

## **The Yard Parents & Carers Policy (Charter)**

### **Strategic Objective**

At The Yard we aim to ensure that everyone is treated fairly and well. We believe that by promoting positive relationships, everyone will be able to participate and experience fun and friendships in a safe and warm environment.

### **General Statement and Principles**

This Charter sets out our ethos and commitment to parents, carers and families and our expectations for all who use our services. Our guiding principle is that we expect everyone who uses The Yard to be courteous and polite and to treat fellow parents and carers as well as our paid employees and volunteers with respect at all times.

In return, we will endeavour to react quickly and constructively to resolve problems if they arise and be ready to listen to any feedback you have.

### **Target Audience**

Parents, Carers and Other Users, and the staff who support them

### **Responsibilities**

The Chief Executive is responsible for this Charter. The Director of Resources is responsible for bi-annual review or earlier if parental feedback requires any amendments.

### **Our Commitments to Parents, Carers and Families**

- We believe in adventures. We will provide a safe, fun indoor and outdoor play environment for children and young people to enjoy.
- We believe in adventurous play. We want children and young people to learn, grow and develop into confident individuals and part of this may mean falling over and taking risks. Our play environment meets the highest standards of health and safety and all our staff are trained to know when, and how to help if required.
- The Yard is committed to promoting a culture of dignity, respect, trust and equality to everyone. We believe that everyone has the right to be treated equal, to be heard, to be listened to and to be included. This is true regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation (as per the Equalities Act 2010). We provide further detail in our Equality and Diversity Policy.
- We will provide the conditions and the environment so that everyone can develop and enjoy friendships.
- We have a Comments and Complaints policy if anyone would like to make a formal submission. We also welcome informal suggestions and comments.
- We will take full care of your child when they are in our care, and keep you fully informed. If after attending a session or a club, something unusual or interesting has happened, a member of our play team will let you know.
- We require that children and young people using The Yard become members. We will take full responsibility for safeguarding their personal and sensitive

information in accordance with data protection laws. Confidentiality is very important to us, and our policy on this is available on request.

- We would like all disabled children and young people to have access to similar services across Scotland. To raise further funds to achieve this, we will use anonymised statistical information in our funding bids, and in our advocacy.
- We will not use any pictures, audio or video recordings of your child without express permission.
- We will use email, social media and newsletters to promote our events, clubs and successes as our main methods of keeping you informed of what is happening at The Yard.

### **Your Commitments to The Yard, and fellow Parents, Carers and Families**

- Your feedback is invaluable, let us know what we are doing well and what we can do better! We have various ways how you can do this; please ask a member of the team.
- To let us know if there are any issues affecting your child prior to attending a session so that we can plan the best activities for them and support them
- To ensure that we always have the most up to date information regarding your child
- To take accountability for supporting our commitment to safeguard personal and sensitive information whilst at The Yard.
- To ensure that the rules and guidance we have put in place to support the safety of the children who attend are always upheld, e.g. that a parent, carer or appropriate adult must be on site and responsible during family sessions and open sessions.
- To adhere to our policy prohibiting smoking (except in the designated shelter) alcohol and all illegal substances on our premises
- To help us promote a culture of dignity, respect and trust. We believe that everyone has the right to be treated equally, to be heard, to be listened to, to be included and to feel welcome. This is true on all grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation (as per the Equalities Act 2010).
- Please help us provide the conditions and the environment so that everyone can enjoy The Yard and develop friendships.
- If you or your child are unwell, or have an infection which could be passed to others, to avoid attending until better. Specific illnesses and avoidance periods are stated under the Infection Control Policy.

In any community there may difficult relationships between individuals. However, there is no place for acrimonious discussions or hostile behaviour between staff, parents and or carers at The Yard.

Any concerns about a member of staff should be raised as soon as possible with the duty manager.

If concerns are raised about users of the service, the duty manager will assess the situation and will determine the appropriate action. This may include talking to parties individually, imposing conditions or asking people to leave. In the event that people do

not agree to the terms, the duty manager has the authority to call the police to seek assistance.

If we suspect that a parent or carer is under the influence of drugs or alcohol and they are driving, we will try and persuade them to arrange alternative transportation. In the event they refuse we may prevent them from leaving with the child or young person and call the police.

In the event that a parent or carer is alleged to have broken the Charter and it can't be resolved informally, a manager will investigate and if the complaint is upheld a warning letter will be issued. Serious or repeated breaches of the Charter may lead to membership being withdrawn either on a temporary or permanent basis.

Any decision to permanently withdraw membership may be subject to an appeal to the Board of Trustees. Their decision will be final.

Policy No.	Status (D/Apvd)	Changes		Version (M.m)	Approval date	Links to other Policies	Review Date
7	Approved			2.0	Sept 2018	Comments and Complaints Infection Control Social Media Data Protection Health and Safety Child Protection & Vulnerable Adults Equality and Diversity	+ 2 years
7	Approved	Expressly forbidding smoking, drinking or illegal substances  In limited circumstances to involve the police  Right to temporarily or permanently withdraw membership		3	Nov 22	Comments and Complaints Infection Control Social Media Data Protection Health and Safety Child Protection & Vulnerable Adults Equality and Diversity	+2 years