

FUN CLUB SHORT BREAK SERVICE

IMAGO

CHILDREN & YOUNG PEOPLE

Handbook & Agreement

My guide to Short Breaks

This Handbook tells you important information about the Short Breaks service. Your parents/carer will have their own copy of this booklet but this one is just for you!

Short Breaks is a service of a charity called Imago. We support young people across Kent who have a disability.

You will join a group near where you live and have the chance to take part in day or residential activities. Residential activities mean that you will stay overnight.

Your group will be supported by members of staff and young volunteers. It's a great way to share new experiences and have fun with other young people.

It's important that we find out about you and your skills and interests so we can make sure that the group and activities are right for you.

Your group leader will visit you and your family at home and ask you some questions. You can tell them about the things you like to do.

We will invite you to come and try the group and meet the other young people, staff and volunteers. If you enjoy the activities and the group is right for you, then you will be able to come along to future activities.

The group leader will stay in touch with you and your family throughout, so you will always know what's going on!

What do we expect from you?

- ⇒ We hope that you will enjoy the activities and make new friends
- ⇒ We expect everyone to be respect and be polite to each other
- ⇒ We hope that you will become more confident and want to try different and new activities

What can you expect from us?

- ⇒ We will make sure you are safe and looked after
- ⇒ We will not share any information about you with people who do not need to know it
- ⇒ We will listen to you and we want to hear your ideas about activities and the service

Behaviour

We want everyone to have a good time when they are on a Short Breaks activity.



- Respect each other
- Be friendly to all
- Welcome new people
- Listen carefully to rules and instructions
- Behave nicely
- Tell the staff if you are upset about anything



- Cheating
- Violence
- Bullying
- Rough play
- Bad language
- Name calling
- Smoking
- Drinking alcohol
- Using drugs

If you can't, or won't, have good behaviour then the staff will speak to you and your parents. You may not be able to go on Short Breaks trips again.

Bullying

We don't want anyone to be bullied whilst at Short Breaks.

Bullying can happen face to face, by text or on the internet.

It could also mean someone is:

Called names

Having money or their things taken or broken

Pushed or Pulled around

Being left out

Saying things that aren't true

Teased

Scaring or worrying someone else

If you are worried please speak to one of the staff who can help you.

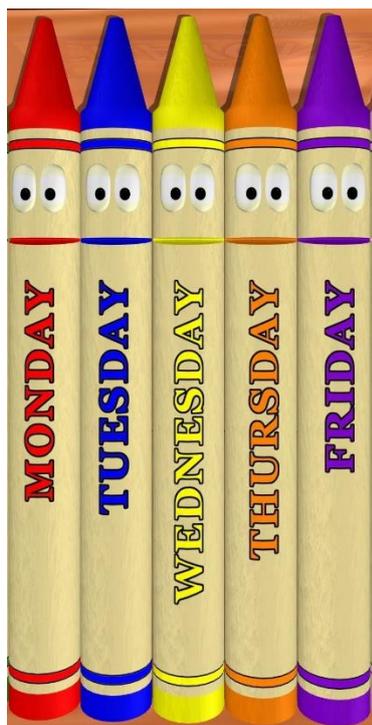
Tell us what you think!

If you have any ideas on how we can make Short Breaks better, we would like to hear them.

You can tell us the things you like (compliments), or don't like about Short Breaks.

What to do if you have a problem or are unhappy

- Talk to an adult you trust (for example: a member of staff working on the Fun Club Short Breaks service or your parent)
- Tell us how you feel
- Tell us about what is upsetting you (you can ask the person you trust to do this if you feel you can't)
- If you don't feel able to talk to anyone about it, you can write down the problem on the contact form below and return it to us



What will we do to help you?

We will talk to you and try to sort out the problem or whatever is making you unhappy. If we can't do this, then you can make a complaint.

Your complaint will be looked into by a manager who doesn't work on Short Breaks. This is to make sure it is looked at fairly.

This can take up to 7 working days (working days are Mon, Tues, Wed, Thurs & Fri).

We will let you know if it will take longer. The manager will try and sort the problem out and make a decision. If you are not happy with the decision, we will look at your complaint again.

This usually takes a further 21 days and we will let you know what the decision is and what we are going to do.

Contact Form

If you would like to let us know how you feel about Short Breaks, or if you have any ideas you would like to tell us about, please fill in the form below. Once you have filled it in, please give it to a member of staff or post it to:

Short Breaks Feedback
Imago
17-19 Monson Road
Tunbridge Wells
Kent, TN1 1LS

FUN CLUB SHORT BREAKS FEEDBACK FORM

My Name:

My Address:

How I feel about Short Breaks:



Please tell us more:
