



What is Home-Start?

Every year, in communities across the length and breadth of the UK, Home-Start helps thousands of families who are struggling to cope.

Home-Start was first set up in Leicester in 1973 and the Kettering branch was established in 1994. The Home-Start in each community is an independent charity, governed by local Trustees.

All Home-Start services meet the same high level of standards as they all work to the national quality standards and are reviewed by Home-Start UK.

What Home-Start achieves



Home-Start nationally runs more services and has more volunteers supporting more families than any other family support charity in the UK.

Our services:

- Offer practical help with budgeting, nutrition, meal planning and home safety
- Provide emotional support for parents who are overwhelmed or struggling
- Reduce isolation and increase social support networks
- Strengthen parent-child relationships
- Improve parents' physical & emotional wellbeing
- Develop and improve parenting skills
- Improve children's well-being & development
- Increase access to health, education & community services

Contact Home-Start Kettering for an informal chat...

Home-Start Kettering Area
The Zone, William Knibb Centre
Montagu Street,
Kettering
Northamptonshire
NN16 8AE

Tel: 01536 484318 Mob: 07935402179

Email: admin@homestartkettering.org.uk
www.homestartkettering.org.uk

Not local to Kettering? Find your nearest branch at www.home-start.org.uk/findus or on the free information line: 0800 068 63 68



How we store your information

All personal information about parents and families is treated as confidential, to be discussed only with the coordinator in order to support your volunteer and assist your family, if necessary.

Any disclosure of the confidential information may only be undertaken with your expressed permission, except where it is considered necessary for the welfare and protection of a child when information shall be shared with the appropriate authority.

Home-Start keeps factual and statistical information about all the families it supports. You can ask to see your family file at any time. Our records comply with Data Protection requirement. We tell the person who referred you to Home-Start that we have started supporting you and when our support ends.

Complaints procedure

If you are unhappy about any aspect of Home-Start we want to know and will do our best to put it right. You could talk to your volunteer, the Scheme Manager or the person who first put you in touch with Home-Start. If you still have concerns, the Trustees can investigate using our structured complaints procedure. To find out about this, contact the local Home-Start office.

Home-Start UK, a company limited by guarantee, company no. 5709942.
Registered charity in England and Wales (1114030).



Offering families support and friendship



www.homestartkettering.org.uk

Registered Charity no: 1114030
Company no: 5709942



It takes a village to raise a child...

All parents need help, friendship and support especially during the early years of starting a family.

There is no instruction book for raising children and sometimes it can feel overwhelming, particularly if you don't have a support network or are going through a difficult time.

If you can get the help you need, when you need it, you're better equipped to tackle the challenges that life throws at you.

If you are...

- Isolated - with no family, close friends, or other support
- Suffering from post-natal illness
- Having difficulty coping with an illness or disability in your family
- Overcome by the death of a loved one
- Struggling with the demands of multiple young children
- Dealing with the breakdown of a relationship
- Overwhelmed with the practical aspects of running a household
- Tired, unhappy, or exhausted
- Any combination of the above

... then Home-Start is here to help you and your family.



How Home-Start works

If you have at least one child under 11 in your home and live in the Kettering Borough, we can provide you with a mixture of practical and emotional support.

After a careful introduction, a Volunteer will visit you in your own home - usually for two hours, once a week for about six months. Perhaps you need someone to talk to, practical help around the home, someone to read stories to your children, a shoulder to cry on. What the volunteer does is agreed with our experienced Manager.

About our Volunteers



Home-Start Volunteers come from all walks of life and have a wealth of parenting experience. They are: friendly - trustworthy - enjoy the company of children - know how to listen. When you welcome a volunteer into your home, they will respect your privacy and provide free and confidential support.

Volunteers are fully trained, DBS checked and are carefully matched to a family based on your needs and their interests and skills.

Need our help? Get in touch.

If you think you could benefit from having a Home-Start Volunteer visit you, why not find out more? Talk to your doctor or health visitor, or contact us directly on 01536 484318 or at www.homestartkettering.org.uk.



What families say about Home-Start

"After a tough couple of years, I didn't know which way was up, being made homeless with 3 children was my breaking point. Home-Start helped get me through... just having an adult to talk to really helped and having support while making calls and filling out paperwork made the whole process a lot less stressful."

"From the neo-natal ward to today, by far the most significant thing in our lives is Home-Start. Everyone else wants to tell you what to do. Tom just comes round and chats, he gets on great with the kids, he helps, he listens and has phenomenal patience. He comes round every week and I don't know how I would have coped without him."

"Since I found out about Home-Start everything has changed. It's amazing that just one person can wake you up and say 'you can do this'. I can and I've done it."

"I would recommend Home-Start to anyone. It is the most reliable volunteer organisation I have ever had contact with."

"She showed me how to get support from other organisations. She was wonderful and opened so many avenues for me."