

Sebby's Corner Code of Conduct for Families

Welcome to Sebby's Corner! We are here to support you and your family in times of need. To ensure a safe, respectful, and positive environment for everyone, we kindly ask that you adhere to the following Code of Conduct during your visit.

- **Treat everyone with respect**

All staff, volunteers, and other families deserve to be treated with kindness, courtesy, and dignity. Discriminatory, abusive, or disrespectful language and behaviour will not be tolerated. Any harassment, verbal abuse or violence is strictly prohibited and will be reported to the police when necessary.

- **Privacy & Confidentiality**

Please respect the privacy of others. Avoid discussing or sharing details about other families or individuals you may see or meet during your visit. Any personal information you provide to us will be kept confidential. Similarly, we ask that you respect the confidentiality of others and not share any sensitive information you may hear during your visit.

- **Requesting Items**

When requesting support, please be honest and transparent about your needs. This helps us ensure that resources are fairly distributed to those who need them most. Our resources are limited and meant to support as many families as possible. Please only take the items that you genuinely need for your family. Please note that items will be a mixture of brand new and preloved. We cannot guarantee that you will receive only new items. Furthermore, we are reliant on what is in stock at the time of your visit so you may not receive all the items that you have requested. If you receive items that you no longer need or cannot use, please return them to us so they can benefit another family. Items should not be sold on.

- **Supervise your children**

For their safety, please keep a close eye on your children at all times during your visit. Our staff are unable to look after your children during your visit and we strongly encourage you to attend without them where possible. We kindly ask you to tidy up after your children before you leave so that the space is clean and tidy for the next family.

- **Arrive on time**

Please arrive at your scheduled appointment time. If you are unable to attend, kindly inform us as soon as possible so we can offer the slot to another family. If you are more than 15 minutes late for your appointment you will not be able to be seen and you will need to rebook another slot. We strive to assist everyone as quickly as possible, but there may be times when you need to wait. Your patience is appreciated.

Individuals in breach of the Code of Conduct will be no longer be able to access support from Sebby's Corner. For any questions, queries or feedback about your visit, please email referrals@sebbyscorner.co.uk. Thank you for your understanding and support.