Standard Operating Procedure (SOP) Family Sign at Home Project - Family Journey

1. Referral Received

* Referral received through the route of signing up on website or through professionals.

* Family eligibility is checked with Deaf children under 5 years old.

* Coordinator contacts the family to introduce the project and explain the next steps.

2. Initial Home Visit or Initial online meeting

* Coordinator arranges a home visit or an online meeting with the family.

* The project is explained in detail.

* The family receives the 'Welcome pack' including the FSH resource park, Family Agreement form, consent to photography, consent to participate in surveys (Evaluation)

* Any questions or support needs are discussed.

3. Risk Assessment

* A risk assessment is completed before sessions begin.

* Any safeguarding, access, communication, or environmental risks are identified.

* Appropriate support measures are put in place where required.

4. Teacher Matching

* Coordinator identifies and matches a suitable teacher with the family.

* Consideration is given to location, availability, communication needs and family requirements

* Details are shared with the family and teacher.

5. 10-week Sessions for England/20-week Sessions for Northern Ireland Begin

* Teacher delivers Family Sign at Home sessions.

* Progress and attendance are monitored.

* Coordinator remains available for support throughout the project.

6. Cancellation or Withdrawal

If a family wishes to cancel sessions or withdraw from the project:

* The family should notify their teacher and coordinator as soon as possible. Sessions cancelled under 24 hours' notice cannot be replaced, and the allocated project

sessions will not be extended, as teachers are booked and paid for the scheduled date and time.

* The coordinator will discuss the reason for withdrawal and record the outcome.

* The Project Lead/Manager is informed where required.

7. Safeguarding Concerns

* Any safeguarding concern, disclosure, or welfare concern must be reported immediately following BDA safeguarding procedures.

* Concerns relating to any member of staff, teacher, or coordinator should be reported to Jaz Mann, Head of Community. The BDA Safeguarding Policy is available on the BDA website.

8. Complaints

* Families may raise concerns or complaints at any stage throughout the project.

* Complaints should be directed to the appropriate regional team.

* Complaints will be handled in accordance with the BDA Complaints Procedure.

* Families will be kept informed throughout the process.

9. Feedback and Evaluation

* Families are encouraged to provide feedback on their experience.

* Families are encouraged to take part in surveys

* Any final reports or outcomes are completed.