

HOME-START BRACKNELL FOREST PARENTS'/CARERS' FAMILY GROUP PROCEDURES

Please note that the well-being and safety of your child/ren is your responsibility. Home-Start Bracknell Forest staff will do everything they can to make you welcome and provide suitable activities for you and your child/children, but they cannot be responsible for their supervision.

Home-Start Bracknell Forest endeavours to provide a safe and welcoming environment for you and your family at our Family Group. Please help us achieve this by following the guidelines below:

Confidentiality - We cannot guarantee the confidentiality of anything you choose to discuss with others in the group setting. If you wish to speak confidentially to a member of staff, please make this clear to the person concerned.

Safeguarding - We all share a commitment to safeguard and protect the welfare of children. If you are concerned that a child/young person is at risk of harm, please advise a member of Home-Start Staff who will follow the necessary procedures. Likewise, if we have concerns about the welfare of your children, we have a duty to pass on any relevant information in accordance with Safeguarding procedures. This would only be done with your knowledge and consent unless by doing so, it is deemed to put the child at increased risk.

Equality and Diversity – Home-Start Bracknell Forest welcomes and values difference. Equality of opportunity is at the heart of all we do. We treat everyone with respect and offer equal chances to participate. We expect all families attending our Group to do the same.

Health and Safety is everyone's responsibility. Please raise any concerns to Family Group Staff immediately.

Attendance – Our funding depends upon regular attendance by Group members. Please phone the office on 01344 860025 if unable to attend for any reason.

Policies - Copies of all policies relevant to families can be found on our website www.homestartbracknellforest.org.uk

When attending Family Group:

- Please make sure your name and the number of your children attending have been recorded on the Family Group Register. This is essential in case of fire. Please ensure that you sign yourself and your children out on the Register if you leave the Group early.
- Please ensure you have completed the required allergy and photographic permission forms included in your welcome pack and returned them to the Group Development Coordinator at the start of your first visit to the Group.
- The use of mobile phones and cameras are not permitted whilst attending the Group. Should you require a photograph of your child/ren taking part in an activity, a member of staff will be happy to take a photograph for you with the Home-Start camera.
- Please inform a member of staff if first aid treatment is required. A first aid kit is available for your use.
- All accidents/incidents involving a child or parent/carer must be recorded in the Accident Book and signed by a member of staff.
- Please keep away from the Group if you or your children are unwell or have an infectious condition and let us know how long you expect to be absent.
- Only food and drink provided by Home-Start are permitted at the group. If you need to bring in anything for medical reasons, please discuss this with a member of staff.
- If the fire bell (a continuous ring) sounds, please vacate the hall as quickly as possible with your children. Do not stop to pick up any possessions. Please leave by the nearest exit and meet at the top corner of the North car park.

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- Toilets and baby change facilities are located in the corridor. Children are to be taken to the toilets at all times by their own parents. Members of staff are not allowed to take children to the toilet.
- Please use the provided nappy changing area in the toilet and ensure that all used nappies are wrapped and disposed of in the bin provided.
- Children are not allowed in the kitchen.

Suggestions, comments or concerns - If you have any suggestions, comments or concerns, please speak to the Group Development Coordinator in the first instance.

**HOME-START BRACKNELL FOREST
Parents'/carers' procedures for the Family Group**

I confirm that I have received and read Home-Start Bracknell Forest's Parents/Carers Procedures for Family Group. Paper copies of our policies and procedures are available on request.

Name.....

Signature..... Date.....