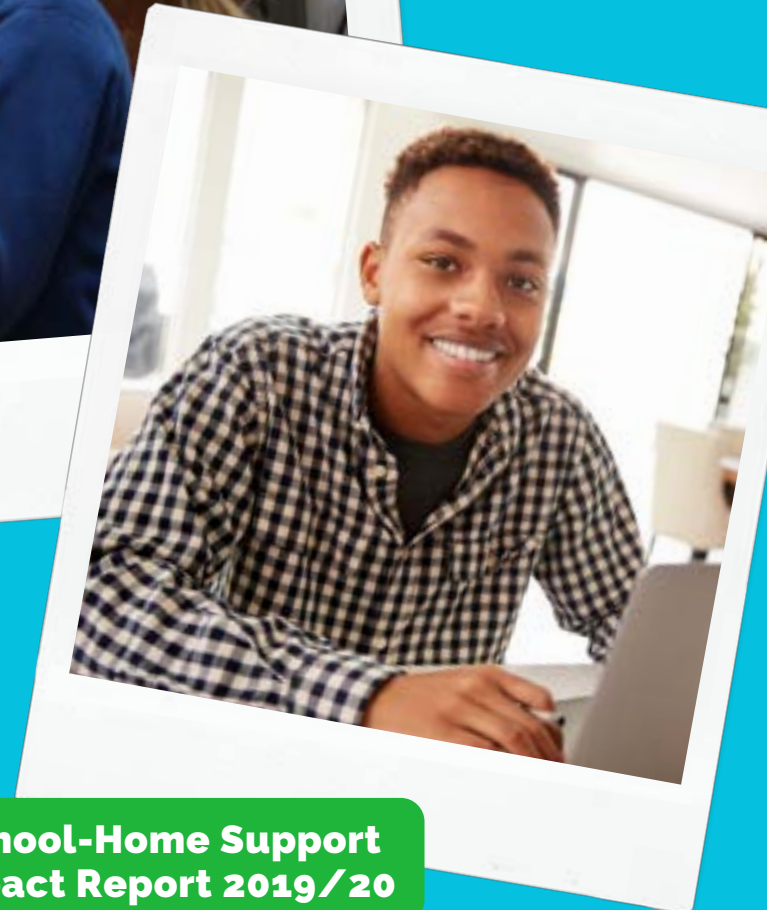




**Children in school,
ready to learn**

"In these challenging times, the work of School-Home Support is never more needed. This extremely valuable partnership improves attendance and well-being for many families at our school."
- Nitsa Sergides, Head Teacher at Grafton Primary School



Demand for SHS

QUADRUPLED

during the pandemic.

**School-Home Support
Impact Report 2019/20**

Children in school, ready to learn

71%

of pupils in mainstream schools improved their attendance.

See more impact on p4-5

"Both my brothers were excluded last term. Without SHS, I would have been going the same way."

- Lily, a pupil we support in Blackpool

More stories of our work in schools on p6



Our new Royal Patron, Lady Sophie Windsor, met with Ramatu, a parent we support in London. Watch what happened and see more highlights on p7

Children ~~in school,~~ ^{at home} ready to learn



Our support continued amid COVID-19.

Learn how we responded on p8

"I've been so stressed about providing the essentials - let alone trying to help my son with his schoolwork."
- the Mackie family

Read more stories on our work during the pandemic on p9

Demand for SHS QUADRUPLED

Our impact during the pandemic is available on p10

"SHS reduced the home learning gap where the govt couldn't." We're leading the way against the digital divide on p11

What's next for SHS and the families we support...

"A tsunami of safeguarding referrals." Find out how we're speaking up for unsafe children on p12

Our frontline team react fast for families at risk.

"Can't take no more." - Jo, a mum of four

Read more on p13

Curious to know what's next for School-Home Support?
We share our plan on p14



"SHS has the time and contacts to support families and take the pressure off senior management."
- Adam Wood, Vice Principal at Ryecroft Primary Academy

Return on investment is important.
Learn more about ours on p15

SHS Theory of Change

What we do



Work with children



Work with schools



Work with parents

How we do it



Promote engagement between school and parents



Find practical solutions to education barriers



Develop relationships and personal resources

Our outcomes



Improved attendance and participation at school



Improved parental engagement in learning



Improved character and resilience

Long term outcomes



Improved wellbeing for children from disadvantaged backgrounds



Improved attainment of children from disadvantaged backgrounds



Improved life chances for children from disadvantaged backgrounds

8,042

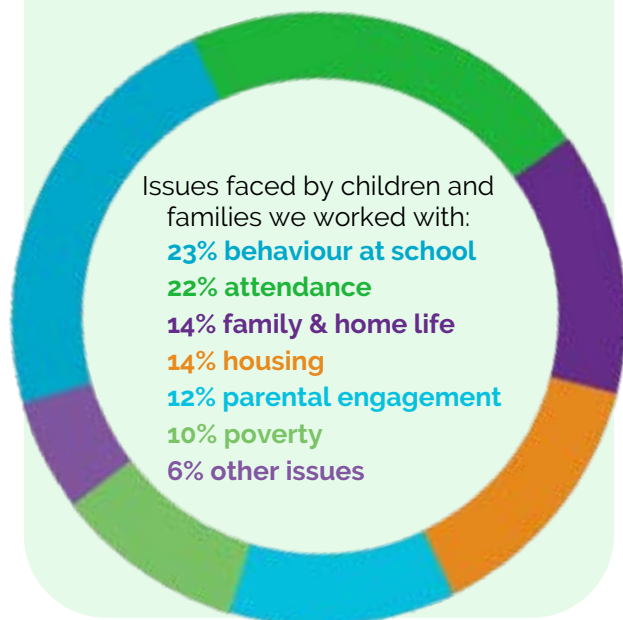
individuals supported
through direct work

8,435

interventions delivered
for intensive work

179,291

individuals supported through
our wider reach



"SHS has contributed massively to improving our attendance. Their service offers another layer of support to our extremely vulnerable families."

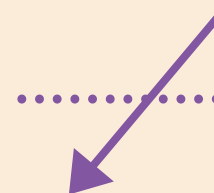
- Andy Hirst, Vice Principal at Tong Leadership Academy

WE'RE HERE FOR THE MOST DEPRIVED PUPILS IN ENGLAND



77%

based in highest
poverty areas



65%

below the national accepted
attendance threshold of 95%

OUR IMPACT IN MAINSTREAM SCHOOLS

ATTENDANCE

Pupils are referred to us when their school attendance is an issue. Our work ranges from pupils with less than 95% all the way down to pupils with 0% attendance.

71%

of the pupils we worked
with improved their
attendance, giving them...

14

extra days in school
(that's on average,
per pupil per year)

ENGAGEMENT

If a child is to succeed in education, they must be highly engaged in their learning. Just as crucial, however, is how engaged their parent/carer is with their child's learning – and their child's school.

63%

of pupils we worked with
became more engaged
with their learning

72%

of parents we worked
with became more
engaged with their child's
learning and school

OUR LONG-TERM IMPACT *

We often find that after one year of support, pupils' rate of progress in Year Two exceeds the progress of Year One.

2 = 42
years of support **extra days in school**

On average per pupil per year, for our most vulnerable pupils struggling with attendance.

* Source: SHS data 2018-2020

"School-Home Support's flexibility in adapting your service during this crisis has been welcomed by the Partnership Board and we thank you and your staff for continuing to support Blackpool's children and young people and their families."

- Elizabeth Franey, Deputy Director,
Opportunity Areas, Department for Education

OUR IMPACT ON ATTAINMENT **

One year of support achieves an average of 12 extra days in school per pupil per year.

KS2 **12%** more likely to achieve grades four and above

GCSE **54%** more likely to achieve five A*-C grades

** Source: 'The link between absence and attainment at KS2 and KS4', Department for Education, March 2016

OUR IMPACT IN ALTERNATIVE EDUCATIONAL SETTINGS

ATTENDANCE

The pupils we support in alternative educational settings often find attending school more challenging. Our specialist work with them is resourceful and always user-led to suit a multitude of needs.

89% of the pupils we worked with improved their attendance, giving them...

18 **extra days in school**
(that's on average, per pupil per year)

ENGAGEMENT

Engaging pupils and their families at alternative educational settings requires very different approaches. Improving engagement is crucial to ensuring the best possible outcomes for the pupil.

60% of pupils we worked with became more engaged with their learning

82% of parents we worked with became more engaged with their child's learning and school

"Through its network of superb practitioners and its close links with schools, the work SHS do is all about getting disadvantaged children on the right educational track.

Whatever level the child is at, SHS help them get to the next level. If they have fallen out of education, SHS gets them back in; if they've been excluded, they focus on how to re-integrate; if they're integrated but the families need extra support, they focus on how to provide it."

- Martin Hellawell,
Chair of Raspberry Pi Trading Limited

Intensive work transforming lives

BREAKING THE CYCLE

Lily (age 12) was missing half the school week, turning up late, and disrupting her lessons. Communication between school and home had broken down. Lily's mum, Megan, struggled to engage with services in the past, and became increasingly hostile. When Lily was in trouble, she would keep her at home to avoid any sanctions.



"Both my brothers were excluded last term. Without SHS, I would have gone the same way." - Lily

But then the family was referred to SHS Practitioner, Sarah, who knew time, trust, and perseverance was needed. Sarah kept in regular contact with Megan, especially when Lily was absent. Slowly, Megan began to open up to Sarah about the issues she was facing. They rehearsed scenarios for important school meetings to try and manage Megan's anger outbursts. This helped to lower her anxiety significantly. As Megan's confidence grew, she developed the skills and independence to engage with additional agencies.

Sarah also worked intensively with Lily, building up trust and uncovering Lily's triggers at school – a huge turning point which enabled teachers to support and engage Lily. Lily is now starting to enjoy school more, using the resilience techniques taught to her, and building up a secure circle of friends. Her attendance has improved from 69% to 81%, and her punctuality is near-perfect.

DE-ESCALATING UNSAFE SITUATIONS

Jack (age 14) had been excluded several times. His mum, Jane, was on the verge of being fined due to his poor attendance. Their relationship was deteriorating and Jack was becoming violent towards Jane when she'd try to get him into school. Jack was stealing her money, misusing cannabis, and frequently going missing at night. The police regularly brought him home due to misbehaviour. As a parent, Jane felt helpless. She was on sick leave due to stress, had limited support networks, and her mental and financial health were getting worse.



SHS Practitioner Gaz was instrumental in transforming the outcomes of this family. Understanding the history of domestic abuse between Jane and Jack's father, Gaz quickly prevented a plan to get the parents working together on Jack's attendance. Instead, he spent time addressing Jack's root issues and barriers. As Jack's attendance improved, so did Jane's level of stress. She returned to work which helped their finances greatly.

Thanks to SHS' expertise, Jack's case was de-escalated and is no longer at Child in Need level. Mum used to hide away from school staff when Jack refused to attend. Now she is proactive in communicating with everyone. A huge confidence change!

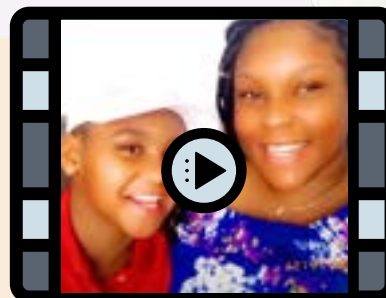
SHS from strength to strength

GROWTH

January 2020: We expanded to schools around **Croydon** (in partnership with Reaching Higher and Reedham Children's Trust) as well as schools in Gorton, **Manchester**.

Watch the video to learn what families think of SHS so far!

March 2020: We also expanded to the seaside town of **Eastbourne** with the support of The Crispin Davis Family Trust.



CORPORATE VOLUNTEERS

Raising aspirations: Sidley Austin LLP and the London Stock Exchange Group participated in group sessions with children to introduce career pathways and share skills for successful employment.

Reducing impact of poverty: Volunteers can donate items at key points in the year including World Book Day, Summer holidays, and Christmas - which is exactly what Provident Financial Group PLC did.

Helping parents into employment: Loomis Sayles Investment Ltd provided one-on-one support for students or parents on CV writing and interview skills. Our partnership with Dress For Success and Suited and Booted also helps by providing parents/carers with brand new interview clothing.

"It's about meeting people who got here in different ways including different levels of education. I really enjoyed that aspirational side and all the questions flying back and forth."
- Joe Lodge, Head of Y7 at Redden Court School

"The volunteers gave me a great insight into hiring managers' impressions and expectations. It was very useful and an easy experience."
- a parent at English Martyrs' RC Primary School

MEET OUR NEW PATRON: LADY SOPHIE WINDSOR

February 2020: Our newest SHS Patron, Lady Sophie Windsor, visited one of our partner schools and met Ramatu, a parent supported by SHS Practitioner, Marjorie. The actress and Royal had a candid chat with Ramatu about her difficult living situation, as well as the huge impact we've made on her son's education and well-being.



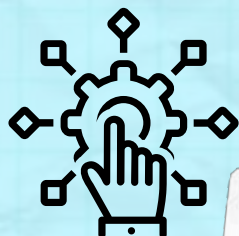
"I'm so overwhelmed I could cry! Things are tight on my own with four kids. These presents mean that I won't have to decide between food and gifts. Thank you!"
- a parent at St John's Upper Holloway C.E Primary School



COVID-19: our response

RAPIDLY ADAPTED

our delivery model to the changing circumstances.



"SHS has come to the rescue once again. Thank you for your love and support."
-Tanya, a parent

DELIVERED TECH

to families in digital poverty missing vital education.



STRENGTHENED PARTNERSHIPS

to continue our bespoke local support to families.



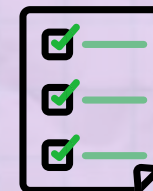
SUPPORTED PARTNER SCHOOLS CLOSELY

with safeguarding calls, emergency food deliveries and learning resources.



REMAINED STABLE AND SUPPORTIVE.

Not one family experienced a drop in our support.



RAISED OVER £355,000

in our COVID-19 Response Appeal. Thanks to the generosity of so many of our supporters we were able to continue to deliver vital support to children, young people and families and to help ensure sustainability for the future.



WANT TO LEARN MORE ABOUT OUR KEY WORKERS?

Click to view vlogs and blogs from Mariam, Jaime, and Gaz.



Intensive support at a critical time

VITAL SUPPORT TO PARENTS



"This has been a really hard time. We're both agency workers with No Resource to Public Funds. There's been no work available and we're not covered by furlough. With two young children, I've been so stressed about providing the essentials - let alone trying to help my son with his schoolwork.

I told the school about our financial troubles and they directed me to SHS Practitioner Sevgi. She was amazing! She listened to me, offered advice and did not judge me at all. Sevgi connected me with lots of organisations who could help, including Newham Help who brought food for my family every week. She even visited my home (from a distance) and brought toys for my kids, plus arranged a laptop for my son's learning.

I am so grateful to School-Home Support, it means a lot to my family and really helps during the crisis period."
- Chris and the Mackie family

HIDDEN YOUNG CARERS

When Eden's anger outbursts became unmanageable, her adoptive parent Faith knew to refer herself to the school's SHS Practitioner, Kathleen (she was the one that welcomed them when Eden joined in 2017).

Kathleen connected Eden with the school's Counsellor, and also uncovered that Eden was a young carer for Faith and was missing out on her childhood. Kathleen made sure Eden received her very first toys and games through the SHS Christmas present donation scheme, and also signed her up to an outdoor holiday camp with children her own age (paid for by the SHS Welfare Fund).

Unfortunately, lockdown postponed the holiday - but Kathleen made sure Eden was stimulated and safe during school closures. She successfully campaigned to get Eden on the 'vulnerable child' list so that she could continue attending school, and ensured the family were receiving food to keep them going. A meeting with Faith in June confirmed that everything had changed for the better.



"My friends told me not to tell the school what was going on but you have helped us so much! My daughter now comes up to me and cuddles me and the anger outbursts have mainly stopped. I feel like we have properly bonded now."
- Faith, parent of Eden

COVID-19: our activity and impact

1,150+ **CHILDREN AND FAMILIES**
received personalised support
from our frontline key workers

700+ **TOYS AND GAMES**
delivered to families in need thanks to
The Childhood Trust and BlackRock Gives.

DEMAND for SHS support during school closures
QUADRUPLED.

£30,581 **SPENT ON SHS
WELFARE FUND**
Including bedding, furniture, emergency items and school
supplies. [Click here to learn more about this added benefit.](#)

CORPORATE VOLUNTEERS

Translation services: Language can be a big barrier that some parents face to engage with SHS and their child's education. Liberum Foundation volunteers supported our practitioners with some ad-hoc translation services.

SHS Young people into leadership: Virtual workshops supporting pupils to identify and harness their personal leadership qualities. London Stock Exchange Group volunteers championed the pupils, shared how they overcame their own challenges and also built deeper connections with colleagues – helping to create a positive work culture.

Poetry and creative writing competitions: We collaborated with Weil, Gotshal & Manges (London) LLP volunteers to create a competition where pupils could express themselves creatively and develop ideas in a space far removed from the pandemic and their everyday lives.

THE HOME LEARNING DISADVANTAGE GAP

In the first week of lockdown alone, we identified...

OVER 130 FAMILIES
without access to technology at home.

...SO WE STARTED A PILOT PROJECT
providing innovative online learning kits to families, preventing pupils from missing vital education opportunities.



Leading the way against digital poverty

Since lockdown began, we've been actively working to address the home learning disadvantage gap. This is caused by digital poverty – when a family has no access to technology or the internet. With so many lessons and tasks being delivered online, the most vulnerable families we support were being excluded. Without access to suitable technology, young people living in digital poverty could fall further behind their peers.

Keen to raise the issue nationally, we worked with the Guardian to highlight a family's lived experience of digital poverty and how this was impacting their education. Our CEO, Jaine Stannard, also spoke about the home learning gap widening in this time.

Fortunately, through collaboration, we've transformed the home learning experience for the pupils we support. Firstly, the Raspberry Pi Foundation (supported by The Bloomfield Trust) generously donate innovative computer devices. Alongside the IT equipment, lack of access to the internet is a key barrier to education. We are addressing this by providing data and connectivity support to families.

We couldn't have done this without support from BT, City Bridge Trust, Community Foundation for Lancashire, The Lujenna Educational Trust and Pears Foundation.



"SHS successfully reduced the home learning gap where the government couldn't."

- Fred Sharrock, SHS Chair of Trustees and Director of Operations at Haberdashers' Aske's Federation

"In these extremely difficult times, SHS has been invaluable for maintaining links with our families that may be most affected. SHS has been able to support children without tech at home by distributing devices, so that they can access all of our digital resources. I know these families have been incredibly grateful."
- Tracy Downton, Assistant Principal - Inclusion at Oasis Academy Shirley Park

"Now I can finally do my work! It was impossible before and I was feeling really stressed."
- Star, Year 7

"I'm so grateful for my Raspberry Pi kit! I feel ready for Year 7 now."
- Amyah, Year 6

"Thanks to SHS' quick response, our most in-need students were able to access our support (both academically and emotionally) and were helped to feel motivated instead of excluded and isolated. Every student that received a device has increased their attendance up to 100%! Thank you for bridging the gap with this incredible donation."

- Lisa Miller, Principal at Arco Academy

Speaking up for unsafe children

During lockdown, across the nation, safeguarding referrals **plummeted** by more than 50%.*
But in direct contradiction, by May 2020, our own safeguarding referrals had increased **sevenfold**.
That same month, **we brought this issue to national attention...**



"[Jaine] Stannard has been working to safeguard children for more than 30 years - and has never felt more worried about their wellbeing. She predicts that, when children do go back to school, the government is going to see **a tsunami of safeguarding referrals.**"

- "Vulnerable children 'suffer alone' in UK lockdown with schools shut", The Observer, May 2020

80% of young people said the 2020 pandemic has worsened their **MENTAL HEALTH****

40% of the safeguarding referrals we addressed were around **DOMESTIC VIOLENCE**

87% of teachers said they were concerned about the impact of school closures on their ability to **SAFEGUARD PUPILS*****

Our next steps...



We have investigated and will be running an **online support** pilot.



We're undertaking a **strategic review** of SHS safeguarding.



And with 12+ years experience leading safeguarding in education, **our new Safeguarding Trustee, Michelle Loughrey**, helps to ensure our strategic plans and practices contribute to creating a safe working culture and keeping children and their families safe.

Reacting fast for families at risk

PROTECTING CHILDREN FROM ONLINE ABUSE

As part of a regular welfare check to Lee (14 years old) during lockdown, SHS Practitioner Lucy realised his mum Angela was distressed. She had found messages on Lee's phone from an unknown person requesting illicit images of Lee and his little sister. While it appeared no images of Lee's sister were sent, Lee may have been coerced.

After reassuring Mum, Lucy quickly reported the incident to the police and the school's Designated Safeguarding Lead. The local children's social care team did not receive a report from the police as they should have, but Lucy completed a Multi-Agency Referral Form (MARF) to ensure they were aware of the incident. She also raised an SHS Safeguarding Alert to ensure we could monitor the incident and provide support during supervision.

Lucy provided emotional support to Angela and together they agreed on practical steps to ensure Lee and his little sister's online safety. Lucy also supported Lee, particularly by giving him a voice around this incident. Children's social care were unable to support for this particular case due to increased demands for their services. But thanks to early help from SHS, the family received the help they needed.

"You have gone above and beyond to help this family through a difficult time. I wish every family could have the same support."
- Pat M, Social Care Team

"CAN'T TAKE NO MORE."

That's the text SHS Practitioner Maria received from Jo, a mum of four. She immediately performed a welfare check. Jo was agitated and extremely anxious. Jo opened up to Maria, revealing she had suicidal thoughts and needed to get away from her abusive ex-partner. She was emotionally drained and needed serious support.

Within a week, Maria supported Jo to visit her GP, connected her with domestic abuse charities to give specific support, and had panic alarms fitted to call the police in an emergency. Maria helped Jo give an official statement to the police about the long-term physical and mental abuse she had faced throughout the nine-year relationship. This led to Jo obtaining a non-molestation order and the family were prioritised to move to a safer location. Maria also provided one-to-one nurture sessions to the children.

This crucial support ensured Jo could protect her family from her abusive ex-partner before the situation worsened and caused even more trauma. While it also meant that the family never met the threshold to have an official children's social care case opened, Jo has been empowered with the knowledge, skills, and support to make herself and her children feel safer long-term.

Our plan for 2020/21 and beyond

The pandemic and school closures have expanded the attainment gap between pupils. Some children are now at least three months behind their peers.

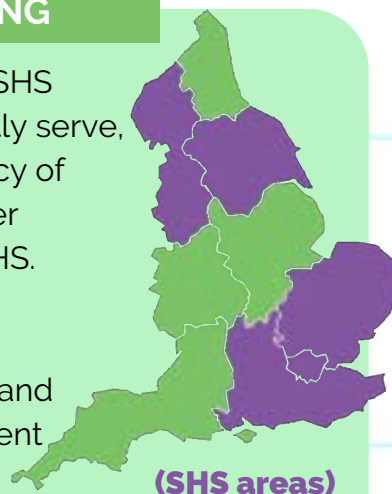
This is not just a moment: this will have knock-on long-term consequences for social mobility. Disadvantage will continue to be compounded for the rest of this generation's school careers. Children have been hit the hardest and this impacts the rest of their life chances.

That's why our work is never more needed than right now and the years that lie ahead. We require long-term support for our long-term solutions.

CONSOLIDATING AND EXPANDING

Where we are: We continue to embed SHS within the local communities we currently serve, and are working to create a lasting legacy of positive impact. But there are many other areas that would benefit greatly from SHS.

Our target areas: We look at local authorities where school absence rates and safeguarding rates are highest. Our current target areas are based on areas which have featured on the list every year since 2015.



RAISING NATIONAL AWARENESS

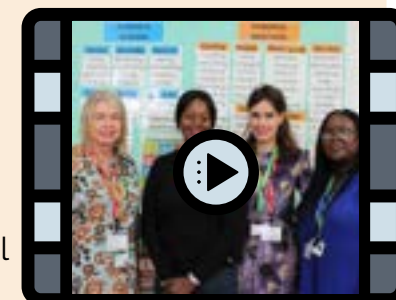
Influencing national agenda: Our direct work with thousands of families means we know the issues they face inside and out – and with 35 years of expertise, we know the solutions that work. That's why we aim to bring our expertise and experience out onto the national stage and create the changes we need to see.

Current actions include **developing our first national campaign** and securing a place as one of two charities on the **Centre for Social Justice's Education Advisory Board**. Watch this space.

BUILDING ON OUR PARTNERSHIPS

Addressing the digital divide: Our highly successful project with the Bloomfield Trust and Raspberry Pi is continuing into the new academic year. During this time when pupils return to school but may have to be educated at home if COVID-19 cases arise, ensuring all disadvantaged pupils can access online learning is vital to eradicating the home learning disadvantage gap.

Winners of the Fair Education Alliance's Scaling Award 2020: Over the next two years, we'll be working with the FEA to accelerate our growth and impact. We will utilise their networks, expertise and mentoring to reach more families – and ultimately, end educational inequality with other partners in the alliance.



Delivering return on investment

Investing in SHS now

£818

1x tailored SHS plan (per child per year)

enables us to invest in outcomes, such as...

Preventing school exclusions, saving the public purse:

£87,890

cost of one permanent school exclusion (including alternative educational provision).*

Saving senior school leaders:

8 hours

per week on safeguarding and pastoral duties, giving SLT more time for their skillset and responsibilities, supporting staff retention, and allowing teachers to teach.

Benefitting others around the family too:

impact

on siblings, fellow pupils, teachers, school staff, other family members, and the child's future family members.

"SHS has the time and contacts to support families and take the pressure off senior management."
- Adam Wood, Vice Principal at Ryecroft Primary Academy

Interested in a partnership with SHS?

Whether a school or a funder, **contact us today** so we can change more children's lives together.

Thank you for supporting SHS

A big thank you to everyone who has supported us, including...

The A D Charitable Trust
The Bennett Family Grantmaking Charity
BlackRock Gives
The Bloomfield Trust
Breadsticks Foundation
Browns Solicitors
Buzzacott Stuart Defries Memorial Fund
Charles Hayward Foundation
The Childhood Trust
The Cinven Foundation
City Bridge Trust
Clifford Chance Foundation
Colyer-Fergusson Charitable Trust
The Crispin Davis Family Trust
The Dulverton Trust
The East End Community Foundation
The Garfield Weston Foundation
The Haberdashers' Company
The Jan & Catherine Nasmyth Charitable Foundation
J O Hambro Capital Management Ltd
Supported by the KPMG Foundation
Liberum Foundation
London Stock Exchange Group Foundation

Loomis Sayles Investments Ltd
The Lujenna Educational Trust
The Mahoro Charitable Trust
Makers of Playing Cards Charity
MariaMarina Foundation
The Montier Charitable Trust
Morrisons Foundation
Pears Foundation
The Pilgrim Trust
Porticus
Provident Financial Group PLC
Raspberry Pi Foundation
The Rayne Foundation
Reedham Children's Trust
The Schroder Foundation
SHS Champions
Sidley Austin LLP
Sir Halley Stewart Trust
Sobell Foundation
Stavros Niarchos Foundation
The Stewarts Foundation
St James's Place Charitable Foundation
The Swire Charitable Trust
Sylvia Adams Charitable Trust
Terra Firma Capital Partners Ltd
The Vintner's Foundation
Weil, Gotshal and Manges (London) LLP
The Worshipful Company of International Bankers

*Source: Early Intervention Foundation (2016) "The Cost of Late Intervention"

"When lockdown happened, School-Home Support came to the fore. They were absolutely phenomenal in their support. Phone calls to vulnerable families, accessing food vouchers, IT equipment, grants for clothing, toys and books were all part of the support given. We are extremely grateful."

– Bola Soneye-Thomas, Head Teacher at Rokesly Junior School

When schools closed due to the Coronavirus pandemic, many families risked experiencing a drop in SHS support. However this has not happened, thanks to the resilience and dedication of our staff and the commitment of our many supporters.

As the disruption and disparity brought on by school closures sets to put disadvantaged children back by almost a whole year, the work of **SHS has never been more needed**. Our practitioners will continue to deliver outstanding support to families in the uncertain year ahead.

We're transforming families so that every child has the support they need to thrive and achieve in education – and in life.

www.schoolhomesupport.org.uk



Pupils and parents supported by SHS in East London, during a Family Learning session before schools closed.