



RAISE – with funding from Hampshire we are piloting this service in Gosport. We identified that some people ‘bounce’ in and out of

statutory interventions and that if we provided light touch continuous families would less like to fall so we designed Raise to provide long term support to those who find the journey of life more of a challenge than many of us.

Thanks to your support we have been able to support many since March

Since April 2020, the Roberts Centre has been a hub for Covid support to families in Portsmouth and the surrounding areas including Gosport, Havant, Waterlooville and Hayling Island. We received funding to be able to provide resources for those in need.

These packs included both fresh and non-perishable food, (fresh food was not available in the first few weeks of the service but was added in following further funding and early feedback from those receiving the parcels) toiletries, activity packs, craft materials, activities, books and toys for children as well as nappies, baby milk and even cloths. The fresh food was themed some weeks, for example one week they received cheese, crackers and fruit.

Activity packs were designed weekly for both adults and children, with age ranges to suit each individual child. They included, colouring materials and paints, for those families who had none available. Alongside this, we were also providing weekly welfare phone calls to those in need to ensure they had relevant support in place.

This support was in addition to the support offered to existing Roberts Centre Service Users and referrals were received via phone from professionals including Social Workers, Housing Officers, Health Professionals and The Hive, who felt their service users would benefit from the support on offer.

Beneficiaries - These are the words of a few.

"You dropped stuff to us more than 3 times and met all of our needs. They were absolutely fantastic, I really can't praise you enough. My Social Worker referred us and all the ladies we have spoken to have been fantastic. I will be so sad if it stops. I have mental health issues and my 11 year old is going through a lot at the moment. The activity packs were amazing, we have pictures everywhere now. The food and toiletries that came with one of the deliveries really helped too."

"You delivered food and toiletries twice and activity packs once. It was really helpful. With only one of us able to go out and our worries that we or our children could catch the virus, it gave us peace of mind."

Staff – "they were on time, reliable and non-judgemental. When I have used a food bank in the past I felt judged but your staff aren't judgemental at all."

"Keep going with the activity packs - They gave my children something to do and look forward to. I don't leave the house due to anxiety so they packs are really important to us. My 10 year old especially loved them."

"Any help with food and nappies etc would be good. Feeding my child when not at nursery has meant spending more on food, especially at the beginning of Lockdown. My partner is sight impaired and we have 3 small children but I didn't qualify for the priority booking etc with Tesco."

"Please still continue all the resource packs - they are still beneficial. The food and toiletries really help me financially and we all enjoy the activity packs. My son was born at 27 weeks so we don't know if his immune system is compromised. We can't get out like we used to because of that so it's such a help."

"Having a Social Worker is difficult but having your phone calls made us feel cared for and lifted my mood. It would be lovely to have the calls continued because I worry how I will cope when they stop."

"I am pretty worried about the future with covid around. I could do with support with the uncertainty of it all. It would be really good to know I could still have the option to call you for help if needed."

"It was all positive and uplifting - I have 5 kids and we were all stuck at home. Receiving the parcels felt like Christmas. You even gave my Autistic son dinosaur related items because I said that was what he was into. You really went above and beyond to meet all of our needs."

We are continuing for the foreseeable future....

No kind action ever stops with itself. One kind action leads to another. Good example is followed. A single act of kindness throws out roots in all directions and the roots spring up and make new trees. The greatest work that kindness does to others is that it makes them kind themselves. [Amelia Earhart 1897 - 1937](#)



And in September we launched FF 2020



Family Friends

Family Friends information

Family Friends was the idea of a supporter who said; ‘Having little money to live on means always worrying about how to make it last. Imagine how hard it will feel when you have children and Christmas is coming up. Seeing all the shops full of things you can’t afford must make you feel an outsider.

“We asked the Roberts Centre to suggest a family and we were given basic details (first names and ages of children and their likes) . We then bought them Christmas presents, and of course new pyjamas as well as Christmas food for the whole family.

Last year we thought it would be good to give them a bit of breathing space in January so we bought groceries, soap powder, washing up liquid, toiletries- the stuff we throw into our shopping trolley without a second thought.

Everything we give comes from 'Father Christmas'.

Definition of Gifts is

a thing given willingly to someone without payment; a present.

Due to Covid 19 and along with feedback from Donors and Staff last year we have made amendments. So this year:

- **We are asking for Supermarket Vouchers instead of Christmas meal food this year so Families can choose and so we can distribute earlier**
- **We will isolate Family Friends Gifts for 48 hours before distribution**
- **We are distributing to families/young people w/b 30th November and will deliver across the week**
- **We will give you a code to put on bags or boxes so we don't get donations mixed up**
- **Family Friends are asked not to give personal details**
- **Please do not wrap gifts – you can if you would like to add paper/gift bag/sellotape etc**
- **We have increased the amount of information which will be given to you**

What happens next

If you would like to be a Family Friend for 2020 – could you email me:

carole.damper@robertscentre.org.uk

- **Letting us know the size of family you would to be an FF too**

- or whether you would like to be a FF to a vulnerable young person

“Believe that what you do matters and will make a difference in people’s lives. You don’t have to save the world in one stroke but you can make a difference one person at a time.” Anonymous

All our services are continuing albeit delivered in a different way.

We continue to receive referrals daily from Housing and Children’s Social care in Portsmouth, Gosport and Havant. We have taken on welfare calls, door step deliveries of Nappies, Baby milk, shampoo, Sanitary products, Food, Toiletries - Age appropriate activity packs, Toys, Puzzles, Board Games children’s books and many other items.

Families receive a weekly age appropriate activity pack.

The greatest need is for activity items for children and young people, art & crafts, toys and games for all ages. We are purchasing items for special needs children as the challenges for these families are so great.



Thank you to all those who have supported our work and helped us to function and provide items for us to distribute

We can only care because you do

