

## Registered and regional office

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## Black Country, Telford and Wrekin Independent Visitor Service

### Information for carers/guardians:

- We need carers to support the Volunteer Independent Visitor when arranging visits at mutually agreeable times. These can be arranged between you and the volunteer directly, via text or phone to make sure everyone is responding promptly to each other. (We do not share the volunteer contact details with their young person or the social worker/professionals to arrange visits) We appreciate this can be time consuming, if you have any difficulties please get in touch with us
- The Volunteer Independent Visitor will text or call you on the day of the visit OR the days before the visit, to check everything is still ok for the visit to go ahead
- We normally advise the Volunteer Independent Visitor to avoid booking a session on the day of a contact session with family / relatives or the day after. This is because we understand that some young people may need time to regulate their emotions after these visits if the family contact was not as expected, an IV session may not be well timed in that case
- Please make sure the young person is ready on time and that they have everything they need for the visit eg, an extra drink if needed, activity - appropriate clothing, bathroom visit pre pick up time
- If the young person has a mobile phone, to remind the young person that their 1-2-1 time with their volunteer is separate to their usual screen time and to engage with their volunteer as fully as they can during the session
- We have consent for any medical aid necessary to be given in the case of an emergency eg we advise our volunteers to make contact with the emergency services if the young person becomes very ill or has an injury during the session
- Young people are normally transported in the front of a car with an appropriate car seat where required and seat belt
- The Volunteer Independent Visitor will pick up / drop off on the doorstep only. All sessions take place within the community (not home based) eg, local leisure venues
- The Volunteer Independent Visitor does not replace or duplicate the role of professional practitioners – the volunteer is directly supervised and supported by us routinely and as and when required

### Additional Information:

We are unable to support carer requests to cancel IV sessions. We have a legal and statutory requirement to support all of our young people to fully access and fully participate in their sessions. What this means in practice is that we would not restrict the young person's access to their session and choice of activity unless valid reasons have been shared with us such as : **recent injury affecting mobility/health, illness/virus, recent young person missing episode/ "running away"**. If there are issues with the young persons behaviour within a home or school setting, this is not deemed a valid reason to prevent access to their IV session. At times like this, it may be useful for the young person to be able to have an independent and impartial adult like the Volunteer Independent Visitor to talk to outside of the usual setting.

If you have any questions about the service, please get in touch at:

[Peshva.Sharif@cgl.org.uk](mailto:Peshva.Sharif@cgl.org.uk)

M: 07880 185629



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Our goal is to help service users regain control, change the direction of their lives, grow as a person and live life to its full potential.