



# Service User Guide

EASY READ  
2026

[www.thhg.org.uk](http://www.thhg.org.uk)

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## **CONTACT INFORMATION**

### **DIRECTORS / FOUNDERS**

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#### **Neil Gilby**

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### **CHARFORD HOUSE**

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Peterborough  
PE1 5XL

Tel: 01733 561000

Email: [info@thhg.org.uk](mailto:info@thhg.org.uk)

Manager: Lauren Edwards  
Deputy: Carolina Camara

### **FENLAKE**

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Fengate  
Peterborough  
PE1 5BQ

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Manager: Andrew Littledyke  
Deputy: Nadine Hagon

### **WISBECH**

10 Algores Way  
Wisbech  
PE13 2TQ

Tel: 01945 589424 / 07415 431132

Email: [lauren.edwards@thhg.org.uk](mailto:lauren.edwards@thhg.org.uk)

Manager: Lauren Edwards  
Deputy: Lousie Mann

### **ADMIN**

#### **Jackie Courtier**

Tel: 01733 561000

Email: [admin@thhg.org.uk](mailto:admin@thhg.org.uk)

### **HUMAN RESOURCES**

#### **Vikki Harmer**

Tel: 01733 561000

Email: [vikki.harmer@thhg.org.uk](mailto:vikki.harmer@thhg.org.uk)

### **WEBSITE**

[www.thhg.org.uk](http://www.thhg.org.uk)

### **SOCIALS**

#### **Facebook**

[www.facebook.com/thehelpinghandsgroup](https://www.facebook.com/thehelpinghandsgroup)

#### **TikTok**

[@Fenlake1](https://www.tiktok.com/@Fenlake1)

## WELCOME TO THE HELPING HANDS GROUP

### Who started us

- The Helping Hands Group started in **2011**.
  - Suzanne and Neil Gilby set it up.
  - Suzanne's mother-in-law Karen became very ill in 1994.
  - There were no good services for her, so Suzanne wanted to make something better.
  - We are here today in **Karen's memory**.
- 

### Who we support

We help adults with:

- Autism 🌿
  - Learning disabilities 📖
  - Physical disabilities ♿
  - Sensory impairments 🧠 👁
  - Brain injuries 🧠
  - PMLD (profound and multiple learning disabilities)
  - Down Syndrome 😊
- 

### Where we are

- We have centres in **Peterborough** and **Wisbech**.
  - Peterborough = open up to **48 weeks a year**.
  - Wisbech = open up to **50 weeks a year**.
  - Education programmes = **38 weeks a year**.
-

## What we do

We give people the chance to:

- Learn **independence skills** (👤🍳 cooking, 🚗 travel).
- Take part in **education and training** 🎓.
- Try **work experience** 💼.
- Enjoy **arts, crafts, and media** 🎨 📺.
- Do **sport and leisure activities** ⚽ 🎯.
- Join **horticulture and gardening** 🌱.
- Use computers and IT 💻.
- Relax with **massage, physiotherapy, aromatherapy** 🧘.
- Use our **hydrotherapy pool** 🏊.
- Enjoy our **sensory garden** 🌸.

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## What makes us special

- Every person has their own **individual timetable** 📅.
- No two programmes are the same.
- We help people build **confidence, structure, and independence** 💪.
- We are a **family-run service** 🏠.
- We keep making **new and exciting opportunities** ✨.

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👉 The Helping Hands Group is here to support you to live a **happy, safe, and more independent life**. 🌈



# SAFEGUARDING POLICY

The Helping Hands Group

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## What this means

- Safeguarding = **keeping people safe from harm or abuse.**
  - This policy is for **adults, families, carers, staff and visitors.**
  - Everyone has the right to feel **safe, respected and listened to.**
- 



## Our promises

### Safe Staff

- All staff have a **DBS check** before starting work.
- DBS checks are updated every **3 years.**
- Staff get **training and supervision** to keep people safe.




### Staff Responsibilities

- Staff must look out for any signs of harm.
- Staff must stop unsafe situations if they can.
- Staff must follow The Helping Hands Group rules.


### Preventing Abuse

- We try to **stop problems before they happen.**
- We make our centres safe places.

### Working Together

- If we are worried, we will share information with:
  - Parents and carers 
  - Social workers and health staff 
  - Local safeguarding boards 

### Your Rights

- Every adult has the right to:
  - Make a **complaint or raise a concern**.
  - Use their **preferred way to communicate**.
  - Ask questions and make choices.
- Complaints can go to the **Centre Manager** or a **Director**.
- You can also call **Peterborough City Council Safeguarding Team** on  **01733 747474**.

### **The Law**

- We follow the law, including:
  - Safeguarding Vulnerable Groups Act 2006
  - No Secrets (Department of Health, 2000)

### **What staff must do**

- If staff are worried about someone, they must tell their **line manager straight away**.

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## **Code of Behaviour**

**We want everyone to feel safe.**

Staff must:

- Show **respect and understanding**.
- Keep people's **rights, safety and wellbeing** first.
- Behave in line with **The Helping Hands Group values**.

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 Safeguarding is everyone's responsibility.

Together we keep each other **safe, happy, and supported**. 



## CONDUCT TOWARDS STAFF

The Helping Hands Group

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### Treating Staff with Respect

- Our staff work very hard every day.
  - Staff must feel **safe at work**.
  - Everyone has the right to be **free from abuse or aggression**.
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### Abuse is not OK

- Abuse is not just hitting or hurting.
  - **Shouting, rude words, or threats** are also abuse.
  - Abuse makes staff feel sad, stressed, and unwell.
  - This can affect the care and support we give.
  - Abuse of **any kind will not be accepted**.
- 



### Complaints

Sometimes you may not be happy with something.  
You have the right to make a complaint.

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#### First Step

- Fill in a **complaints form**.
  - Find it on our website under **Contact Us**:  
👉 [www.thehelpinghandsgroup.org.uk](http://www.thehelpinghandsgroup.org.uk)
  - We will reply within **28 days**.
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#### If you are not happy with the reply



- Contact our **HR Team**:  
✉ vikki.harmer@thhg.org.uk  
☎ 01733 561000
- 

### 3 Speak to our Directors

- **Neil Gilby (Director / Founder)**  
✉ neil.gilby@thhg.org.uk | ☎ 07930 732271
- **Suzanne Gilby (Director / Founder)**  
✉ suzanne.gilby@thhg.org.uk | ☎ 07801 395257



### 4 Contact the Council

If the problem is still not sorted, contact:

#### **Peterborough City Council – Adult Social Care**

🏠 Sand Martin House, Bittern Way, Peterborough, PE2 8TY  
✉ [adultsocialcare@peterborough.gov.uk](mailto:adultsocialcare@peterborough.gov.uk)  
☎ 01733 747474



#### **Cambridgeshire County Council – Adult Social Care**

🏠 Shire Hall, Cambridge CB3 0AP  
✉ [customercareteam@cambridgeshire.gov.uk](mailto:customercareteam@cambridgeshire.gov.uk)  
☎ 0345 0455202



#### **Norfolk County Council – Adult Social Care**

🏠 County Hall, Martineau Lane, Norwich, NR1 2DH  
☎ 0344 800 8020









#### **Lincolnshire County Council – Adult Social Care**

🏠 Orchard House, Orchard street, Lincoln, LN1 1BA  
☎ 01522 843200



## ADVOCACY INFORMATION

## Who are POhWER?

- POhWER is a charity.
- They give people:
  -  Information
  -  Advice
  -  Support
  -  Advocacy (speaking up for your rights)
- POhWER helps people who may:
  - Have a **disability** 
  - Feel **vulnerable**
  - Be in **distress** 
  - Feel **left out** or **excluded** from society




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## About POhWER

- POhWER was started in **1996**.
- It was set up by **service users** (people who use support services).
- They wanted:
  - Equal access to **information**
  - A chance to **speak for themselves**
  - To stop others making assumptions about them

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## How to contact POhWER


-  Make a referral: [www.pohwer.net/make-a-referral](http://www.pohwer.net/make-a-referral)
-  Telephone: **0300 456 2370** (charged at your normal rate)
-  Website: [www.pohwer.net](http://www.pohwer.net)

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 POhWER are there to listen, support  and help you have your voice heard.

## CARE PLANNING PROCEDURE

## ? What is a care plan?





A care plan is a plan **about you**   
It helps everyone know how to support you.

Your care plan says:





-  What you like and don't like
-  What help and support you want
-  What you want to learn, try, or do
-  How staff help you stay safe and well

## ★ Your rights

You have the right to:





-  Be listened to
-  Make choices
-  Ask questions
-  Get help to understand


You can have support from:

-  Your family
-  A carer
-  An advocate
-  Your key worker

## 👁️ Making care plans easy to read

We make your care plan easy to understand by using:

-  Simple words
-  Short sentences
-  Pictures or symbols (if helpful)
-  Large print (if needed)

We will talk through your care plan with you and check that you understand it  


## Reviews – talking about your care plan

We will talk with you about your care plan:

- 🚩 When you first start with us
- 📅 At least once every year
- 🔄 Any time things change

You can ask to look at or change your care plan **at any time** 🖐️

## 💛 Working together

We usually work together with:

- 🏠 Social Services
- 🌱 Other supporting organisations
- 👨👩👧👦 Your family and carers
- 👤 You

Working together helps make sure:

- 💬 Your views and wishes are listened to
- ❤️ We work in your **best interests**
- 🌀 Your care is clear and joined up
- 👥 Everyone knows how to support you

This helps us give care that is:

- 🛡️ Safe
- 🌈 Person-centred
- 👍 Right for you







**DAILY INFORMATION**

## Opening Hours

- **Monday to Friday:** 9:30 AM - 4:00 PM  
! **Note:** Arrival before 9:30 AM or after 4:00 PM is not allowed.
- 



## Breaks & Lunch

-  **Morning Break:** 10:45 AM - 11:00 AM
-  **Lunch:** 12:15 PM - 1:15 PM
-  **Afternoon Session:** 1:15 PM onwards
-  **Afternoon Break:** 2:30 PM - 2:45 PM


**Purpose:** Time for snacks, drinks, and socializing.

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## Drinks Provided

-  Tea & coffee
  -  Orange & blackcurrant squash
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## Lunch

- Bring your own from home
- **Life Skills session:** May have a cost (we will inform you)
-  **Peterborough Centres:** Optional food orders from Fenlake Kitchen (must order by 10:00 AM)



**CLASS DOJO**

## Communication with Parents/Guardians

We use **ClassDojo** to communicate with parents/guardians. Whether on a computer, your phone's web browser, or the app itself, it's **simple and effective**.

- Each session your child attends will be **logged on ClassDojo**.
- You'll get **real-time notifications**, similar to a text message or social media alert.
- You can also **communicate with us directly**, letting us know about appointments or incidents so we have the best information before your child arrives at THHG.
- **Pop-ups about upgrading** may appear during signup - **ignore them** by clicking the 'x'. This is a **free service**.

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## **Creating a Parent Account**

By creating a parent account, you can see your child's **progress, classroom activities, and communicate with teachers** in real time.

### **From the Web**

1. Go to the **ClassDojo homepage**.
2. Under "Get Started as a...", select **Parent**.
3. Enter your **email** and click **Continue** or click **Continue with Google**.
4. Enter your **personal information** and click **Sign up**.
5. To connect to your child's class:
  - **With a code:** Click **Add child using code**, enter it, then **Verify Code**.
  - **Without a code:** Click **Add child through a teacher** and follow the prompts.

### **iOS App**

1. Download **ClassDojo** from the **App Store**.
2. Click **I'm a parent**.
3. Select **Create account**.
4. Enter your **email** and click **Continue** or choose **Continue with Google / Continue with Apple**.
5. Enter your **personal information** and click **Create free account**.
6. To connect to your child's class:
  - **With an invitation code:** Enter it in the **Invite code** box.
  - **Without a code:** Click **Find your teacher** and request to connect.

## **Android App**

1. Download **ClassDojo** from the **Google Play Store**.
2. Click **I'm a parent**.
3. Select **Get Started**.
4. Enter your **email** and click **Continue** or choose **Continue with Google**.
5. Enter your **personal information** and click **Create account**.
6. To connect to your child's class:
  - **With an invitation code:** Enter it in the **Enter code** box.
  - **Without a code:** Click **Find your teacher** and request to connect.



## **TRANSPORT**

Speak to your **Centre Manager** if you want to access the transport rota.

⚠ There may be a **waiting list** for this service.

- For those **already using transport**, please note the **collection and drop-off times** provided by your centre.
- **Transport includes an escort** to support individuals during their journey home.
- Service currently covers a **10-mile radius** around the centre attended.

### 🕒 **Collection & Drop-off Times**

- **Collection:** 8:30 AM - 9:30 AM 🚫 (varies depending on traffic, staffing, and logistics)
- **Drop-off:** 3:45 PM - 5:00 PM 🚫 (varies depending on traffic, staffing, and logistics)
- ✅ **Please ensure someone is home** if required during these times.

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### 📄 **Transport Invoices & Payments**

- Invoices are **sent monthly**.
- Prices start **from £6 per journey**, depending on location.
- 🚫 Transport may **not be fully covered by government funding** - check with social services for financial support.
- ❌ Transport may be **suspended** if:
  - Payment is not received
  - Staff are verbally abused
- 💬 If you're struggling with payments, **contact us directly** to discuss options.



CLOSURE PERIODS – 2025/2026  
**(38 WEEKS EDUCATION FUNDED)**



Academic Year Starts	Monday 1st September 2025	Service Open
Autumn Half Term	Monday 27th October – Friday 31 <sup>st</sup> October 2025 inclusive	Service Closed
Autumn Term Continues	Monday 3rd November 2025 Friday 19 <sup>th</sup> December 2025	Service Open Last day
Christmas Holiday	Monday 22nd December 2025 – Monday 5th January 2026 inclusive	Service Closed
Spring Term	Tuesday 6 <sup>th</sup> January 2026	Service Open
Spring Half Term	Monday 16 <sup>th</sup> February – Friday 20 <sup>th</sup> February 2026 inclusive	Service Closed
Spring Term Continues	Monday 23rd February 2026 Friday 27th March 2026	Service Open Last day
Easter Holidays	Monday 30 <sup>th</sup> March – Wednesday 15 <sup>th</sup> April 2026 inclusive	Service Closed/Training
Summer Term	Thursday 16th April 2026 Monday 4 <sup>th</sup> May 2026 Friday 22 <sup>nd</sup> May 2026	Service Open Service Closed (Bank Holiday) Last day
Half Term	Monday 25 <sup>th</sup> May – Friday 29th May 2026 inclusive	Service Closed
Summer Term Continues	Monday 1st June 2026 Monday 20th June 2026	Service Open Last day



#### **CLOSURE PERIODS - 2026 (45 WEEKS FUNDED)**

Return from Christmas	Thursday 1 <sup>st</sup> January 2026	Service Closed
	Friday 2 <sup>nd</sup> January – Monday 5th January 2026	Staff Training – Service Closed

	Tuesday 6th January 2026	Service Open
Half Term	Monday 16 <sup>th</sup> February – Tuesday 17 <sup>th</sup> February 2026 inclusive	Service Closed
	Wednesday 18th February 26	Service Open
Easter	Friday 3rd April - Friday 10th April 2026 inclusive	Service Closed
	Monday 13th April – Wednesday 15th April 2026 inclusive	Staff Training – Service Closed
	Thursday 16th April 2026	Service Open
Bank Holiday	Monday 4 <sup>th</sup> May 2026	Service Closed
Half Term	Monday 25 <sup>th</sup> May – Wednesday 27 <sup>th</sup> May 2026 inclusive	Service Closed
Summer	Thursday 28 <sup>th</sup> May 2026	Service Open
	Monday 27 <sup>th</sup> July – Friday 7 <sup>th</sup> August 2026 inclusive	Service Closed
	Monday 10 <sup>th</sup> August - Tuesday 11 <sup>th</sup> August 2026	Staff Training – Service Closed
	Wednesday 12 <sup>th</sup> August 2026	Service Open
Bank Holiday	Monday 31 <sup>st</sup> August 2026	Service Closed
Autumn Half Term	Monday 26 <sup>th</sup> October 2026– Friday 30 <sup>th</sup> October inclusive	Service Closed
Christmas Holiday	Thursday 24 <sup>th</sup> December – Thursday 31 <sup>st</sup> December 2026 inclusive	Service Closed
Return from Christmas 2027	Friday 1 <sup>st</sup> January 2027	Service Closed
	Monday 4 <sup>th</sup> January - Tuesday 5 <sup>th</sup> January 2027 inclusive	Staff Training – Service Closed
	Wednesday 6 <sup>th</sup> January 2027	Service Open



### CLOSURE PERIODS - 2026 (46 WEEKS FUNDED)

Return from Christmas	Thursday 1 <sup>st</sup> January 2026	Service Closed
	Friday 2 <sup>nd</sup> January – Monday 5 <sup>th</sup> January 2026	Staff Training – Service Closed
	Tuesday 6 <sup>th</sup> January 2026	Service Open
Half Term	Monday 16 <sup>th</sup> February – Tuesday 17 <sup>th</sup> February 2026 inclusive	Service Closed
	Wednesday 18 <sup>th</sup> February 26	Service Open
Easter	Friday 3 <sup>rd</sup> April - Friday 10 <sup>th</sup> April 2026 inclusive	Service Closed
	Monday 13 <sup>th</sup> April – Wednesday 15 <sup>th</sup> April 2026 inclusive	Staff Training – Service Closed
	Thursday 16 <sup>th</sup> April 2026	Service Open
Bank Holiday	Monday 4 <sup>th</sup> May 2026	Service Closed
Half Term	Monday 25 <sup>th</sup> May – Wednesday 27 <sup>th</sup> May 2026 inclusive	Service Closed
	Thursday 28 <sup>th</sup> May 2026	Service Open
Summer	Monday 27 <sup>th</sup> July – Friday 7 <sup>th</sup> August 2026 inclusive	Service Closed
	Monday 10 <sup>th</sup> August - Tuesday 11 <sup>th</sup> August 2026	Staff Training – Service Closed
	Wednesday 12 <sup>th</sup> August 2026	Service Open
Bank Holiday	Monday 31 <sup>st</sup> August 2026	Service Closed
Christmas Holiday	Thursday 24 <sup>th</sup> December – Thursday 31 <sup>st</sup> December 2026 inclusive	Service Closed
Return from Christmas 2027	Friday 1 <sup>st</sup> January 2027	Service Closed
	Monday 4 <sup>th</sup> January - Tuesday 5 <sup>th</sup> January 2027 inclusive	Staff Training – Service Closed
	Wednesday 6 <sup>th</sup> January 2027	Service Open



### CLOSURE PERIODS - 2026 (47 WEEKS FUNDED)

Return from Christmas	Thursday 1 <sup>st</sup> January 2026	Service Closed
	Friday 2 <sup>nd</sup> January – Monday 5 <sup>th</sup> January 2026	Staff Training – Service Closed
	Tuesday 6 <sup>th</sup> January 2026	Service Open
Half Term	Monday 16 <sup>th</sup> February – Tuesday 17 <sup>th</sup> February 2026 inclusive	Service Closed
	Wednesday 18 <sup>th</sup> February 26	Service Open
Easter	Friday 3 <sup>rd</sup> April - Friday 10 <sup>th</sup> April 2026 inclusive	Service Closed
	Monday 13 <sup>th</sup> April – Wednesday 15 <sup>th</sup> April 2026 inclusive	Staff Training – Service Closed
	Thursday 16 <sup>th</sup> April 2026	Service Open
Bank Holiday	Monday 4 <sup>th</sup> May 2026	Service Closed
Half Term	Monday 25 <sup>th</sup> May – Wednesday 27 <sup>th</sup> May 2026 inclusive	Service Closed
Summer	Thursday 28 <sup>th</sup> May 2026	Service Open
	Monday 10 <sup>th</sup> August - Tuesday 11 <sup>th</sup> August 2026	Staff Training – Service Closed
	Wednesday 12 <sup>th</sup> August 2026	Service Open
Bank Holiday	Monday 31 <sup>st</sup> August 2026	Service Closed
Autumn Half Term	Monday 26 <sup>th</sup> October – Friday 30 <sup>th</sup> October 2026 inclusive	Service Closed
Christmas Holiday	Thursday 24 <sup>th</sup> December – Thursday 31 <sup>st</sup> December 2026 inclusive	Service Closed
Return from Christmas 2027	Friday 1 <sup>st</sup> January 2027	Service Closed
	Monday 4 <sup>th</sup> January - Tuesday 5 <sup>th</sup> January 2027 inclusive	Staff Training – Service Closed
	Wednesday 6 <sup>th</sup> January 2027	Service Open



## CLOSURE PERIODS - 2026 (48 WEEKS FUNDED)

Return from Christmas	Thursday 1 <sup>st</sup> January 2026	Service Closed
	Friday 2 <sup>nd</sup> January – Monday 5 <sup>th</sup> January 2026	Staff Training – Service Closed
	Tuesday 6 <sup>th</sup> January 2026	Service Open
Half Term	Monday 16 <sup>th</sup> February – Tuesday 17 <sup>th</sup> February 2026 inclusive	Service Closed
	Wednesday 18 <sup>th</sup> February 26	Service Open
Easter	Friday 3 <sup>rd</sup> April - Friday 10 <sup>th</sup> April 2026 inclusive	Service Closed
	Monday 13 <sup>th</sup> April – Wednesday 15 <sup>th</sup> April 2026 inclusive	Staff Training – Service Closed
	Thursday 16 <sup>th</sup> April 2026	Service Open
Bank Holiday	Monday 4 <sup>th</sup> May 2026	Service Closed
Half Term	Monday 25 <sup>th</sup> May – Wednesday 27 <sup>th</sup> May 2026 inclusive	Service Closed
Summer	Thursday 28 <sup>th</sup> May 2026	Service Open
	Monday 10 <sup>th</sup> August - Tuesday 11 <sup>th</sup> August 2026	Staff Training – Service Closed
	Wednesday 12 <sup>th</sup> August 2026	Service Open
Bank Holiday	Monday 31 <sup>st</sup> August 2026	Service Closed
Christmas Holiday	Thursday 24 <sup>th</sup> December – Thursday 31 <sup>st</sup> December 2026 inclusive	Service Closed
Return from Christmas 2027	Friday 1 <sup>st</sup> January 2027	Service Closed
	Monday 4 <sup>th</sup> January - Tuesday 5 <sup>th</sup> January 2027 inclusive	Staff Training – Service Closed
	Wednesday 6 <sup>th</sup> January 2027	Service Open



## CLOSURE PERIODS - 2026 (50 WEEKS FUNDED)

Return Christmas	from	Thursday 1 <sup>st</sup> January 2026	Service Closed
		Friday 2 <sup>nd</sup> January – Monday 5 <sup>th</sup> January 2026	Staff Training – Service Closed
		Tuesday 6 <sup>th</sup> January 2026	Service Open
Easter		Friday 3 <sup>rd</sup> April - Monday 6 <sup>th</sup> April 2026 inclusive	Service Closed Service Closed
		Tuesday 7 <sup>th</sup> April 2026	Service Open
		Monday 13 <sup>th</sup> - Wednesday 15 <sup>th</sup> April 2026 inclusive	Staff Training – Service Closed
		Thursday 16 <sup>th</sup> April	Service Open
Bank Holiday		Monday 4 <sup>th</sup> May 2026	Service Closed
Bank Holiday		Monday 25 <sup>th</sup> May 2026	Service Closed
Summer		Tuesday 26 <sup>th</sup> May 2026	Service Open
		Monday 10 <sup>th</sup> August - Tuesday 11 <sup>th</sup> August 2026	Staff Training – Service Closed
		Wednesday 12 <sup>th</sup> August 2026	Service Open
Bank Holiday		Monday 31 <sup>st</sup> August 2026	Service Closed
Christmas Holiday		Thursday 24 <sup>th</sup> December – Monday 28 <sup>th</sup> December 2026 inclusive	Service Closed
		Tuesday 29 <sup>th</sup> Decembr 2026	Service Open
Return Christmas 2027	from	Friday 1 <sup>st</sup> January 2027	Service Closed
		Monday 4 <sup>th</sup> January - Tuesday 5 <sup>th</sup> January 2027 inclusive	Staff Training – Service Closed
		Wednesday 6 <sup>th</sup> January 2027	Service Open



## IN HOUSE RULES

### LOCKERS

We don't have many lockers at The Helping Hands Group, but the ones we do, we ask you share with a friend. This way we can keep all of your things safe and stored correctly. Therefore...

**..ONLY BRING IN WHAT IS NEEDED AND ENOUGH THAT IT CAN BE STORED ON A PEG OR IN A LOCKER.**



MOBILE PHONES



HEADPHONES



BAGS



LOCKERS

### RULES

AT

THE  
HELPING

HANDS  
GROUP

### HEADPHONES



**Music is a great way to escape reality and feel emotions.**

But at The Helping Hands Group we often find it can seclude people and takes away the focus on activities. That's why we ask...

**..HEADPHONES TO BE USED AT BREAK TIMES ONLY**

### BAGS



We all have personal belongings we want to keep close by but at The Helping Hands Group it can get quite busy and we don't have lots of room. That's why we ask...

**..ONLY BRING ONE SMALL BAG WITH YOUR ESSENTIALS**

### MOBILE PHONES



**Mobile phones are great, they keep us connected to our friends and family.**

However, they can also be very distracting! At The Helping Hands Group we like to promote communication, but we want you to focus on those around you. That's why one rule is...

**..MOBILE PHONES TO STAY IN YOUR BAG OR LOCKER DURING SESSIONS**

**thhg**  
The Helping Hands Group

## OUR CENTRES



## Fenlake



**Opened:** January 2021

**Unique Offering:** First of its kind in the area, providing:

- 🎨 Performing & creative arts
- 📺 Media
- ⚽ Sports & leisure
- 🔧 Onsite work experience
- 🎮 Recreation and many more activities

**Target Group:** Higher ability groups, due to **more advanced activities**.

**Size:** 3,300 sq ft - a **spacious and homely environment** promoting limitless learning.

**Maximum Funding Package:** 48 weeks

## Charford House

**thhg**  
The Helping Hands Group





**First Centre & HQ - offers support for more complex needs.**

### **Facilities & Sessions:**

2 levels of activity space

💧 Hydrotherapy unit

🛋️ Sensory rooms

👐 Physiotherapy, massage, and relaxation sessions

🌳 Offsite activities, including orienteering, ice skating, and more

Many sessions are **sensory-focused**, designed to support wellbeing and development.

**Maximum Funding Package: 48 weeks**

## Wisbech



**Location:** Only centre outside Peterborough, covering the **Fenland area**

**Focus:** Supports a **wide range of needs**

### Facilities & Highlights:

- 🌳 Large secure sensory garden at the rear of the premises
- 🍌 Hosts the annual '**Glastonbech**' event
- 🛏 Sensory rooms
- 🐾 Animal care activities

**Maximum Funding Package:** Up to **50 weeks per year**





## MEDIA

At The Helping Hands Group (THHG), we like to **capture memories** of sessions and activities.

Staff may take pictures using **in-house camera phones**.

### Uses of images:

-  Reports
-  Social media posts
-  THHG promotions
-  Website content

### Consent:

- A **media consent form** is provided at the end of this booklet.
- Individuals **over 18 with capacity** will be asked for their **own consent**.



## SOCIAL MEDIA USE

### WEBSITES WE USE TO SHOWCASE ACHIEVEMENTS



#### FACEBOOK

On our Facebook page we share lots of photos / videos and information on our sessions, activities and achievements. People can follow and comment on the posts.





#### INSTAGRAM

On our Instagram page we share information and advertise things for sale from The Rustic Nest.

People can follow and comment on the posts we make.



#### TIK TOK

On our Tik Tok page we share lots of fun videos. They have different editing tools so we can add music and sound effects.



#### X (PREVIOUSLY TWITTER)

On our X page, we are able to share similar information to Facebook. This allows more people to see all the fantastic things we do at The Helping Hands Group.

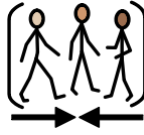




#### WEBSITE

On our website we share lots of information on The Helping Hands Group. This is mainly about our centres and things we do across our sites. We have photos and videos to showcase achievements.





## EVENTS

### Types of Events Throughout the Year:

- 💰 Fundraising
- ❤️ Charity
- 🎉 Celebrations
- ⚽ Sports Day
- 🌿 Wisbech Festival
- 🎓 End of Year Prom

### Annual Main Events:

1. **Spring Sports Day** - organised with Thorney FC
2. **Summer Festival** - held at the Wisbech Centre
3. **Winter Prom** - our annual celebration

**Who Can Attend:** Open to all individuals using the service.

⚠️ Individuals not usually attending on the day must be supported by family/carers.

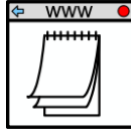
**Purpose:** A fun opportunity for **individuals and staff to come together** and celebrate THHG.

### Fundraising & Charity:

- 💡 Fundraising helps THHG **regenerate and improve sessions** with new technology and supplies.
- Each centre plans events alongside individuals during **enrichment sessions**.
- Parents/carers are **often invited to participate**.
- Supported charities include:
  - 🎗️ Children in Need
  - 🤪 Red Nose Day
  - 🌸 Marie Curie

### Other Celebrations:

- ❤️ Valentine's Day
- 🐣 Easter
- 🎃 Halloween
- 🎄 Christmas
- ...and more throughout the year



## WEBSITE AND ONLINE RESOURCES

On our website ([www.thhg.org.uk](http://www.thhg.org.uk)) you'll find:

- 🎧 Weekly Podcast
- 📧 Termly Newsletters
- 📖 Updated information about our services

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### **THHG Community Forum**

We've created a **safe online platform** within our website for:

- 👨👩👧👦 Parents & carers - to share thoughts, concerns, and questions
- 😊 Individuals attending the service - to chat and connect with peers

#### **Why Use the Forum?**

- ✅ Free to use
- ✅ Safe and monitored by management
- ✅ No personal details displayed (unless you choose to share them)
- 📖 Access to **care legislation resources** in the members' section

#### **Guidelines:**

- Always be respectful 💬
- Posts are monitored to ensure safety and positivity
- Designed to build a **supportive community**

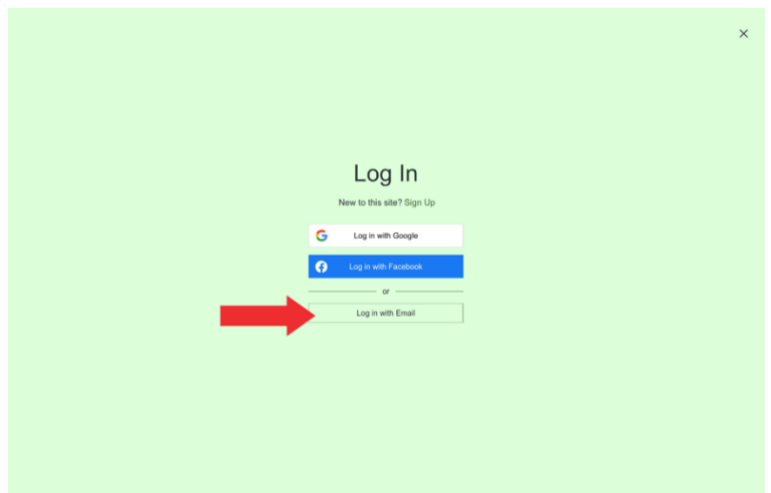
👉 Visit [www.thhg.org.uk](http://www.thhg.org.uk) to register and join.

*(Instructions on how to sign up and use the forum are provided on the next page.)*

1. At the top right-hand side of our website click log in



2. Click Log In with email



3. Insert your details (these will not be shared nor visible) Click submit



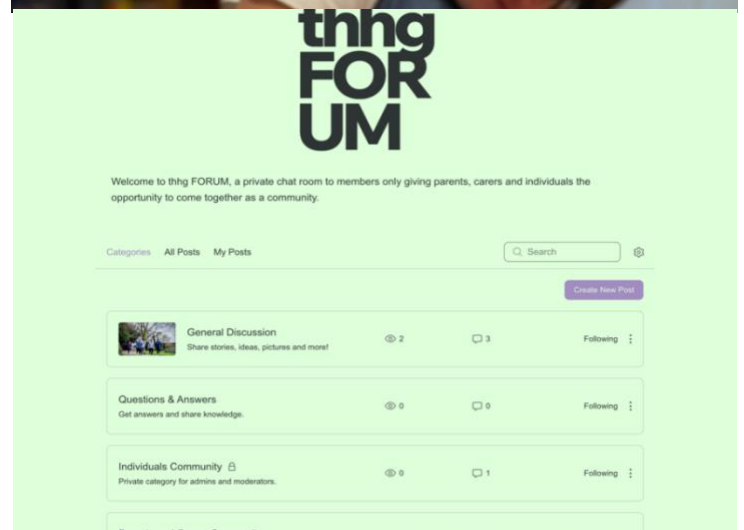
4. Once logged in click the small arrow to bring up the drop-down menu



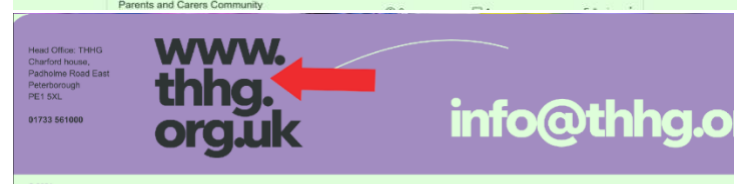
5. Click Forum



6. Find the category that you are looking for and begin writing your post or reading through others.



7. To return to the main website at any time, just scroll to the bottom of the page and click [www.thhg.org.uk](http://www.thhg.org.uk)





## CONSENT AND PERMISSIONS

At **The Helping Hands Group (THHG)** we ask for a variety of permissions to help us **best support individuals** attending our service.

- 🤝 We are committed to **transparency** in our practice.
- 💬 We always communicate with **individuals, parents, and carers** about anything requiring support or involving **elements of risk**.

### **What You Need to Do:**

- 📄 Consent and permission slips are included in this booklet.
- 📌 These must be **completed and returned on your start date**.
- 📖 If you need an **Easy Read copy** of this booklet, please let us know.








## SOCIAL MEDIA (IMAGES & FILM)

Individuals name: \_\_\_\_\_

I know that Social Media includes.

- Facebook 
- Tik Tok 
- Instagram 
- X (formally known as Twitter) 

This means lots of people can see photos and videos.

I give consent to THHG LTD (The Helping Hands Group) to use photos and/or videos of me on their social media.

☐

I give consent to be on THHG website.

☐

I give consent for images to be used in the press.

☐

I give consent for images to be on promotional literature.

☐

I agree for my image to be used on internal documentation such as Care Plans.

☐

You do not need to ask me again.

☐

I know I can say I don't want to carry on and say so at any time.

Individuals signature: \_\_\_\_\_

Parents signature: \_\_\_\_\_

Date: \_\_\_\_\_



## INTIMATE CARE – PERMISSION FORM

<b>Personal Details:</b>	
<b>Full Name:</b>	
<b>Date of Birth:</b>	<b>Parent/Carer Name:</b>
<b>Address:</b>	

I/We give permission for THHG to provide intimate care to me/our son/daughter.

I/We will advise THHG of anything that may affect issues of personal care (if medication is changed or I / our son/daughter has an infection for example)

I//We understand the procedures that will be carried out and will contact THHG immediately if there are any concerns.

Name: \_\_\_\_\_

Individuals Signature: \_\_\_\_\_

Parent / Carer Signature: \_\_\_\_\_

Relationship to person: \_\_\_\_\_

Date: \_\_\_\_\_



## PRN MEDICATION

At times we may feel you/your son/daughter may require PRN pain killers. We will always endeavour to contact you prior to any administration to let you know of the reasons why we feel this form of medication is required.

Please can you fill in and return the information below.

---

Name of Individual: \_\_\_\_\_

Type of Medication - **Paracetamol / Calpol etc.**

(Please note that we do not supply ibuprofen, if this is your preferred PRN you will need to send this into us, which we are happy to store safely at THHG).

Route of Delivery: ☐ Orally Other: \_\_\_\_\_

Type of Medication: Tablet ☐ Liquid ☐ Soluble tablet ☐

I do want my son/daughter to be administered PRN medication ☐

I do **NOT** want my son/daughter to be administered PRN medication ☐

Comments: .....

Signed (Parent) \_\_\_\_\_

Signed: (Individual) \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_


Please note if PRN medication is administered at any time a note will be on your son/daughters' Class Dojo.



## JACUZZI




### Hydrotherapy (Jacuzzi Spa)

At The Helping Hands Group (THHG) we provide hydrotherapy sessions using our onsite Jacuzzi spa.

 **Important:** There are certain conditions where a Jacuzzi should not be used (for example, **diabetes**).

- Please consult your **son/daughter's GP** to check if hydrotherapy is safe and beneficial

### What to Bring if Scheduled for Hydrotherapy

-  Swimwear
-  Towel
-  Plastic pants (if incontinent)

### Before Sessions

- Do **not** use beauty/hair products, creams, or lotions before entering the Jacuzzi.
- If creams or products need to be applied **after the session**, let us know so staff can support.

### Consent

- A **hydrotherapy consent slip** is included below.
- Please complete and **return to THHG**.

NAME OF INDIVIDUAL: \_\_\_\_\_

I do/ do not want to use this facility    Yes, I do ☐    No I do not ☐

Signed Individual: \_\_\_\_\_

Signed Parent / Carer: \_\_\_\_\_





## ALLERGIES / INTOLERANCES

### Allergies & Intolerances

To help us keep everyone safe, we need **accurate information** about your son/daughter's:

-  Allergies
-  Intolerances

### What You Need to Do:

-  Please complete the attached **Allergy & Intolerance Form**.
-  Return it to us as soon as possible (no later than your start date).

This ensures we can **plan safely** and provide the right support during activities, breaks, and mealtimes.

Name of person attending THHG: \_\_\_\_\_

Any known allergies or intolerances, please list:

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---

Date: \_\_\_\_\_

Name of Parent/Carer/Individual: : \_\_\_\_\_



Signed by Parent/Carer/individual: \_\_\_\_\_






## DATA PROTECTION & CONSENT FORM

I hereby consent to **information relating to me** being processed by The Helping Hands Group so that it may properly carry out its **duties, rights, and obligations** as my service provider.

I understand that this processing will mainly be for:

-  Personnel purposes
-  Administrative purposes

I also understand that information about me may include **sensitive personal data**, such as:

-  My racial or ethnic origin
-  My physical or mental health or condition
-  Any proceedings for any offence committed or alleged, including outcomes and sentencing

---

### What “Processing” Means

The term *processing* includes (but is not limited to):

- Obtaining, recording, or holding data
- Organising, altering, retrieving, or consulting data
- Using, disclosing, combining, or destroying data

---

### Declaration

I confirm that I have **read and understood** this explanation of the processing of my data by The Helping Hands Group and that I **consent** to such processing.

---

Full Name: \_\_\_\_\_

Signature (individual): \_\_\_\_\_

Date: \_\_\_\_\_



## SAFEGUARDING

Name of Individual Attending Service: \_\_\_\_\_

Date of Admission: \_\_\_\_\_

---

### Declaration

I confirm that I have **read and understood** the contents of the **Safeguarding Policy** used by The Helping Hands Group.

- I understand that the organisation has a duty to **inform Social Services** of any safeguarding issue(s) that may arise.
  - I understand that the **Manager will inform me** at the earliest convenience should this occur, unless doing so would be detrimental to any possible investigation.
- 

Name (on behalf of): \_\_\_\_\_

Signature (Parent / Carer): \_\_\_\_\_

Signature (Individual): \_\_\_\_\_

Date: \_\_\_\_\_

---

✚ Please return this signed declaration prior to, or on, the individual's admission date.

? For queries, please contact:  
Suzanne or Neil Gilby, Group Directors

☎ 01733 561000

✉ [info@thhg.org.uk](mailto:info@thhg.org.uk)



## **MEDICATION AND PERSONAL CARE**

**I give my consent to the Care Workers to assist me with administering.  
Please tick as appropriate:**

- Medication ☐
- Personal care ☐
- Both ☐

**I also agree that the arrangements for appropriate storage of my medication is made. This may require:**

**A lockable box which I will not have access to for my own safety and wellbeing.**

**I also give my consent for the care provider(s) to share relevant information about my care or wellbeing with appropriate health/social care professionals.**

**Name of Service User:** \_\_\_\_\_

**Address:** \_\_\_\_\_  
\_\_\_\_\_

**Service User/Individual signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Signature of person signing  
on behalf of the service user:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**A copy of this form must be kept in the service users/individuals records by all agencies, aiding with medication and/or personal care.**





## COMMUNICATION

### The Helping Hands Group

To reduce issues with parents/carers not receiving hard copies of documents, we would like to send the **majority of our correspondence via email**.

- ☒ If you are happy to receive emails, please provide your current email address below.
- ☐ If you would still prefer **hard copies**, this can also be arranged.

Please complete this form and return it to the **main office** as soon as possible.

---

Name of Individual Attending Service:

\_\_\_\_\_

Parent/Carer Name: \_\_\_\_\_

Email Address: \_\_\_\_\_

- ☐ I agree to receive correspondence via **email**  
☐ I would prefer to continue receiving **hard copies**



Signature: \_\_\_\_\_

Date: \_\_\_\_\_









## TRANSPORT AGREEMENT

### Key Information

- Transport is provided on a **first come, first served basis** – it is highly popular and currently has a **waiting list**.
- Individuals are supported by **trained staff escorts**, who also work in the day centre to ensure **smooth transitions and consistency**.
-  Our vehicles are **regularly inspected**. If one becomes unroadworthy, we will contact you at the earliest opportunity.
- If complications arise (staffing/vehicle maintenance), we will do our best to make **alternative arrangements**. However, if this is not possible, it is the **responsibility of parents/guardians/carers** to arrange transport (without charge from THHG).
- We are committed to offering a **safe, reliable, and affordable service**. However, due to rising fuel and maintenance costs, prices may increase (with prior notice).
- Service runs daily:
  - **Morning Collection:** 8:30 AM – 9:30 AM
  - **Afternoon Drop-off:** 3:30 PM – 5:00 PM
  -  Times vary depending on traffic, routes, and unforeseen circumstances.
- Please ensure individuals are **ready in the mornings** to avoid delays.

### Terms of Service

-  **Zero Tolerance Policy:** Any abusive behaviour toward staff may result in immediate removal of transport services.
-  Transport covers a **10-mile radius** of the day centre (exceptions may be agreed depending on circumstances).
-  **Maximum waiting time:** 5 minutes for both collection and drop-off. After this, the vehicle will leave and will not return. Parents/guardians/carers must then arrange alternative transport.
-  **Cost:** £6.00 per journey (unless otherwise agreed – speak with your Centre Manager).
-  **Non-attendance:** No charge if notified **before collection**. If not informed, you may still be charged.
-  **Invoices:** Sent **monthly**, payment due within **14 days**.
  - Failure to pay may result in **postponement or removal of transport service** until fees are cleared.
  - We may take further action to recover outstanding fees if required.

Name of Individual accessing transport: \_\_\_\_\_

Days: *(please circle)* **Monday** am / pm **Tuesday** am / pm **Wednesday** am / pm

**Thursday** am / pm **Friday** am / pm

Weeks: *(please circle)* 38 weeks 45 weeks 46 weeks 47 weeks 48 weeks  
50 weeks

By signing the below, I agree to the terms of service and understand the transport process:

Relationship to individual: \_\_\_\_\_

Print Name: \_\_\_\_\_

Signature (Parent / Carer): \_\_\_\_\_

Signature (Individual): \_\_\_\_\_

Date: \_\_\_\_\_

Centre Manger: \_\_\_\_\_

Print name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_