



## About Home-Start

Home-Start was first set up in Leicester in 1973 and Home-Start Jersey was established in 2022 by a local charity known as Brightly.

All Home-Start services meet the same high standards as they all worked to the national policy standards and are reviewed by Home-Start UK.

Every year in communities across the length and breadth of the UK, thanks to more than 180 Home-Start programmes, Home-Start helps to support thousands of families who need some additional support.

To find out more visit: [Home-Start UK](https://www.home-start.org.uk) and [www.brightly.ie](https://www.brightly.ie)

Home-Start UK is a company limited by guarantee, company no. 5709942 and a Registered charity in England and Wales (1114030). Brightly (formerly known as Brig-y-Don Children's Charity) is a Jersey registered charity (No. 152) and a member of the Association of Jersey Charities (No. 055)

## What Home-Start Jersey offers

Trained volunteers are matched with a family and through regular home visiting support can provide:

- Practical help with budgeting, nutrition, meal planning and home safety
- Emotional support for parents who are overwhelmed or struggling
- Reduced isolation and increased social support networks
- Strengthened parent-child relationships
- Improvements in parents physical and emotional well-being
- Support with developing and improving parenting skills
- Improved children's well-being and development
- Increased access to health education and community services

## How to contact Home-Start Jersey

The Home-Start Jersey Coordinator is Steve Harvey.

Email: [steve@brightly.ie](mailto:steve@brightly.ie)

Telephone: 07797796392

Website: [www.brightly.ie](https://www.brightly.ie)



## How we store your information

All personal information about parents and families is treated as confidential, to be discussed only with the coordinator to support your volunteer and assist your family, if necessary.

Any disclosure of the confidential information may only be undertaken with your express permission, except where it is considered necessary for the welfare and protection of a child when information shall be shared with the appropriate authority.

Home-Start Jersey keeps factual and statistical information about all the families it supports. You can ask to see your family file at any time. Our records comply with Data Protection requirements. We tell the person who referred you to Home-Start that we have started supporting you and when our support ends.

## Complaints procedure

If you are unhappy about any aspect of Home-Start Jersey, we want to know and will do our best to put it right. You could talk to your volunteer, the coordinator or the person who first put you in touch with Home-Start Jersey. If you still have concerns, the Board of Management of Brightly can investigate using their complaints procedure. To find out about this, contact the coordinator.