



Information for Families

Working in partnership with families to give children a positive start to secure better life outcomes



This material can be provided in alternative formats and languages. If you require an alternative format or language please contact us to discuss your specific needs.

Home Link Family Support is a Company Limited by Guarantee No: SC 229797.
Registered Office: 1 Newington Business Centre, Dalkeith Road Mews, Edinburgh EH16 5GA
Scottish Charity Number: SC001360

What is Home Link Family Support?

Home Link Family Support is an early years support service for families who have at least one child under five or are expecting a baby and are experiencing some form of difficulty. We can support families who live in Edinburgh and Midlothian.

What kind of support do we provide?

A volunteer or a Family Support Worker can visit you regularly, usually weekly, for a couple of hours to help you in a variety of ways e.g. helping you support your child's learning and development, creating good routines, accessing local services etc.

What happens when I refer myself or someone refers me to Home Link Family Support?

We ask you to complete a self-referral form or someone who is working with you will fill in a referral form for you. Once we receive the form we will phone you to let you know and allocate a Family Support Coordinator to you who will visit you to discuss what support you would like.

How do we match you with a volunteer ?

Weekly visits are arranged through your Co-ordinator who matches you with an appropriate Volunteer. Our volunteers are all trained, screened and PVG checked by us to ensure that they are able to provide you with the right level of support.

Our Co-ordinators, who manage the volunteers, are responsible for ensuring that each volunteer is matched carefully with a family. They take into consideration what you want to get from support.

Your Co-ordinator will visit you to carry out an assessment of your needs and will encourage you to say what kind of person you

would like to work with. It may not always be possible to match you with your ideal Volunteer but every effort will be made to ensure you are matched with someone you like.

If, for any reason, you are not happy with your Volunteer when you first meet her/him or after a few visits we encourage you to let us know so we can try to find someone else who may suit you better. Our Volunteers will be fully trained, friendly, good listeners, able to understand your feelings, and will help you think your way through feelings and problems as you discuss them in confidence.

If you need extra support you may be matched with a Family Support Worker.

How long will the support last?

You can receive visits for 6 months to a year and, depending on your circumstances, the Volunteer can sometimes visit for a few months longer. If at any point your Volunteer is unavailable to continue visiting you within that time we will try our best to find another if you want the support to continue.

You can end the visits at any time if you are unhappy with the support provided. Your Co-ordinator will be happy to discuss this with you.

What contact do I have with the Family Support Co-ordinator?

Your Co-ordinator will meet with you to discuss your needs and how we can help. They will contact you once they have found a suitable volunteer then introduce you to the volunteer. After your first visit from your volunteer they will call you to see how everything went. If the support is going well they will see you after the 1st month, then every 3 months. They will call you every four weeks to check that you are happy with the support from your volunteer. If at any point you are unhappy you can contact your Co-ordinator.

How do I end support?

Contact your Co-ordinator as soon as possible to discuss your concerns and reasons for ending the match. You can do this at any time. We understand that personal circumstances change and in exceptional circumstances we would ideally arrange one final visit with your volunteer. We would like ideally one week's notice to end the support with your volunteer. Your Co-ordinator will work with you to decide what information is passed on to the Volunteer.

What information do we collect?

We will record details of your name/s, and the name/s and ages of your children, your address and contact details. We will make a record of the support we provide for you and record the outcomes of that support.

How do we process your information?

We process your personal information by:

- keeping it up to date and relevant
- storing and destroying it securely
- protecting your information from loss, unauthorised access or disclosure

How do we use your information?

We have a legal responsibility to comply with Article 6(1) of the General Data Protection Regulation 2018.

We meet the following condition: *the data subject has given **consent** to the processing of his or her personal data for one or more specific purposes*

Who can we share your information with?

When there is a child protection concern, we have a duty to pass this on to Social Work. We will inform you of this at the time, as long as there is no

significant risk to the child by doing so.

The aim of sharing information is to make sure you and your family are receiving the support that you need at the time you need it.

You can name any agencies/individuals you want information shared with. We will keep a client sharing record in your file; you can update this at any time. We will inform you of all contact with the named agencies/individuals throughout the support you receive from us. This is recorded in your file.

How long will we keep your information?

We will keep your information after we finish providing you with support. We will securely dispose of your personal data after 6 years.

Safety of our Team

Before you get started your Family Support Co-ordinator will undertake a Risk Assessment to make sure that you and your Volunteer are aware of any issues that may put you or Volunteer at risk. We carry out Risk Assessments because we are a home-visiting service and have a duty of care to our team.

What if I am unhappy with the service?

You can contact your Co-ordinator at any time if you are worried or unhappy about anything. You can request a copy of our complaints policy at any time.

Any problems relating to your Co-ordinator can be communicated direct to the Manager. During the period of support you can make an appointment to speak with the Manager who will listen and explain the complaints procedure to you. This will be treated in confidence and dealt with appropriately.

What if I want to keep in contact with my volunteer after the support from Home Link Family Support has come to an end?

This is not actively encouraged by Home Link Family Support, but we understand that for some the relationship can change to friendship. If this is the case, your Family Support Co-ordinator will talk through the process for this and have you sign a disclaimer that the relationship you have with your volunteer is now a private arrangement and one that is no longer under the remit of the organisation.

Home Link Family Support Policies

We have written policies that cover all aspects of our work. If you want to see any of them, please ask the Manager. They include: Equality; Confidentiality; Referrals and Waiting List; Child Protection; Staff Safety; Volunteering; Vulnerable Adults; Complaints Procedure; Matching Procedure.

Our Equality Statement

It is the aim of Home Link Family Support to provide equality of support to our families, staff and volunteers in accordance with the Equality Act 2010.

Funding

We receive funding from the City of Edinburgh Council and Midlothian Council as well as from a number of charitable trusts, foundations and individuals.



Our Vision Statement

Working in partnership with families to give children a positive start to secure better life outcomes

How to contact us

- Call us on 0131 661 0890
- Email us on info@homelinkfamilysupport.org
- Write to us at: Home Link Family Support, 1 Newington Business Centre, Dalkeith Road Mews, Edinburgh EH16 5G
- Visit our website www.homelinkfamilysupport.org