Family Name:

Wiltshire Portage
'Achieving through Play'
Kings Rise Children's Centre, Pewsham, Chippenham Wiltshire SN15 3SY Tel: 07780 653888
Registered with the National Portage Association Charity No: 1156717 www.wiltshireportage.co.uk

Working Together Contract

How different behaviours are perceived and received is an emotive subject which sometimes makes it difficult to make an objective professional assessment.

Aim

The aim of the Working Together Contract is to outline behavioural expectations so that all Service users and Service staff have a clear understanding of each other's roles and procedures relating to behaviour

Areas

- National Portage Association: 'Understanding of Children's Behaviour' *(see below)*
- Attitudes/behaviour of parents/carers
- Family working environment
- Family Pets
- Children's behaviour
- Siblings' behaviour
- Portage Staff or volunteer attitude/ behaviour

National Portage Association Understanding of Children's Behaviour, taken from NPA: Code of Practice & Ethical Guidelines Revised 2006.

'Children's behaviour is best understood within the context of their progress in the area of Social & Emotional growth and development. Promoting new learning of the child will follow the same 'step by small step' principle established in other areas of learning.

Where families raise concerns about a child's behaviour with their PHV discussion of response should take account appropriate expectations for the child, what the child needs to learn in order to make progress and how best to support that learning.

Discussion should explore the environment around the child and how this may be modified to support appropriate behaviour, as well as the use of a range of everyday strategies aimed at enhancing the child's social emotional response. Agreed action and a shared record of a child's response to the plan should be monitored alongside any regular programme of activities. ABC Chart or diary may be used for this purpose.

When behaviour continues to raise concern, a record of action taken will support, in agreement with the family, referral by the Portage Service to an associated professional with expertise in behaviour management.'

Family Name:

Parent's attitudes/behaviour

Portage is not a statutory Service. As we are invited into your family home, Wiltshire Portage staff would expect to be treated with the respect, politeness and consideration of any professional you would invite into your home.

If a family member is aggressive, rude or abusive, verbally or physically, it will be reported to the Portage Service Manager and Portage visits will be suspended until the incident has been investigated. If the incident is of a serious nature, Wiltshire Portage reserves the right to inform the police and Portage home visits will be withdrawn.

Safeguarding Children

Where there is believed to be a Safeguarding issue within the family home or with a member of staff or volunteer, Wiltshire Portage will follow their Safeguarding Procedures that are in line with Wiltshire Safeguarding Children Board (WSCB).

Family working environment

When working with you and your child in your home, it would be beneficial to your child, you, and your Portage Home Visitor or Portage Volunteer if you could pay attention to the following points: -

- You should provide a non smoking environment as we follow Wiltshire Council's 'Non smoking policy'.
- There should be a clear floor space or work area, for you, your child and the Portage Home Visitor or Portage Volunteer to work in.
- The television or radio is reduced to a low level and switched to an unstimulating programme.
- Could there not be too many adults in the room as this can be distracting.
- Could adults and children be dressed appropriately.
- The use of mobile phones during the session, by either the family or the Portage Home Visitor, should not have a negative impact on the family, Portage Home Visitor or the child.

N.B. Resources left with the family, should be returned in the state they are given.

Family Pets

Family pets are the family's responsibility and should be kept under control at all times. If the animal is very excitable please could they be kept in another room for hygiene and safety reasons.

If any equipment is damaged by a pet, the family will asked to replace it or remuneration will be sought.

Children's behaviour

It is the parents' responsibility to deal with their child's challenging behaviour. You may ask your Portage Home Visitor or Portage volunteer (in consultation with Portage Service Manager), to advise you on your child's behaviour. However if you ask your Portage Home Visitor or Portage volunteer (in consultation with Portage Service Manager), to intervene, a behaviour plan, must be written by you and the Portage Home Visitor or Portage volunteer (in consultation with Portage Service Manager),. A copy to be given to the Portage Service Manager and copies kept by family/PHV/office file.

Siblings' behaviour

Family Name:

Siblings are welcome to take part in the Portage session, but parents need to be mindful that the sibling is occupied and not disruptive. However, siblings need reminding that they must be respectful of the equipment brought into the home by the Portage Home Visitor/Portage Volunteer.
It is the parents' responsibility to deal with their child's behaviour.
If a sibling damages or breaks equipment owned by the Portage Service, the family will be asked to replace it or remuneration will be sought.

Portage Staff/Volunteer attitudes/ behaviour
Wiltshire Portage is not a statutory organisation and is therefore invited into the family homes by the parents/carers.
Your Portage Home Visitor/Portage Volunteer will be polite, respectful, non-judgemental, and professional in their manner and clean and tidy in their appearance. They will treat all things said within the family environment as confidential, unless the matter is of Safeguarding, where the Portage Service Manager will be involved.
If you feel that your Portage Home Visitor/Portage Volunteer is not fulfilling the above expectations, please contact the Portage Service Manager at the Portage office, to discuss the issue.

Incidents of unreasonable behaviour:
All incidents of unreasonable behaviour by either Portage family or Portage Home Visitor/Portage Volunteer must be reported to Portage Service Manager, where the issue will be investigated.

The Portage Home Visitor/Waiting List Practitioner/Volunteer will work in partnership with you and your child. To empower you and your child to reach their full potential.

Staff Signed:	Date:
Parent/Carer Signed:	Date: