



THE HOLLIES

**CHILDREN'S
GUIDE
2019**

YOUNG PERSONS GUIDE

A Very Warm Welcome to Your Home

The home is for three young people and concentrates on medium to long-term placements. Our aim is to make your stay as comfortable, caring and interesting as is possible.

It is bewildering coming to a new place where you know nobody and everything seems very confusing and it is even more difficult when you are probably feeling unhappy, confused and may not want to be here.

As a staff group we try to understand and we hope that the information in this handbook may answer some of your questions.

We hope that your stay with us is both comfortable and enjoyable.

You will be given the address of the home and our telephone number, this is confidential and you should be extremely careful who you share this information with.

The aims of the home:

The aim of this home is to provide you with care appropriate to your needs. To offer you a structured, caring and lively environment that will enable you to develop and progress. This is with the intention of helping you to work out what the future should hold for you. To help you to develop skills in expressing your views and being heard when decisions are being made which concern you. To help you keep in touch with the people who are important to you

Meetings:

There will be regular meetings about you and your future. When you arrive there will be a meeting to decide about the plan for your time at the home, this meeting is to make sure that everyone knows what is going to happen, how long the plan is for, what contact you will be having with your family and all the other things that we need to know to get things right for you.



DAILY ROUTINES

During your stay at the home you will be expected to be up, dressed and enjoying breakfast with staff by 08:00hrs on education or work experience days and by 10.00hrs at half term and on weekends. It is also a requirement that you keep your room tidy.

BULLYING

We believe that every Young person has a right to live in a safe environment, free from abuse and oppression.

In this home we operate a positive anti-bullying policy whereby all forms of bullying will be openly challenged and support given to both the bully and the victim.

Bullying can be:

- Physical assault or threats of assault.
- Name calling of an insulting or personal nature.
- Verbal abuse or threats.
- Demanding money, goods or favours by means of threats.
- Ridiculing a person because of sexual, physical, intellectual cultural or racial differences.
- Encouraging others to bully a Young person or group.

our ethos is to.....

*"Treat others in a manner that you
would like to be treated"*



MEDICAL AND DENTAL APPOINTMENTS

When you have settled into the home you will be registered with a local G.P. and offered a medical examination. Whilst you are with us you will be able to visit the doctor whenever you need to. If you need to see a dentist or an optician, arrangements can be made to do this. The staff team will be dedicated in supporting all medical health needs and will always promote a healthy lifestyle.

SMOKING

Smoking can make you very ill and affect your health, preventing you from enjoying all of the activities we will be encouraging you to experience and enjoy. We understand that some young people may come to the home as smokers, we have a designated smoking area at the rear of the home. As a staff team we will not purchase cigarettes for you as this is against the law, when you are ready we will put in place a smoking reduction plan where you can quit smoking gradually. We will also get guidance from the GP or pharmacist to get you registered with the smoking cessation clinic so that you can quit cigarettes and enjoy a healthy and active lifestyle.

MENUS AND MEALTIMES

At the home all meals are enjoyed at the dining room table. During the week, breakfast will be at 09:00hrs on education days, 10.00hrs half term and brunch will be offered at weekends. All meals will be at times, which are determined by the plans for the day. You will be encouraged to be involved with menu planning and learn basic cooking skills. If you are interested in cooking, then further training through education will be looked at in your planner. We also have theme nights where we can try foods from around the world and a weekly take-away evening (always dependent of Behaviours). You will have lots of choices of different types of food to keep you interested and allow you to experience new cuisines.

WE WANT YOU TO ENJOY LOTS OF ACTIVITIES

Your weekly planner will be used to encourage you to enjoy activities and interests. If you need professional help or lessons then that can be organised for you and we will also encourage you to join local clubs. Planners for both activities and menus will be completed during the young persons house meeting on a Sunday with staff support.

BEDROOMS

You will have your own bedroom and this is your private space.

To ensure that we keep you safe and that your belongings do not go missing we ask you not to let others or allow other young people into your room. We also ask that you do not lend, borrow or sell your possessions or the property of other young people or staff.

Your key worker will help you make your room really cosy!!

YOUR ROOM TIME IS

Age



On a Friday and Saturday night and during school holidays you can have an extra half hour extra on your room time, this is offered to you when you have had a positive day and there have been no problems with your behaviour during the day.

HOW WE WILL KEEP YOU SAFE

There are very few rules at the home but these will be explained to you and your social worker. The rules are designed to keep the young people at the home safe and to protect everyone.

This will be done carefully and with reasonable strength and only after we have listened to you and spoken to you to do all we can to avoid holding you against your will.

- ✓ We may place ourselves between you and another peer or member of staff
- ✓ We may block your path or lead you by the hand or arm
- ✓ We may guide you away from conflict by placing a hand in the centre of your back
- ✓ If we need to hold you firmly to keep you from harm we will tell you what we are going to do.

Door alarms are only used upon agreement and consented in writing from the associated authority and if deemed to be required in order to safeguard the young person and reduce potential risk of harm. The use of monitoring alarms will be reviewed and assessed monthly as well as in statutory placement reviews. If pre-assessed risk is no longer seen, then alarms for the young person will be turned off.

ACCESS TO A TELEPHONE

There is a telephone available for out going calls every evening from 4:00pm to 8:30pm.

Everybody needs to use it and so individual calls need to be limited to 10 minutes.

You will always be able to make calls to your social worker, solicitors and advisors or help lines at anytime.

Because we want you to settle at night personal telephone calls are not allowed after 8.30p.m.

RELIGIOUS AND CULTURAL NEEDS

Should you wish to practice your religion all possible attempts will be made to ensure this happens. We will attempt to forge links for you and with you to groups, which can meet your needs.



Please tell us what if any you are currently practicing.....

Do you still wish to practice this Yes - No

POCKET MONEY

Your pocket money is..... per week You are given pocket money on Mondays (or if you wish another day of your choosing) You get a monthly rewards budget of up to £30 linked to your behaviour, you will receive this money on the first week of the new month.



Clothing Budgets

When you arrive all your clothing will be listed on your clothing record. If when you arrive at the home you do not have enough everyday clothing the staff will arrange for you to buy what you need after speaking to your social worker. We will help you keep your clothes clean and show you how to care for them. If you are old enough to help with the washing and ironing of your clothes staff will support you with this task as part of your life skills.

You will also have a monthly clothing allowance of £40.00 which will be used to buy your clothes whilst you are at the home.

FIRE PRECAUTIONS

We all want to be safe so if you discover a fire there are some rules which we all must obey?

If you discover a fire, leave the area and close the door.

Tell staff.

Evacuate the building immediately.

Do not stop to collect anything.

Do not attempt to put the fire out.

Go to the fire assembly point. This will be explained to you by your staff.

We will test the fire alarm every week and also do an occasional test during the night too so that we all know what to do when it is dark and we have been asleep.

We will always tell you when we are setting the alarm off to test it and we will make sure that you know how to get out of the home as quickly as possible.

If you hear the alarm and staff have not told you that they are testing the alarm you will need to leave the home and staff will make sure that you are safe.



Consequences

What are consequences?

You may never need to know because they only happen when you do something that you should not have done.

But we will tell you about them in case you should ever come across the word consequences. Sometimes it is necessary for there to be a consequence for unacceptable behaviour, this happens to adults as well as children and although there are many reasons for becoming upset and angry we hope that with staff support we can help you to feel safe and avoid behaviour that may need a consequence.

All consequences are appropriate to the behaviour that you have shown and below are some examples:

If you caused intentional damage to property that did not belong to you then you would be expected to pay a proportion of the cost of replacing or repairing that property. This would be taken in the form of a 'reparation' from your Pocket money.

If your behaviour is not acceptable when you are out on an activity, for example at the cinema, then you would not be able to visit the cinema for an agreed period of time.

If you refuse to go to your room and settle at room time, then you may be told that you will have to go to your room earlier the next day.

Staff will always discuss consequences with you to ensure that you understand why they are being put in place, the staff team will talk to you about it and ask you to sign that you have understood the reason for the consequence.

If you think they are unfair then you can discuss this with your key worker or at your weekly house meeting.

Unauthorised Absence / Missing from the home

In the event of you leaving the home or going missing on an activity without permission the following procedure will be strictly adhered to.

A thorough search of the surrounding area will be made. If no sightings the police may be informed immediately if you are thought to be at risk of harm, giving as much information as possible about you. Your social worker and whoever has parental responsibility, will be informed. Your home will have a relaxed atmosphere and we hope that you will enjoy all the things on offer to you. We don't want you to run away because you will always be safe and cared for and we will support you and offer you space to enjoy yourself.

YOUNG PERSONS GUIDE TO COMPLAINTS

We want you to feel safe at the home and enjoy your time here. We hope that by talking to us you will understand why day to day decisions are being made and feel that you are involved in decision making but if you are worried, upset or angry about something that is happening at the home then please speak to somebody about it. I hope that you will be able to talk to one of the staff at the home but if you don't feel able to do that talk to somebody else, your social worker, your family or an outside person can explain the problem to them. There are a couple of numbers you can ring for advice or help at the end of this guide.

Telling somebody that you are worried or upset about something or somebody, whether this is about a Young person in the group or a member of staff or anything else is not about telling tales. You are entitled to feel safe, secure and protected and we hope that by working together we will be able to sort problems out.

Who you can make a complaint to:



Complaints Procedure:

The Homes Manager who manages complaints would be responsible for ensuring that your complaint was dealt with.

The Homes Manager would discuss with you, confidentiality, what needed to be shared with others and what you did not want to share.



The Homes Manager would also talk to you about an independent person. This is a person who is not a worker at the home or involved with any of the workers there, who would be asked to look at the complaint, with the manager, and help solve the problem.



Within 3 days of getting your complaint the Manager will write to you and/or to the person who made the complaint on your behalf to tell you that he/she is dealing with your complaint and what he understands it to be.



Your complaint will be thoroughly investigated and within 7 days the manager will write to you telling you the outcome in relation to your complaint



OFSTED



You also have the support from Ofsted in regard to complaints (see contact details below). Ofsted role is to ensure all young people in care are kept safe and are being given the opportunity to strive and achieve independence into adulthood.

OFSTED

Ofsted carry out inspections of the home and during this inspection they will look forward to sitting with you and getting your feelings and views on how you are looked after and that you are happy and enjoy the home and its environment. They will also want to see your room with you to check that you have adequate space and resources available to you within your own personal room.

Ofsted:
Telephone number: 0300 123 1231
Address: By post
Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
Email: enquiries@ofsted.gov.uk

Who we are and what we do

Ofsted is the Office for Standards in Education, Children's Services and Skills. We report directly to Parliament and we are independent and impartial. We inspect and regulate services which care for children and young people, and those providing education and skills for learners of all ages.

The Children's Rights Director for England: - Anne Longfield
Local Government Ombudsman
PO Box 4771
Coventry CV4 0EH

USEFUL TELEPHONE NUMBERS

Your Social Worker:
Telephone number:
Address:

Your IRO:
Reviewing officer
Telephone number:

Your Emergency Duty Team:
Telephone number:
Address:

Your Social Services Advocacy Contact:
Telephone number:
Address:

NSPCC: / CHILDLINE:
Telephone number: 0800 1111
Website: www.Childline.org.uk

KIDSCAPE:
Telephone number: 020 7730 3300
Fax: 020 7730 7081
Helpline: 08451 205 204

Kidscape is committed to keeping children safe from abuse.
Kidscape is the first charity in the UK established specifically to prevent bullying and child sexual abuse.

Kidscape believes that protecting children from harm is key. The Kidscape staff equips vulnerable children with practical non-threatening knowledge and skills in how to keep themselves safe and reduce the likelihood of future harm.

Kidscape works with children and young people under the age of 16, their parents/carers, and those who work with them.