



Quality Assurance Review Report

HOME-START Leith & North East Edinburgh



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About Quality Assurance in the Home-Start network

The quality of a Local Home-Start's practice is assured by the Home-Start UK Quality Assurance (QA) System for local Home-Starts. This robust system is based on a programme of self-assessment against Home-Start's Quality Standards and a process that focuses on the ongoing development and continuous improvement of all practice areas relating to the governance, management and service delivery of Local Home-Starts.

Home-Start's QA Specialists are accredited ISO internal auditors and Home-Start UK holds ISO 9001 accreditation and the Investors in People Award.

The Quality Areas

The standards fall into the following 4 Quality Areas:

1. Planning for Success
2. Leading a Great Team
3. Making the Most of Data
4. Safeguarding Children/Child Protection

Levels of Review

There are 3 outcomes:

Demonstrating High Quality – When Local Home-Starts meet *all* Legal and *all* Safeguarding/Child Protection (CP) indicators and achieve 94% or above

Good – When Home-Starts achieve 85% or above but have not met all Legal and Safeguarding indicators

Requires Development – When Local Home-Starts achieve less than 85%.

Local Home-Starts that have achieved 85% or above are expected to complete all actions identified within the action plan, but will not receive a follow-up review. However, Local Home-Starts may be subject to spot checks.

Local Home-Starts achieving 84% or less will have a follow-up review. They will have a period of 4 months from receipt of their report in which to address the requirements of the action plan. During this period, the QA Specialist will provide telephone support on a monthly basis to review the action plan, help prioritise actions, and provide examples of best practice when appropriate.

At the end of this period the Local Home-Start is required to provide evidence which demonstrates how each action point has been addressed. The QA Specialist will review the further evidence provided, update the action plan and forward the findings to the senior person and Chair.

If a Local Home-Start achieves 85% or more in the follow-up review, the QA Specialist will complete a Quality Development Check with them during the next review cycle.

If a Local Home-Start does not achieve 85% at the follow up review, the problem solving and disputes resolution process will be implemented.

Please refer to the [QA Agreement](#), the [Home-Start agreement](#), and [QA problem solving and disputes resolution](#) procedure further information.

Ethical/Legal/Charity Commission Considerations

It is a requirement to report any serious incident that has occurred or where you have reasonable grounds to suspect a serious incident has occurred, within a charity, e.g. fraud, theft, links with terrorism, abuse of vulnerable beneficiaries to Home-Start UK, the authorities and/or the Charity Commission.

Home-Start UK Quality Assurance System

Home-Start Leith and North East Edinburgh Details:

Home-Start Leith & North East Edinburgh was established: 1986

Registered Charity Number: SC004387

Companies House Number: SC280853

Address: 247, Leith Walk
Edinburgh
EH6 8NY

Website: www.homestartleith.org.uk

Telephone Number: 0131 553 7819

Email Address: admin@homestartleith.co.uk

Chair: Kay Barton

Manager: Anne Nixon

Date of Review: 6 August 2019

Reviewed by: Salma Stylianou

Introduction to Home-Start Leith & North East Edinburgh

Trustees and Staff

TRUSTEES:	Name
Chair:	Kay Barton (child protection lead)
Vice Chair:	vacant
Treasurer:	Jeanette Scott
Trustee	Robin Black (GDPR lead)
Trustee	Martin Bowden
Trustee	Katie Geeves
CP Advisor	Maya Cronin
STAFF:	
Manager	Anne Nixon (32 hrs)
Senior Coordinator	Margo Welsh (32 hrs)
Coordinators	Heather Young & Liz Johnston (20 hrs)
Administrator	Maya Petersen (16 hrs)

Geographical Context

Based in the heart of Leith, Home-Start Leith & North East Edinburgh (HSLNEE) is a well-established Local Home-Start, situated on a main thoroughfare it gives families and volunteers direct access to them..

Diversity and Inclusion

As well as these national and local policy drivers, they have reviewed current and projected information about the North East locality of the City, and their communities. The following issues are reflected in the lives of the families they support :

- the highest proportion of children in the City living in low income households (26%),
- a high proportion of lone parent families (5% compared with 4.5% in Edinburgh as a whole),
- high levels of overcrowded homes and rented housing, with the lowest rate of owner-occupation in the City (53%),
- new housing coming on stream, fostering more mixed communities which is positive, but sometimes also creating pockets of social isolation,
- many people who say their health is poor (over 15% compared with 14% for the City as a whole),
- many people struggling with mental health problems, and low self-confidence and aspirations,
- school attendance below the City-wide average,
- the highest proportion of adults in Edinburgh without qualifications (20% compared with 17.1% for the City as a whole),
- large numbers of residents who are new migrants to Scotland, or members of BME communities. North East Edinburgh has the highest proportion in the City (24%) of school pupils from a family whose first language at home may not be English

Last QA Review

Home-Start Leith & North East Edinburgh's last QA review was undertaken in May 2015

The team reported the following differences /developments after the 2015 QA review:-

“The positive outcome gave the staff and trustees confidence in the work of the scheme.”

We go on improving the impact and quality of our services through:

- increasing diversity, reaching more of the families who need our support the most
- co-production approaches
- continuing to recruit, prepare, supervise and support volunteers in a changing environment
- looking after our staff
- making our organisation more financially sustainable, through diversifying our fundraising base to protect our core services, and allow us to develop as well

Service Levels

At the time of this review, HSLNEE reported 30 open families (this included home-visiting and group attending families) and 23 active volunteers.

From 1st April 2018 to 31st March 2019 the HSLNEE supported the following children and families:

Families Supported

Description	Total
No of families supported during this period	104
No of families supported at the report end date	30
No of families supported by HV volunteer during this period	52
No of families supported by a HV volunteer at report end date	18
No of families supported by groups during this period	28
No of families supported by groups at report end date	1
No of families supported by paid workers during this period	104
No of families supported by paid workers at report end date	31

Referrals

Description	Total
No of new referrals and the breakdown of sources (Q1)	72
No of new self referrals	23
No of new referrals supported	72
No of cfwd supported before start date breakdown of sources	32
No of cfwd supported before start date self referrals	9

Children Supported / Safeguarding

Description	Total
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No of Children Supported during this period (Q23)	165
No of children subject to assessment of needs at the report date (Q34)	0
No of children on CPP at the report end date (Q26)	0
No of children with a child in need at the report end date (Q27)	0
No of Families Prenatal	12
No of Children supported under 5 (Q1)	130
No of Children supported over 5 (Q1)	23
No of Children supported no DOB (Q1)	0

Volunteer and Paid Worker Diaries

Diary	Description	Total
Volunteer	No of visit diaries (Q28)	397
Volunteer	No of visits took place (Q28)	307
Volunteer	No of visits did not take place (Q28)	88
Volunteer	No of visits Unknown (Q28)	2
Volunteer	Duration of Support (mins) 725Hrs 30Mins (Q28)	43530
Paid Worker	No of visit diaries (Q43)	156
Paid Worker	No of visits took place (Q43)	136
Paid Worker	No of visits did not take place (Q43)	20
Paid Worker	No of visits Unknown (Q43)	0
Paid Worker	Duration of Support (mins) 195Hrs 20Mins (Q43)	11720

Range of Services

HSLNEE delivers the Home-Start core service of parent volunteers supporting families under stress, in their own homes, where there is at least one child under five.

They also provide a range of other services for parents, carers and children as listed below:

- The Baby Massage is scheduled in 6 week blocks and if appropriate the families are invited to attend Baby Peep for another 10 weeks.
- Bookbug sessions are run along similar lines families are identified by both Dr Bell's FC and HSLNEE and sessions are planned accordingly.
- Stay and Play was developed by HSLNEE however due to limited staff time the staff at Dr Bell's FC are taking responsibility for it now and we refer families to them.

All groups are developed and run in partnership with Dr Bell's Family Centre. The Family Centre is close by and many families use both facilities.

Current areas of innovation/practice/projects under development:

Big Hopes Big Future an 18 month pilot was started in June 2018, however the Coordinator left in November 2018. The post was filled and the pilot will terminate in March 2020.

Home-Start Leith & North East Edinburgh is involved in a pilot project with Save the Children.

The Home-Start service and Save the Children team are aware that many families do not have access to basic items that support healthy early childhood learning and development. Essentials household items are often missing, and a daily struggle to make ends meet can lead to fewer opportunities for parents to nurture their children in play and learning.

Save the Children's Building Blocks programme alleviates the impact of material deprivation on family's lives and engages parents in their children's learning at home, so that every child is given the best start in life. In this collaboration with Save the Children it is expected that over 25 HSLNEE families will benefit during the pilot.

In the autumn of 2018, the Manager took part in the 'Two Year Old Uptake Improvement Practicum' as part of the City of Edinburgh Council team. Concerns were identified by the Scottish Government that only one third of those entitled to a '2 year old' place had taken up the offer. The main objective for the Edinburgh collaborative team was to fill 15 Eligible 2's places in Leith Primary School Nursery. The process has been a learning experience, an opportunity to work with the local authority and health colleagues as well as support parents to access their entitlement and ultimately achieve the target figure by late 2019.

Funding & Sustainability

Details of current funding

Funder	Amount	Started (year/month)	Ends (year /month)	Targets and progress toward targets
City of Edinburgh Council – Core Grant	£99,750	April 2019	March 2020 (extended 30 June 2020)	Ongoing
The Robertson Trust – Core Costs	£10,000	July 2018	August 2019	Ongoing
Christina Mary Hendry - BHBF	£5,000	January 2019	December 2019	Ongoing
Bank of Scotland Foundation - BHBF	£6,520	August 2018	July 2019	Ongoing

Current Reserves – £39,000 would allow Home-Start Leith and North East Edinburgh to continue for approx. 6 months

The current year to date budget is on target.

Accounts for the year ending March 2019 (not yet filed) show the following:-

Income	£170,191
Expenditure	£135,953
Balance brought forward	£ 16,204
Balance Carried Forward	£ 34,238

Issues affecting sustainability (if applicable)

Funding from City of Edinburgh Council will finish in March 2020, however this has now been extended to June 2020. The application process has changed and the local authorities budget is under pressure, the outcome of the application process will not be known until early 2020.

Service Levels

At the time of this review, Home-Start Leith and North East Edinburgh reported 30 open families (this included home-visiting and group attending families) and 32 number of active volunteers.

Issues affecting sustainability

Extract from the Charity Office of the Scottish Charity Regulators Website

As can be seen from the extract below, taken from the Charity Commission Website, the Home-Start's spend has exceeded income for the financial year end March 2018 has a surplus over expenditure.

Annual Return Submission History

Mailing Cycle	Financial Year					
	Year End	Income	Expenditure	Issued	Received	Checked
2015	31 Mar 2015	£133,517	£126,299	31 Mar 2015	13 Nov 2015	19 Nov 2015
2016	31 Mar 2016	£129,508	£118,301	31 Mar 2016	03 Oct 2016	04 Oct 2016
2017	31 Mar 2017	£121,981	£126,205	31 Mar 2017	03 Oct 2017	04 Oct 2017
2018	31 Mar 2018	£126,592	£120,262	03 Apr 2018	03 Oct 2018	03 Oct 2018

Notes and comments

All the QA documents and files were meticulously emailed as requested prior to the QA review. The team have an experienced Manager who has worked hard to embed Quality Standards into the service within governance, practice and setting up new initiatives.

The service is well established in the area and the team has a network of other agencies that it works well with, this includes Health Visiting who are their primary referral source. The building has easy access to ground floor and is visible on the main street of the city and this also encourages parents to self-refer to the team. Their main funding was due to end in March 2020 and this has now been extended to June 2020 and the Manager is confident this will be extended for a further period.

The service carried out a review, using an external consultant, on their recruitment and selection process with a particular focus on probationary period of employment and supervision.

Home-Start Leith and North East Edinburgh will commence the process of transitioning from MESH to Charity Log in September 2019.

STANDARDS AND PERFORMANCE INDICATORS EVIDENCED AT REVIEW

All indicators were reviewed by the QA Specialist from documentary evidence and interview.

Standards There are 45 Indicators in total 16 Legal Indicators 13 Safeguarding/Child Protection, 17 other mandatory indicators (standard 1-3)		Performance Indicators				
		Possible	Review		Follow Up where necessary	
			Evidenced	Not evidenced	Met	Unmet
1	Planning for Success – 11 Legal and 7 other mandatory indicators	18	18			
2	Leading a Great Team – 4 other mandatory indicators	4	4			
3	Making the Most of Data – 4 Legal and 6 other mandatory indicators	10	10			
4	Safeguarding Children/Child Protection – 1 Legal and 12 other mandatory indicators	13	13			
Total of all Indicators =		45	45			
Total % evidenced		100%				

The review was carried out in accordance with internal QMS audit standards as prescribed by ISO 9001 and the presentation of the review findings relates to the evidence reviewed on the date of the review.

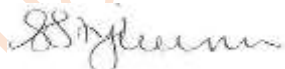
Review Result

The Review has evidenced 100% of performance indicators and is therefore categorised **Demonstrating High Quality** – When Local Home-Starts meet all Legal and all Safeguarding/Child Protection (CP) Indicators and achieve 94% or above

Copies of QA review reports are routinely sent to relevant Home-Start UK staff.

Signed

On behalf of Home-Start UK:



Salma Stylianou, Quality Assurance Specialist

Date: 6 August 2019

Moderated By



Moderator

Date: 16 August 2019

On behalf of Home-Start UK

HOME-START LEITH AND NORTH EAST EDINBURGH 'S RECOMMENDED DEVELOPMENT

Performance Indicators <u>Not</u> Evidenced and reason	Action required	Progress made To be completed by the Home-Start being reviewed
3: Making the Most of Data		
<p>3e: Orderly Files are kept with appropriate & clear chronology:</p> <ul style="list-style-type: none"> • Contain a Data Protection access form at the front of the file • To store records of support to families • For volunteers involved with the Local Home-Start • For Staff employed by the Local Home-Start • For Trustees on the board of the Local Home-Start. <p>Current practice on home-visiting volunteer diary sheets is - recorded on MESH and thereafter diary sheets are shredded.</p>	<p>Recommend</p> <p>Volunteer diary visits sheets or records are kept in the family file so that all contact relating to the family is in one place. Ensure MESH 'family summary' page which shows all contact is generated for current open families and placed on the family files .</p>	
4: Safeguarding Children/ Child Protection		
<p>4d: All trustees, staff & volunteers have read, signed & follow the Home-Start Safeguarding Code of Conduct (2018 version) which is re-read and signed up to by all on an annual basis.</p> <p>Previous code of conducts on staff, volunteer and trustee files have been destroyed</p>	<p>Recommend</p> <p>Going forward to keep the Code of Conducts in the staff, trustee and volunteer files (i.e. refreshed, agreed and signed annually)</p>	