

How often will my volunteer visit?

Usually your volunteer will visit you for 2/3hrs once a week on a day convenient to you.

How long will my volunteer continue to visit?

Every family has different needs and support offered is individual to that family. We will meet with you regularly to discuss your support and agree when this will come to an end.

What do I do if I need to cancel our volunteers visit?

Phone the office on **01473 621104** giving as much notice as you can. If no-one is there to answer your call please leave a message on the answer phone or e-mail: headoffice@homestartinsuffolk.org

It is Home-Start policy that Volunteers don't give you their home telephone number.

What if I'm not happy with the service I am receiving?

Please let us know by contacting the Co-ordinators. We don't want you feeling uncomfortable with the service.

A copy of our complaints policy is available on request.

Confidentiality

All information about parents and families is treated as confidential, to be discussed only as necessary with the Co-ordinators in support of the volunteer and to assist the family.

Any disclosure of confidential information to any person may only be undertaken with the expressed permission of the parents, for the purpose of assisting the family. Where it is considered necessary for the protection of a child, information shall be shared with the appropriate authorities.

Our relationship with other agencies

Home-Start does not take the place of other helpful professional people such as Health Visitors, Social Workers or youth workers. Our volunteers will support you through your difficult times and are there to complement and fit in with the work of other professionals working with you.



Home Start

Support and friendship
for families
In Suffolk

"A SHOULDER to lean on WHEN LIFE
Proves a little TOUGH"

A GUIDE to HOME-Start SUPPORT



www.homestartinsuffolk.org

PHONE: 01473 621104

WELCOME TO HOME-START

Home-Start in Suffolk is a charity providing countywide support to families living in Suffolk

We recruit and train volunteers, many of whom are parents themselves to visit families at home. The type of support as agreed between the Family, Volunteer and Scheme Coordinators.

WHO IS HOME-START FOR?

Home-Start is for families living in Suffolk, who have at least one child under 12 years of age. Families may need support for many reasons; perhaps you are struggling to cope with post-natal illness, a child's disability, family breakdown, or bereavement, or maybe you feel isolated and unable to connect with your local community. Whatever the reason Home-Start provides non-judgemental practical and emotional support and helps build your confidence and ability to cope.

WHAT CAN MY HOME-START VOLUNTEER DO?

The type of support that you receive will be agreed between you, and Home-Start. However as a guide our volunteers can visit you weekly for 2-3 hours. Generally we say that volunteers are not 'cooks, cleaners or babysitters', what they can do is be an extra pair of hands, or listening ears, they may accompany you to appointments and groups, but first of all they'll be a friend.

IS THERE ANYTHING ELSE HOME-START CAN PROVIDE?

Yes-Home-Start runs a **nurture group** in the East Ipswich area.

Nurture group is much smaller than parent and toddler groups and provides a safe, stimulating place where parents feel accepted, included and encouraged to enjoy play with their children, have fun and make new friends.

"YOU'RE IN CONTROL" PROJECT

A Children in Need project providing 1 to 1 support building self esteem and giving emotional & practical support for 7- 12 year olds.

I AM INTERESTED IN SUPPORT WHAT DO I DO NEXT?

If you have any questions or feel you would benefit from the service please contact the office, or to request a self referral form, alternatively you can ask a professional working with your family to refer you.



HOME-START IN SUFFOLK

8a The Square

Martlesham Heath

Ipswich

Suffolk

IP5 3SL

TEL: 01473 621104

EMAIL: headoffice@homestartinsuffolk.org

WEBSITE:

www.homestartinsuffolk.org

OFFICE OPENING HOURS

Monday—Friday

8am—4pm



All volunteers are subject to reference and enhanced DBS checks, and receive induction training.

Home-Start In Suffolk is a Company Limited by Guarantee, registered in England & Wales.

Company No. 5169779. Registered Charity

No. 1105001.