



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 Head of Service has the overall responsibility for ensuring the implementation of this policy. Service Managers hold the responsibility to ensure that the charter is embedded within their services.

Play staff and volunteers are expected to understand this policy, promote the charter within play sessions and adhere to the commitments of The Yard.

All adults supporting children, young people and young adults are expected to understand the charter and adhere to the commitments of the supporting adults.

Arrangements

The Charter below identifies our approach to working with adults supporting children to attend any kind of session or service at The Yard.

At The Yard we will provide spaces that are fun and friendly for all. We want everyone to feel safe and be safe when at The Yard. We ask that everyone in The Yard treats others with respect and kindness.

At The Yard we believe in adventures and adventurous play. This means that we will support your child to play in a way that is safe but will have risks. We know that adventurous and risky play is important for every child in their growth and learning.

The Yard is open to all children with disabilities whether they have a diagnosis or not and for children with additional support needs. As our memberships are for families, some of the children at The Yard have siblings without a disability. At The Yard we know that some disabilities are visible whilst others are not.

Our commitment to you:

- We will provide as safe as possible, fun indoor and outdoor spaces.
- We will make sure everything in The Yard is safe enough for your child to play with.

- We will support your child in their play, helping them to take the right level of risk for their age and ability.
- We will treat you and the child/young person you are supporting with dignity and respect
- We will provide spaces where everyone can make friendships, if they want to.
- We will welcome feedback and use this to help us improve and develop our services.
- We will take care of the personal information you give us about you and your child.
- When your child attends by themselves, we will make sure we know your child well and give you feedback of their time spent with us.
- We will use anonymised information about the children and families of The Yard to help us gain funds and lead campaigns.
- We will let you know what is happening at The Yard by regular newsletters and through our social media posts.
- We will keep play diaries about the sessions to help us review and improve play experiences.

Your commitment to us:

- Let us know if there are any changes with your child that might affect their experience at The Yard.
- When you are here with a child, they remain your responsibility. Our staff are here to support their play.
- Some of our children at The Yard are vulnerable to infection, if you or your child have an illness that is infectious, please stay at home until your symptoms clear up.
- You follow the Play Statement and guidance that staff give you to keep you and the child you are supporting safe and well.
- You understand that no alcohol or illegal substances are allowed in any of our services and smoking (including vapes) only happens in the agreed smoking area.
- If you or the child you are supporting require medication whilst at The Yard we are happy to look after this for you.
- You treat everyone at The Yard with dignity, kindness and respect. If you are upset about anything then please let a member of staff know so they can help you.
- You will keep the information that we hold about you or the child you are supporting, up to date.
- You treat our staff and volunteers with respect to help us provide them with a safe and enjoyable workplace.

If you are unhappy about anything at The Yard then please let us know. We will welcome your feedback and if you need to make a complaint, then we will let you know how to do this and we will give you a response as detailed in the Comments and Complaints policy.

The Yard policies that are relevant to The Supporting Adult Charter :

- Equality and Diversity Policy
- Infection Control Policy
- Data Protection Policy
- Health and Safety Policy
- Comments and Complaints Policy

Records

None

Support Resources and References (if applicable)

None

Links to other policies		Play Policy			
Policy No.	Status (Draft/Approved)	Version (M.m)	Approval date	Approved by	Review Date
7	Approved	4.0	October 2024	Board	2 years