Code of Practice for Service Users

Wiltshire Portage Aims

Wiltshire Portage is a member of the National Portage Association (NPA) and adheres to its Code of Practice 2025. Our Practitioners will have completed a Portage Workshop and are trained in delivering a home educational support service based on the Portage Teaching Model for pre-school children with SEND and their families.

Wiltshire Portage Practitioners will work with families to help them develop a quality of life and experience for themselves and their young children, in which they can learn together, play together, participate and be included in their community in their own right. We play a part in minimising the barriers that confront young children with SEND and their families and support the national and local development of inclusive services for children with SEND.

Wiltshire Portage Principles

- Every child and every family are of equal worth and have the right to be valued for their individuality.
- Every individual has the right to participate and be included in the community in their own right.
- Families have the right to make choices and decisions for themselves about things that are important to them now and in the future.
- All children have the right to enjoy the widest range of play experiences, as these are the foundation of learning and development.
- Early childhood is the foundation on which children build the rest of their lives. It is not just a preparation for the next stage – it is vitally important in itself.
- Parents play the key role in supporting the young child's core development.
- Everyday contacts, relationships and activities are fundamental in nurturing development, quality of life and experience.
- Services for families are most useful when they support everyday living and are delivered within the child's natural environment.
- All children are able to learn. Building on abilities and strengths, rather than focusing on difficulties, is central to our approach.

Working in Partnership

Wiltshire Portage Practitioners work in partnership with parents and other agencies to ensure that planning and decision-making is always centred on the needs of the child and the family.

We consider:

- The frequency, location, timing and focus of visits.
- The number and complexity of activities planned for the child.
- The opportunities for embedding new learning and play within the daily routines of the family.
- The needs of other children in the family.
- Ways of working that respect and promote equality and diversity.
- Joint visits with other professionals involved with the child or family.
- Children's safety as the main priority in all aspects of our work.

During Their Portage Experience

Parents are given the opportunity to:

- Play and practise planned activities with their child at home.
- Regularly review their child's experiences, successes and future needs, and contribute to their progress reports.
- Contribute to the holistic assessment of their child and use profiles and developmental checklists that suit the needs of the child and family.

- Record their child's experiences and successes using a method that is meaningful to the family, e.g. activity charts, diaries, photographs or video.
- Periodically review their wishes regarding the continuation of Portage. Families may ask to discontinue Portage support at any time.
- Have joint home visits, therapy sessions and review meetings with other agencies for their child.
- Find out about activities in the local community and networks they may wish to join.
- Plan and express their preferences for their child's transition from home-based learning and support to nursery or school provision.
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Please also refer to our **Working Together Contract and Expectations for Parents**.

Attitudes and Behaviour

All staff of Wiltshire Portage will be polite, respectful, non-judgemental, professional in their manner and clean and tidy in their appearance. In return our employees expect to be treated with respect, politeness and consideration.
Should any concern involve another professional working with the family then it will be referred to the Service Manager and reported in line with that organisations policy.

Confidentiality

All information acquired by the Home Visitor during the course of working with a family will be treated as confidential, please also refer to our Data Protection Policy. Information is only sought from, or shared with other agencies with parental permission, except in the case of safeguarding concerns.

Safeguarding Children

The Portage Service Manager and Portage Home Visitors maintain an enhanced Disclosure and Barring check (DBS) and are trained in current Safeguarding Children Procedures. Wiltshire Portage work within the (SVPP) Wiltshire Safeguarding Vulnerable People Partnership guidance and procedures.

Please also refer to our Safeguarding Policy.

Service Evaluation

Wiltshire Portage formally evaluates its service in consultation with families and other professionals.

Health and Safety

Please refer to our Health and Safety Policy.

NB - in the text 'parent' has been chosen to describe parents, carers and those who fulfil a parenting role.

If you feel that any of our staff are not fulfilling the above expectations, please refer to our Complaints Policy.

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