friends and the outside world.



**OUR VISION:** Family Friends aims to help all families with young children in the Royal Borough of Windsor & Maidenhead by preventing short-term emotional and practical difficulties from becoming serious problems

## TRIPLE P TRAINING, PINA DENHOLM



Early this year I received a global email addressed to Family Friends volunteers asking if they would be interested in undertaking an accreditation in Triple P - Positive Parenting Programme, with a view to co-facilitating future courses. I applied and was delighted to gain a place along with another volunteer, Michele Cook.

The three day course was held in London in March and whilst feeling apprehensive having not studied for some time, I was excited to be

learning new skills.

The atmosphere throughout the training was very friendly and collaborative with lots to learn. The trainer and study materials were excellent, with each day offering some invaluable learning.

I met some lovely people who, whilst holding different roles, shared the common desire to support parents and children.

The accreditation was undertaken 8 weeks later which was ample time for me to study. I received the support of Michele and Family Support Worker, Sophia Lazarou,

during this study period. I felt a great sense of achievement upon hearing I had passed the accreditation.

Having since been involved in a Triple P course, it was immensely rewarding watching parents' confidence grow, hearing how strategies were making a substantial difference in their families' wellbeing.

Parenting is perhaps the hardest task that anyone can take on. It is great to know that there are courses such as Triple P that can help parents along the way.

## TAKING TRAINING SERIOUSLY, SOPHIA LAZAROU



Volunteer (and trustee) Julie Greatwood bandages Re:charge volunteer, Dave Jones

At Family Friends we take our commitment to families and volunteers seriously.

We aim to invest in our volunteers to ensure they feel confident about their role in supporting a family. This in turn helps the family to feel reassured that the volunteers they invite into their home are skilled, trustworthy and safe to have around. An important aspect of this is to provide good quality training, accessible to all volunteers.

We ask our volunteers to complete two pieces of compulsory training: first aid and child protection. We all know that going into a family's home at a time when they may be under significant stress means that we need to be vigilant.

It is everyone's hope that a volunteer will never need to call on their knowledge of either first aid or child protection but being prepared means we can ensure that the well being of the individuals in that home is put at the forefront of all that we do. In addition, training provides the perfect opportunity to meet other volunteers and share experiences.

Forthcoming child protection dates:

Saturday, 29 September, 10 am to 1 pm, or

Friday, 12 October, 10 am to 1 pm.  
Book via: [sandy@family-friends.org.uk](mailto:sandy@family-friends.org.uk)

## ANOTHER BUSY YEAR, TRACY MUSCHAMP

It's been another busy year for the Family Support Worker Service.

We have continued to provide one-to-one support for parents and children experiencing difficulties.

In addition, we have run several parenting groups and run our 4<sup>th</sup> successful PICADA group for mothers and children affected by domestic abuse. The participants stated having hugely benefited from undertaking the programme and some continue to meet informally.

We have also been working hard to develop some exciting new projects to support vulnerable children living with a parent with either a mental health or substance misuse issue. More details can be found in the article, "Looking out For Me" groups (below).

## LOOKING OUT FOR ME GROUPS, PHILIP BELL

Family Friends has worked to develop two new programmes that are to be delivered this year.

Our 'Looking out for Me' groups are targeted at children aged 8-12 years and who have parents with either a substance misuse issue or mental health problem. We are currently delivering our substance misuse programme with a small group of children and will pilot our group for

children living at home with parents with mental health issues in the Autumn.

To date, feedback from the children attending the group has been very positive with all members finding it helpful to have space to discuss their fears, aspirations and hopes for the future.

## QUIZ NIGHT

Family Friends is joining forces with the charity One World Party on Saturday 10<sup>th</sup> November. Holyport village hall is booked and quiz questions are firmly under wraps. A fish and chips supper will be offered as part of the entrance cost. There will be a bar stocking low cost beers, wine and soft drinks. All profits to Family Friends. Tickets on sale from end of August so why not get a group of friends together now!

## MAKING A DIFFERENCE! WHAT CAN YOU DO? WAYNE JONES



I have been volunteering with Family Friends for about 7 months now in several capacities, but it was not enough for me; I wanted to do more. It's all about just getting on and doing something! What could I do

now to make some difference? For me it was simple; I tied together my need to lose weight with sponsorship. I plan to lose 39lbs in 26 weeks, or 1.5lb per week, by diet and exercise.

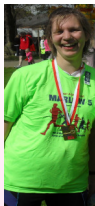
I find it useful to have the sponsorship commitment to help me keep trying. I know that my

efforts will help bring happiness, calm, resolution or even simple hope to local families and children.

I can be sponsored at :  
[www.virginmoneygiving.com/Wayne-Jones](http://www.virginmoneygiving.com/Wayne-Jones)

Is there something you can do to make a difference?

## "I'M STILL STANDING", CLARE COGAN



I am thankfully still standing after the completion of the Marlow 5 to raise money for Family Friends. As somebody completely new to running, it was nerve wracking leading up to the day which, despite the rain in the week beforehand, was sunny and warm, something I defi-

nately wasn't prepared for! I strategically placed myself at the back of the field from the off; I was planning to maintain a steady but slow pace. The support was amazing; lots of cheering from many members of the public as we went. My eldest son helpfully said to me as I ran past him, "Mummy you are right at the back" which spurred me on!! My motivation throughout was the money which everyone had

generously donated to the charity in sponsorship. However tough I found this event, it was nothing compared to some of the issues which families can face on a day to day basis. I was very proud of myself for completing the 5 mile run in just under an hour and have my Marlow 5 medal proudly displayed, having thoroughly enjoyed the experience. Thank you to all who sponsored me for your support.

## COFFEE, CAKE AND CHAT FUNDRAISER, JULIE GREATWOOD



On the 14<sup>th</sup> of June, I held a very successful coffee and cake morning at home in aid of Family Friends.

I sent out invitations on Facebook, by email and put some on a school bulletin. I bought some fabulous cakes from Cosco, made some of my own and received contributions from friends.

A friend runs a lovely home wear party business, Mummy and Bean:

[www.mummyandbean.co.uk](http://www.mummyandbean.co.uk) and she came with her stock and agreed to pay 10% to the charity from any sales.

It was a great morning with lots of lovely chatting and catching up with friends while enjoying the great refreshments. People were invited to contribute a donation to Family Friends and there were leaflets and boards with information on the organisation. £100 was raised, £94 of which was gift aided, which increases this total.

Coffee mornings at home are an excellent way of raising funds for Family Friends while enjoying social time with friends.

If every trustee or volunteer had at least one or two coffee mornings a year then this would raise much needed funds for the organisation, whether it simply be a few friends around for a natter or a more formal affair. It really is a simple and enjoyable thing to do.

## FORCES PROJECT, PHILIP BELL

Family Friends will be working to assist Forces children and their families in the year ahead following some secured funding from the Schools Partnership, a multi-agency group who have finance from the Ministry of Defence to deliver support services to Forces children and parents in the run up to the planned deployment of troops to Afghanistan in 2013/14.

Two new staff members will be joining the team in September. Both

will be working 22 hours weekly, with one focussing on the needs of children aged from birth to 11 years, and the other on children of secondary school age.

We will also welcome the return of Family Support Worker, Anna Morgan-Cox, who commences a new post 10 hours weekly to support our new recruits in offering structured parenting interventions to Forces' families.

## SCRUMY'S FUN DAY

On Sunday 26<sup>th</sup> August, we will be teaming up with Scrumys, a local project offering fun and organised play sessions to children with a rugby theme. Maidenhead Rugby Club, located on the Braywick Road, will be offering their premises free of charge. The fun day is from 2.30pm until 5.30pm. As well as play sessions, there will be a bouncy castle, face painting, refreshments, etc. Entrance is free and all activities will be low cost, with profits going to Family Friends. All welcome.



For the year ended 31<sup>st</sup> March 2012 Family Friends made an overall surplus of £16,293. Grant income for the year totalled £156,731, an increase of £4,000 from 2011. Donation and fundraising income increased by

£6,000 to an impressive £38,251, which is £8,000 more than that originally targeted. However, the level of funding required to be raised through channels other than grant income continues to increase and this is an ongoing pressure. The Charity's staff and trustees will have to continue the hard work to focus on how we can access

different ways of attaining this necessary funding in order to continue our much needed and very valued work.

Expenditure has been kept under good control during the year which resulted in the overall surplus mentioned above. This puts us in a good position at the start of the new financial year.

## WE MAKE A DIFFERENCE

We are always grateful when the families we support tell us how we have helped. These are impact statements from three such parents and a professional.

Parent who received support from a Family Friends volunteer said:

"I would like to thank the Family Friends team for the immediate and caring support I received right from my first phone call through to my last contact. At the time my support began I felt so alone. Your help has helped me to plan and feel positive about my future. I would have no hesitation in recommending Family Friends to anyone. My volunteer was fantastic; such a lovely lady with a good listening ear and a fantastic approach to life. I looked forward to my sessions with her and will remember her fondly always. My sessions have left me much more energised and equipped to deal with day-to-day matters; they would have

dragged me down before".

A mother whose child received help from a Family Support Worker commented:

"My daughter seems much calmer and clearer-minded on how to deal with things such as her anger and friendships. She has a better relationship with her brother and seems happier".

A parent who received help with parenting strategies said:

"Everything is calmer with your support. I have different strategies in place to manage my children. My children now get on better together. You've been my rock".

An educational psychologist wrote to us to say:

I wanted to let you know about some very positive feedback from a parent that I had earlier this week.

I had a meeting with the mother of XXX - pupil at YYY in relation to the statutory assessment that is currently being undertaken for her son.

Mum commented on how very helpful your sessions with her son have been and about how much more settled he is both at home and at school. She felt that your intervention has really helped him and that he is much more open and more talkative about things that have happened and that he has a much better understanding of his own emotions. She was also very positive about the PICADA group that she and her daughter have attended.

School have also found XXX to be much more settled. They plan to put in place a detailed transition plan for him and his statement will be in place by the time he starts school in September.

## With Thanks to Benefactors:

Cookham Bridge Rotary Club; Co-operative Group South East Region; Elizabeth Jane Foundation; Garfield Weston Foundation; Illingworth Jubilee Party; Innovations Restaurant; Invesco Perpetual; Jubilee Party (Gordon Road, Maidenhead); Judith Littlewood; Julie Greatwood; Louis Baylis; Maidenhead High Street Methodist Church; Mary Stock; Mr Taylor and friends; One World Party; Pfizer Maidenhead; Proctor and Gamble; Queen Anne First School; Quest Software; Rotary Club of St George Flag day; Rotary Club of Windsor and Eton; St Edwards Royal Free School; St Luke's Parish Church, Maidenhead; Stars Nursery School; The Coutts Charitable Trust; The Rotary Club of Windsor and Eton; Windsor Bridge Club Christmas Party; grateful parents who have been supported by Family Friends.

Family Friends gratefully receives part service funding from the Royal Borough of Windsor & Maidenhead and Berkshire East Primary Care Trust

Registered charity, number 1141145.  
Company Limited by Guarantee, registered in England and Wales, number 7462339

Family Friends @ The Lawns Nursery School, Imperial Road, Windsor, SL4 3RU  
Tel: 0300 800 1005 Email: [info@family-friends.org.uk](mailto:info@family-friends.org.uk) [www.family-friends.org.uk](http://www.family-friends.org.uk)