

Volunteer Monthly Structured Diary

Update this form after each visit or contact with the family. It should be returned to the Home-Start office by the 5th of each month together with your expense form. It is important that the scheme has a record of contact with the family, so if you are unable to return the form to the office, then you should give the information to your organiser over the phone.

Please use the coding system below to complete each column with an *. Note there may be more than one activity or service for each visit. You may also play more than one role in supporting families with each service; please ensure the roles you play are noted alongside each service. For example, you may accompany your family on an appointment (3) then you may discuss the information from the appointment with them afterwards (4). Or you may signpost them to a service (1) and discuss how they could best use the service prior to an appointment (4). Please also use a code to give the reason the visit did not take place and to identify who was in when you visited.

<p>A. Reason visit did not take place (select <u>one</u> only):</p> <ol style="list-style-type: none"> 1. Parent cancelled 2. Parent re-arranged 3. Volunteer cancelled 4. Volunteer re-arranged 5. Parent not at home 6. Other (specify) 	<p>D. Services (select all appropriate):</p> <ol style="list-style-type: none"> 1. Family GP 2. Health Visitor 3. Social worker 4. Mother & Baby clinic 5. Job centre plus 6. CAB (Citizen's Advice Bureau) 7. Debt counselling 8. Turn2Us online and/or helpline services 9. Housing advice/support 10. Benefits Department 11. Speech & Language 12. CPN (Community Psychiatric Nurse)/Mental Health 13. CAMHS (Children and Adolescent Mental Health Services) 14. Adult education 15. Received books free from Book-Start 16. Family joined local library 17. Toddler group/Nursery/School 18. Religious organisations 19. Free eye sight test 20. Attended appointments 21. Dental check 22. Up to date vaccination 23. Other vol. service 24. Other statutory service 25. Internet access 26. Parenting Programme
<p>B. Who was at home (select all appropriate):</p> <p>M Mum D Dad C1 Oldest child C2 Second oldest child (and continue for as many children as you want) O Other (specify e.g. neighbour, relative, unknown female)</p>	<p>E. Role (select all appropriate):</p> <ol style="list-style-type: none"> 1. Signposting the service, gave address, contact details etc 2. Transport e.g. provided transport to the appointment 3. Accompanying e.g. went to the appointment with the family 4. Discussed information about the service prior to or following use 5. Looked after children while parents used service 6. Other (specify)
<p>C. Activities (select all appropriate):</p> <ol style="list-style-type: none"> 1. Practical support (for example: budgeting, telephone calls, cooking, shopping, improving hygiene, going to medical appointment, help with routine/behaviour, writing letters, respite, took family out) 2. Activities with children (for example: playing with children, reading, listening to children, fun outdoor activity) 3. Emotional support (listening, empathising) 4. Support to use other service (for example signposting accompanying, discussing prior to/after appointment) Complete D & E 5. Children's Centre 	