

Home-Start Camden

Family & Youth Resource Centre

7 Dowdney Close

Kentish Town

London NW5 2BP



Home-Start Camden

January 2015

Dear Colleagues

Home-Start Camden is a borough-wide service which has been offering support to families going through a difficult time for almost 20 years.

Our volunteers are Camden parents who give up their time for free to Camden families, by offering 3-4 hours weekly support, for up to a year.

Volunteers are interviewed before attending our (8 session) Preparation Course. We take up references, and carry out an Enhanced DBS. Only when all references are back and they have completed the course, are they 'matched' with families.

Some of the topics covered on the training include;

- ✓ Home-Visiting procedures, (including Listening skills)
- ✓ Confidentiality and Commitment
- ✓ Promoting and Valuing Diversity
- ✓ Safeguarding Children.

Home-Start believes that by offering help at an early stage, many families are able to minimise some of the difficulties they are experiencing. From feedback, parents have reported **increased parenting confidence**, **improved well-being** and feeling **less isolated** as a result of having a Home-Start Camden volunteer.

For a family to receive a positive, workable service from Home-Start, it is essential that the 'match' between volunteer and family is compatible. However, at times it may be deemed inappropriate to place a volunteer with a family.

It is the responsibility of the Coordinators to make that judgement, which is usually a combination of the volunteer's skills and personality, the needs of the family and our experience of what works well. We will always endeavour to place a volunteer with a family shortly after training but if there are administrative problems or unforeseen circumstances this obviously can hold things up.

Co-ordinators are always available to discuss any queries or potential referrals. We are also happy to come along to any meetings to talk about our service.

N.B; Referred families will be assessed by a Co-ordinator, but will remain **unsupported by a volunteer** until you receive notification from Home-Start Camden.

We look forward to hearing from you.

Jackie Blasi
Senior Coordinator
Home-Start Camden