



Home Contact Policy and Procedure Guidelines

Purpose

This policy and procedure guideline sets out the reasons for having a home contact and what procedures should be followed to provide the necessary information to the person performing the duty and what processes they should follow in the event of needing to take action.

Home Contact

Whenever KEY takes a group of young people on an activity outside our normal weekly club activities, a home contact should be identified.

Role of the Home Contact

The role of the home contact is to be available in the event of the following:

- An emergency in which the emergency services may need to contact someone from KEY who is not on the activity to gain information regarding those who are attending or their emergency contact's details.
- To provide support to the youth workers if an emergency takes place and they require outside support.
- To be available to attend the site of the activity to replace a worker if an emergency occurs which may leave the adult to young person ratio insufficient, eg in the case of needing to take young person to hospital or one of the adults becoming ill.
- Liaise with the parents or guardians of the young people if a situation arises where they may be concerned or need information, for example late return to the collection point.

The home contact will:

- Hold the details of all young people and workers who are undertaking the outside activity, including any special requirements or medical needs.
- Hold the details of the emergency contact, parents and /or guardians for those young people and workers.
- A full schedule of the programme taking place, including contact details.

Procedure guidelines

The home contact should be identified by the youth working managing the activity or residential, no less than 2 weeks prior to the event.

The home contact will be provided with the above details no less than 48 hours prior to the event, notwithstanding the fact that changes may be made to the details in the event of changes of attendees or personnel. If there are changes to either of these it is the responsibility of the youth worker managing the programme to ensure that the home contact details are updated as soon as possible. All details will be provided in word version documents that are easily accessible.

The home contact will be contacted at the following points:

- When the trip is leaving the collection point for the activity.
- On arrival at the activity.
- When the party is leaving the activity.
- When the party has arrived at the collection point and all young people have been collected ie the end of the trip.
- If the trip is a residential, then contact should be made each evening while the trip is on-going to confirm that all is well.
- Contact in all these instances can be made by text, message or phone call whichever is deemed necessary and agreed between the youth worker and the home contact.

In the event of an emergency (emergency includes any untoward incident that necessitates notifying the parent or guardian of the young person or affects the ratio of adults to young people), the home contact should be contacted by phone to inform them of the incident and the current situation. It is then for the youth worker managing the trip and the home contact to agree any further steps or necessary communication. A log should be kept of the conversation and actions agreed.

Other specific requests for support such as notification to parents or guardians of late return should be made directly between the home contact and the youth working managing the trip.

Storing Volunteer Confidential Information

Guidelines Information	Storage place	Who has access
Application forms and references	- Locked filing cabinet	- Lead Youth Worker - Safeguarding officer
Contact information, Availability	- Locked filing cabinet - Password protected laptop	
Emergency contact information (i.e. Emergency contact details, DOB, any medical conditions we need to be aware of)	- Password protected laptop - Youth club or trip/activity folder kept by lead Youth Worker	- Youth worker - Trip home contact
DBS - Information needed DBS issue number & issue date - DBS approval email	- Password protected laptop - Locked filing cabinet	- Lead Youth worker - Safeguarding officer