



Affix a postage stamp to this reply slip OR put the reply slip in an envelope, affix stamp and post to the above address.

Home-Start Medway
46 Green Street
Gillingham
Kent
ME7 1XA

Fix postage
stamp here

Cut along line

Family feedback

My volunteer has been a lifesaver; she picked me up, dusted me off and made me laugh.

Above and beyond what was expected. I am happy in every way with the volunteer - she is an angel. She is fabulous and is exceptional for my daughter. The support has improved my confidence to go out and it has given me better motivation - I now talk to other mums at the Children's Centre.

Volunteers' comments:

'Home-Start is a fantastic charity. I really enjoyed volunteering. I have met some wonderful people. I have learned skills that I have been able to transfer to my job. Thank you all so much for all the support.'

'I feel blessed to have been a Home-Start volunteer. Upon reflection, I now realise how hugely supported families feel by the Home-Start service. A little means a lot.'

Referrer's comment:

The service we received was prompt and appropriate. Excellent liaison between ourselves and H-SM. I am really happy we have such a valuable service to which we can refer our families.

Home-Start Medway
46 Green Street, Gillingham, Kent ME7 1XA

Telephone: 01634 570 717

Email: manager@home-startmedway.org.uk

www.home-startmedway.org.uk

Registered Charity Number: 1108057

Company Registered by Guarantee 05135567



Home Start

Support and friendship
for families

Medway

Since 1987

Can we help you or
can you help make
a difference?

Home-Start Medway offers:

Non-judgemental, practical
and emotional support
to families who have
at least one child
under the age of five.

Tel: 01634 570 717

I want to find out more about Home-Start (please indicate by ticking the appropriate box/boxes)

- Volunteering
- Getting family support
- I would like to donate
- I would like to help with fundraising
- I work in a related profession and would like to help in some way

Please tell us from where you got this leaflet.

I got this leaflet from:

Name: _____

Phone no: _____

Address: _____

Postcode: _____

Email: _____

Support information

What does a volunteer do?

After being matched to a family, the volunteer will visit you for 3-4 hours once a week.

A volunteer will offer:

- Friendly support through difficult times
- Understanding that when bringing up children, problems are not unusual
- A listening ear and a shoulder to cry on
- An extra pair of hands to help cope with every day tasks
- Practical help with play activities

Who are the volunteers?

Home-Start Medway's volunteers come from all walks of life. They have parenting experience and they understand the complexities of family life. They want to use their experience and skills to support other families.

A volunteer:

- Is non-judgemental
- Will visit you in your own home
- Is carefully selected for their friendliness, practical approach and understanding
- Has a Disclosure and Barring Service check
- Will have attended a preparation course before being matched to a family

Will anyone else find out?

Home-Start Medway support is confidential. Personal information about you and your family is not disclosed to anyone outside Home-Start Medway without your consent, except where there is a concern about the safety or welfare of a child or member of the family.

What if I change my mind?

You choose whether to accept Home-Start Medway support and can change your mind at any time.

Who can Home-Start Medway support?

A family, a mum, a dad or a carer with at least one child under the age of five.

Free home-visiting volunteer support is provided for many reasons, examples may be:

- Loneliness and isolation
- Relationship problems
- Coping with twins, triplets or several pre-school children
- Illness, disability or special needs
- Lone parenthood
- First-time parenting
- Post-natal depression
- Dealing with a child's/children's behavioural problems

We are unable to support child protection families.

Volunteering information

What will I gain?

- A new set of skills to support Medway families cope with pressures they are facing and help them to make a real difference for their children
- Support and training to prepare you for all aspects of your volunteering role
- You will make new friends
- You will receive out of pocket expenses

What will it involve?

- Offering friendly support through difficult times
- Reassuring parents that problems are not unusual when bringing up children
- Being a listening ear or an extra pair of hands to help cope with play activities
- Enabling parents to access appointments

How to refer

Anyone can refer to Home-Start Medway. Referrals are taken over the phone. Please telephone 01634 570 717.