

Home-Start welcomes and values difference. A commitment to equal opportunities is at the heart of our work.

Home-Start is committed to offering a service to families, regardless of religion, disability, gender, sexual orientation or ethnic background. We will take action on any reports of practice which we believe to be unfair or discriminatory.

What to do if you need to cancel your visit at short notice

We all know that unexpected things crop up with children and families and you may need to cancel your volunteer's visit at short notice. Please make sure you ring the office on 01538 387231 (don't worry if the ansaphone is on, there will be someone to pick the message up from about 9.30 am Monday - Thursday). We will try to get a message to your volunteer to prevent them having a wasted journey.

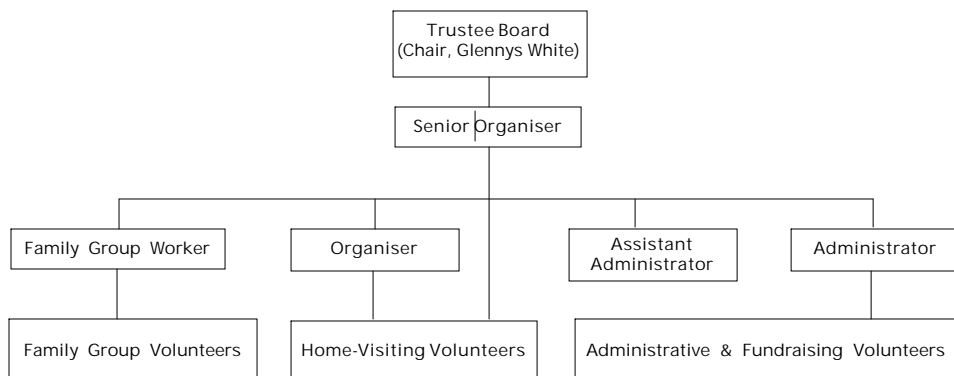
"Its not what I thought ..."

The choice of whether to have Home-Start support stays with you. You can change your mind at any time. A volunteer will only visit on your invitation. If you accepted a volunteer but do not feel it is helping, or don't need a volunteer any more, ring your organiser and let them know - we will not be offended!

If you want to tell Home-Start that you are not satisfied or there is something seriously wrong, the Management Committee will want to hear about it. Write to the Chair care of the office address.

It is very important for Home-Start to be able to make the scheme as good as it can be for every family so we need your comments. We hope you will tell us the good things as well!

Who's Who in Home-Start



Home-Start Staffordshire Moorlands,
43 Bath Street, Leek, Staffordshire, ST13 6JQ
T 01538 387231
F 01538 387231
E homestartsm@tiscali.co.uk
W www.homestartsm.org.uk

Office hours:
Mon, Tues, Weds & Thurs 9.30 am – 2.30 pm
Fridays CLOSED



Support and friendship
for families

Home-Start
Staffordshire Moorlands

Information for Families with a Home-Visiting Volunteer

Updated October 2012



Guidelines for Safe Visiting

We hope that you will find the time that the volunteer spends with you helpful. To ensure that there are no problems, please read the following carefully and try to stick to these guidelines.

Transport

The volunteer may provide help with transport. If so, please ensure that your children have the age-appropriate car seat. If you do not have a car seat, Home-Start can provide one so that your children are safe. Please DO NOT ask your volunteer to transport your children either without a car seat or without a seat belt if they are older. It is not acceptable for children to be carried on a parent's lap.

Volunteers can claim expenses back, so it is unnecessary to offer petrol money.

Medication

Our guidelines state that volunteers are not allowed to give medication to children. If this is a problem for you, please talk to your organiser.

Looking After Children

You may ask your volunteer to look after your children, either at your home or by taking them to the park, etc. Not all volunteers will be confident and happy to do this, but if your volunteer offers, and you decide to use the volunteer to help in this way, please note the following:

- a) Make sure the volunteer knows either when you expect them back, or when you expect to be back. If you have gone out and left the volunteer with the children, try not to be later than you said, as your volunteer may have commitments themselves.
- b) Make sure the volunteer knows what the children are allowed to eat and drink and where they are allowed to play.
- c) Leave a contact telephone number if possible.

- d) Make sure that your volunteer knows where the telephone is in case of an emergency and also where clean clothes and nappies are kept.
- e) Make sure that if your child has special needs or behavioural issues the volunteer knows your preferred way of dealing with them.
- f) Don't be surprised if the volunteer asks to use reins. If you haven't got any, we've got a supply here.

It is important that the child(ren) know that they are being left with a volunteer and, if they are old enough to understand, they should be told how long it will be for.

Taking Children Out

Parents should note that Home-Start advise volunteers not to take your children to their own home. Please do not ask your volunteer to do this; it will put them in an awkward position. If you wish to discuss this, please call one of the organisers.

Confidentiality

Home-Start support is confidential. The volunteer may share information with your organiser to gain support and advice, but personal information about you and your family is not disclosed to anyone outside Home-Start without your consent, except where there is a concern about the safety or welfare of a child.

Home-Start only keep limited records on families so that we can assist you in receiving support and provide you with information about services. If at any time you wish to see your file or be deleted from our records, please ask your organiser.

Social Networking Sites

As part of our confidentiality policy, Home-Start advise volunteers not to be 'friends' on social networking sites with the families they support. Volunteers must immediately decline any 'friendship' requests from the families they support. Please don't put your volunteer in a difficult situation by asking them to be your 'friend' on a social networking site.