

# The Willows Welcome Pack

Young Person Guide

*"Dedicated In, Ensuring that all Individuals Can Achieve Their Full Potential"*



**Harmony16+**  
Supported Accommodation



## **A Very Warm Welcome to Your Home**

The home is for four young people and concentrates on short, 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, 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 phone number; this is confidential, 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 friends and all the other things that we need to know to get things right for you.

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# Preparing for Adulthood



1.

Develop a shared vision of improving life chances with young people, families and all key partners.

2.

Raise aspirations for a fulfilling adult life by sharing clear information about what has already worked for others.

3.

Develop a personalised approach to all aspects of support using person centred practices, personal budgets and building strong communities.

4.

Develop post 16 options and support that lead to employment, independent living, good health, friends, relationships and community inclusion.

5.

Develop outcome focussed multi-agency commissioning strategies that are informed by the voice of young people and families.



## **1 Overview of Service**

We are passionate in delivering an excellent residential supported accommodation service that offers a safe, warm, caring environment for young people aged 16 to 21; who are either leaving care, homeless, and/or young asylum seekers. We strive in enabling and empowering young people to express their cultural, ethnic, religious, sexual or social diversity, informing and promoting their rights as young people.

The home can cater for young people that may have complex issues and who are experiencing developmental difficulties and problematic early life experiences, including attachment disorder, emotional behaviours and low-level learning difficulties.

We work in partnership with local authorities commissioning teams to provide high quality accommodation with an experienced staff team to oversee the home. We work in line with quality assurance framework of the West midland's local authorities. We support young people and prepare them for transition to independence and adult life.

## 2 Stafford

Stafford is a market Town located in the heart of Staffordshire. It lies about 15 miles (24km) north of Wolverhampton 15 miles (24 km) south of Stoke on Trent 24 miles (39km) north west of Birmingham. It is only a short walk into the town centre which is situated 1.5miles away from the Home. The local bus route to the town centre is only 0.2 miles away, located on Weston Road. The Town hosts a busy shopping Riverside complex, with various restaurants and clothing shops. There is also a variety of local shops on the high street.

The Town has local activities such as a Bowling Alley, Arcade, Odeon Luxe Cinema, Fast-food chains and Cafes.

There are various activities to explore within the local and surrounding areas – see list in section 21. This list is just a glimpse at what Stafford has to offer, in order to support your interests and social choices.

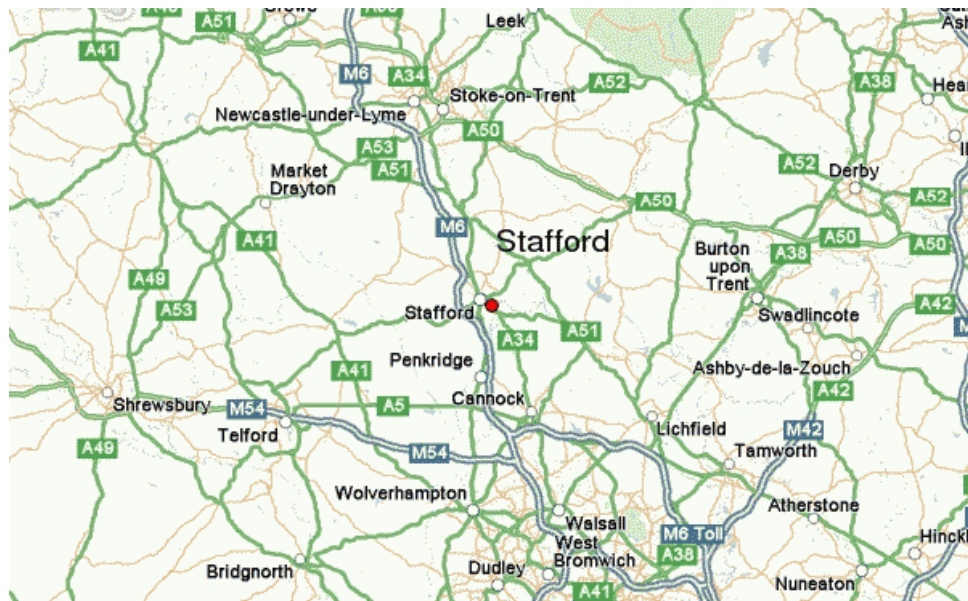
The local area has options for hairdressers and barbers to suit all cultures.

There is a local College Campus which supports a wide variety of post 16 options. There is also a local Job centre where you can gain career advice or explore potential jobs.

Stafford has a Library with free Wi-Fi access and local Gyms to enable healthy lifestyles.



### 3 Map of local area



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**4 The nearest bus stop is on Cambridge Street or Weston Road, both only 0.2miles from the Home which will support access to Stafford Town centre and surrounding areas.**

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### 5 Bus Timetable

Local Bus Timetables can be found on [www.staffordshire.gov.uk/transport/buses/Plan-your-journey](http://www.staffordshire.gov.uk/transport/buses/Plan-your-journey)

Timetables for various routes can be printed if required, in supporting your development.



## **6 Useful Websites/Phone numbers**

### **Medical enquiry**

NHS Direct 111 [www.nhs.uk](http://www.nhs.uk)

### **Helplines/Support Groups**

Young Minds 16-19 02070895050

Mind 19+ 03001233393

Samaritans 116123

Crisis Text Line – Text ‘SHOUT’ to 85258 or ‘YM’ if you are under 19

Childline under 19 – 08001111

PAPYRUS Young Suicide Prevention Society – 08000684141

NSPCC – 08081001

The Children’s Society for Child Exploitation – [www.childrenssociety.org.uk](http://www.childrenssociety.org.uk)

CRUSE Bereavement Care - 08088081677

FRANK Substance misuse – 03001236600

SMART Recovery UK Substance Misuse - 03300536022

Alcohol Misuse – 08009177650

Help with Addiction – [www.help4addiction.co.uk](http://www.help4addiction.co.uk)

BEAT Eating Disorders – (Under 18) 08088010711 (18+) 08088010677

Stopping Smoking – [www.nhs.uk/better-health/quit-smoking](http://www.nhs.uk/better-health/quit-smoking)

Advocacy NYAS – [www.nyas.net](http://www.nyas.net)

Sexual Orientation LGBT – [www.lgbt.foundation](http://www.lgbt.foundation)

Indeed – [www.uk.indeed.com](http://www.uk.indeed.com)

Jobsite – [www.jobsite.co.uk](http://www.jobsite.co.uk)

## **7 How to operate Appliances around the Home**

You will be given full support when you move into the Willows on how to operate the Homes appliances. We will also put together a simple guide to working appliances around the Home.

## **8 How to turn off the Water in an Emergency**

You will be shown how to operate the water shut off point during your first few days at the Home. We will also place signs in the suited area for you to follow should you need access to shutting off the water. You will be supported throughout your stay at the Home and Staff will be available to support you in the event there is a leak or water needs to be shut off.

## **9 Where is the Fuse Box and Trip Switch**

The Electric Fuse Box is located at the bottom of the stairs. In an Emergency the Staff will shut off the electricity. You will be shown how to shut off the electricity however access to the electricity box is restricted.



## 10 Local Food Shops

The closest Supermarket is Asda which is located 0.4 miles away and is a 10-minute short walk away from the Home. You can access Asda via a local bus route which would take approximately 16 minutes.

There are also alternative local Supermarkets including Aldi which is a 1 mile/20-minute walk or also a 16-minute bus journey.

Tesco is located opposite the local train station and is located 1 mile away from the Home or a 19-minute bus journey.

Local Bus timetables can be downloaded and printed off for any required routes and Staff will initially support you to plan your journeys safely.

There is also the option to drive or use a local taxi service.



## **11 Local GP Surgery**

**Dr J M Spiers, Millbank Surgery, 1 Water Street, Stafford, ST16 2AG**

**(01785 258348)**. This Surgery is located 0.8 miles from the Home.

## **12 Local Dentist Surgery**

**My Dentist, 24 Eastgate Street, Stafford, ST16 2LZ**

**(01785 229591)**. This Surgery is located 0.6 miles from the Home.

## **13/14 Local Family Planning /Sexual Health Centre**

**Stafford Sexual Health Centre, Riverside, 2 Civic Centre, Stafford, ST16 3AQ**

**(0300 1240109)**, This Clinic is located 1 mile from the Home.

## **15 Local Walk in Centre**

**Stafford Health and Wellbeing Centre, Whitgreave Court, Stone Road, Stafford, ST16 3EB (01785 258240)**. This Centre is located 1.3 miles from the Home.

## **16 Local A and E Hospital**

**County Hospital Accident and Emergency, Weston Road, Stafford, ST16 3SA (01785 257731)**. This A and E is located 1 mile from the Home.

## **17 Emergency contact numbers**

In the event of an emergency where medical assistance, Police or Fire and Rescue Services are required please contact **999** directly where they will direct your immediate need.

Should there be a maintenance need please report to your Office during support hours and discuss with your Staffing Team. Should there be an instance where you are alone and require need to contact someone to discuss an urgent matter please contact Lyndsay Miller on 07930993668 or Nusrat Janjua on 07539893138.

## **18 Staffordshire Police 101 non-emergency line**

[www.staffordshire.police.uk](http://www.staffordshire.police.uk)

Local Police Constables

Paul Anderson, Helen Davies, Justin Hales, Derek Matthews

PCSO

Alison Bourne, Richard Owen and Michael Davies

## **19 Should anything go wrong in the property.**

In the instance where something has gone wrong in the property and you need to contact someone to discuss a concern please contact Lyndsay Miller on 07930993668 or Nusrat Janjua on 07539893138.



## **20 Local Youth Centre's and Community Centre's**

There are two local Youth Centre's within the local area. The Staffordshire Council of Voluntary Youth Services which is located at, 42a Eastgate Street, Stafford ST16 2LY. The Centre is a 5-minute walk from the Home and is 0.5 miles away. They offer practical support to individuals and groups. They support Young People to have meaningful opportunities to influence the local and national decision makers. There is also Holmcroft Youth and Community Centre which is located further away from the Home but can be access via a 30-minute walk or 24-minute bus journey. The Centre is located on Newland Avenue, Stafford, ST16 1NL. They are dedicated to inspiring and empowering all people from varied backgrounds and cultures and aims to meet the needs of the local community.

## **21 Activities in the local area**

There are various activities to explore in the local area. Local Youth Groups such as Cadets, Badminton, Allsortz Youth Club, Beaudesert Outdoor Activity Centre, Brocton Football Club, Chuckle Chill Out, Church Eaton Cricket Club, DCL Drama Changes Lives, Interact Arts, Make Some Noise and Manor Park Sailing Club are all within range of the Home and enable Young People to explore social activities around Stafford. This list is just some insight of what is available however this list only briefly covers options for you to consider.



## **22 Local Library**

The local William Salt Library is a 0.7 mile walk from the Home and is located towards Stafford Town Centre at 19 Eastgate Street, Stafford ST16 2LZ. The Library has access to a wide selection of books along with computer and Wi-Fi access.



## **23 Local Children's Nursery**

The closest Children's Nursery is approximately 15minutes walk from the home and is located 0.8 miles away. The Hunnybuns Nursery Group focus on stimulating and caring for young children in a secure environment.

## 24 Local refuse and recycling collection days

The bins at the Home are collected on alternate Tuesdays throughout the year and a copy of the collection days will be placed in the communal kitchen area for reference. We can also print a copy for your own reference if this is required. Staff will support you to identify correct refuse and recycling for disposal and encourage safe disposal of refuse from the property.

# FACTS ABOUT RECYCLING

Hopefully these facts will motivate us all to recycle more!

## 2011

Recycling rates are at a record high, with approximately 40% of household waste being recycled. However, that leaves 60% going to landfill.

## PAPER

Each tonne of recycled paper can save 17 trees, 380 gallons of oil, 3 cubic yards of landfill space, 4000 KW of energy and 7000 gallons of water.

## Over 4000 YEARS

Glass takes over 4000 years to decompose in landfill sites, but can be recycled indefinitely.

Once an aluminium can is recycled, it can be part of a new can in as little as six weeks.

Recycling **100 CANS** could light your bedroom for two whole weeks.

Recycling aluminium cans saves **95%** of the energy used to make cans from new material.

### WHAT CAN YOU DO TO HELP?

- REDUCE**  
"Reduce" means using fewer resources in the first place.
- REUSE**  
Before you recycle or dispose of anything, consider whether it has life left in it.
- RECYCLE**  
Turn waste into something useful!

Infographic created by Lili Waste Services





## **25 Information on local Colleges/Education facilities**

Stafford places focus on its college campus which is within walking distance from a local bus route and train station. The college features a new Science and Technology centre and boasts its pass rates as being amongst the best in the Country. There are a lot of courses on offer and a prospectus can be sourced from the website or alternative via the contact number.

Newcastle and Stafford College Groups – 01785 223800

[www.nscg.ac.uk/stafford-campus](http://www.nscg.ac.uk/stafford-campus)

There are also alternative apprenticeships available locally with JCB and Land Rover or options can be discovered via the Government website at

[www.gov.uk/apply-apprenticeships](http://www.gov.uk/apply-apprenticeships)

Should your focus be for focused support within Health and Social Care or Hair and Beauty then local training services can be explored through; Nova Training – 01902 366278 [www.novatrainning.co.uk](http://www.novatrainning.co.uk) or Equality Training – 01785 532219

[www.equality.training](http://www.equality.training)

There are also ways to build on Social skills and short-term courses via the Princes Trust at [www.princes-trust.org.uk](http://www.princes-trust.org.uk)

# House Rules

You will never change your life until you change something you do daily. The secret of your success is found in your daily routine.

## DAILY ROUTINES

During your stay at the home, you will be expected to be up, dressed on education, work experience days or working day. It is important to maintain structure and routine to enable you to effectively achieve your targets and to progress into adult life.

It is also a requirement that you keep the communal areas of the Home and your personal bedroom and en-suite shower room tidy daily. As you will be living within a group environment it is important to show consideration to others by ensuring that when you are using communal items such as kitchen and washing facilities that you clean the area after use.



## **BULLYING**

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

In this home we operate a positive anti-bullying policy whereby all forms of bullying will be openly challenged; support is then 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 and Respect others** in a manner that **you** would like to be **“Treated/Respected”**



## **BEDROOMS**

You will have your own bedroom/Shower room, 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. You will be issued with a key to your own bedroom, you have a duty to ensure this is kept safe and others are not allowed access to your key. Please ensure that when you are not in your bedroom that you do not leave your electricals switched on and that phone chargers are unplugged. You also need to ensure that when you are not in your bedroom that you keep your bedroom door locked. You will have expectation to settle in your bedroom at an agreed time, this supports routines within the Home.

There is the ability with consent from your placing authority, in your best interests, to activate an alarm that activates when entry is gained to your bedroom. 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 yourself and or others to reduce potential risk of harm. The use of monitoring alarms will be reviewed and assessed monthly as well is in statutory placement reviews. If pre-assessed risk is no longer seen, then alarms for you or others will be turned off.

## 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

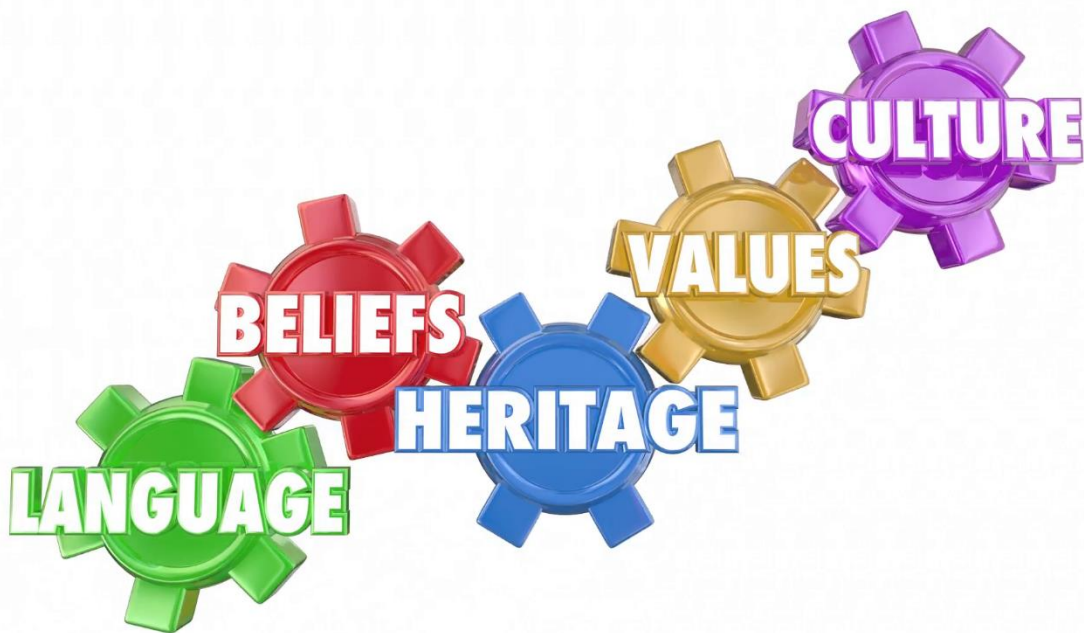


## **Access to the Telephone**

There is a telephone available for outgoing 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 any time.



## **RELIGIOUS AND CULTURAL NEEDS**

Should you wish to practice your religion all possible attempts will be made to try 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.....

## **Visitors to the Home**

Having visitors to the home forms part of you building healthy and positive relationships. We encourage visits to the home if this is suitable and is agreed with your Social Worker or Personal Advisor. We do not allow visitors to stay overnight and there would be the expectation for them to leave the home at 9pm the latest, unless there has been an extended time agreement made.

## **Smoking**

We understand that you may wish to smoke. As a home we will support you in the event where you wish to seek support to stop smoking and Staff will help source information for you. You are not allowed to smoke within the Home. There will be a designated smoking area outside should you wish to smoke. We advise that you use safe means to put out your cigarette and refrain from dropping cigarette ends onto the floor as part of respecting the premises.

## **Alcohol and Substance Misuse**

You are not permitted to bring alcohol or illegal substances onto the premises. Should you have difficulty with alcohol or substance misuse we will support you to seek professional support to assist you with the difficulties and help you to overcome addiction.

## **Damage to or within the Home**

We can appreciate that at times you may struggle to deal with your emotions and feelings. Things happen in life that can cause upset and feelings of anger. At times anger can feel overwhelming and difficult to manage. Should you feel that your emotions are leading to increased anger we suggest that you remove yourself from the situation or ask for help from Staff to assist you to take time away. Staff will be aware of times that they may need to physically intervene to maintain the safety of yourself or others. Causing damage to the property or items within the home that do not belong to you is not an acceptable way to deal with your emotions. Should damage to property occur then there is the understanding within your tenancy agreement that you pay for the cost to repair the damage. This will be agreed with yourself, your Personal Assistant/Social Worker and the Home Manager.



## **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 young People 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 money.

If you refuse to go to your room and settle at room time, then this may impact on others around you and will be discussed with your Social Worker to agree an outcome.

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 the house meeting.





### **Absence or Missing from Placement**

In the event of you leaving the home or going missing on an activity without agreement or 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 do not 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.



## How to respond in the event of a Fire

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

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

Tell Staff and alert the emergency services if they have not already been notified via 999 requests to speak to Fire and Rescue.

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 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.





## **27 How to make a Complaint**

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 do not feel able to do that talk to somebody else, your social worker, your family or an outside person can explain the problem to them.

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:

Homes Manager

Social Worker

Support Staff

Advocate

Family

Should you wish to put your complaint in writing then a complaints form will be made available for you at your request.

## 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.

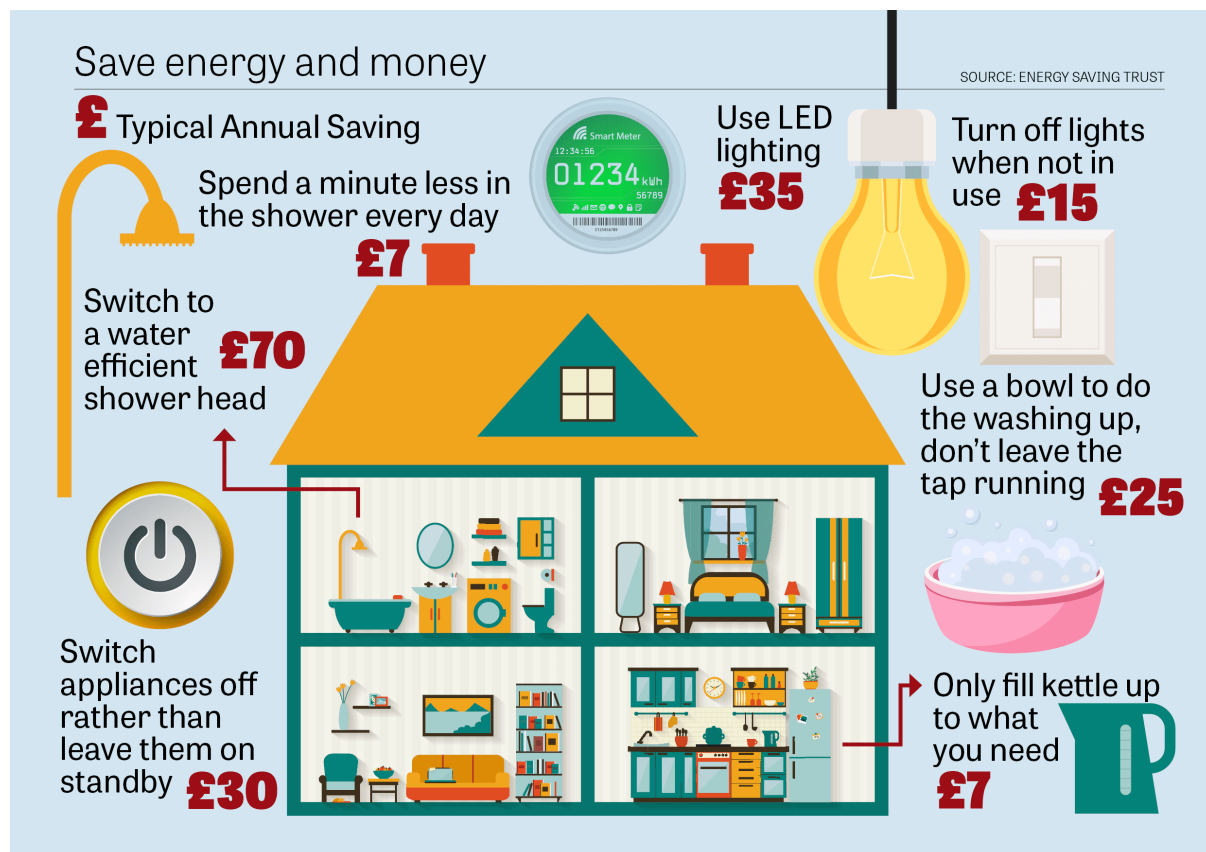


Your complaint will be thoroughly investigated and within 7 days the manager will write to you telling you the outcome in relation to your complaint.

## 28 Information about energy efficiency

There are various ways that you can contribute to saving energy within the Home. You can help by ensuring that you turn off switches that are not in use, as you can see below by turning off switches that are not used you could save up to £45 per year! Other ways you can support the home to reduce the energy that is used would be to not leave taps running, turning off lights when a room is empty or there is adequate daylight, use economy settings on appliances such as the washing machine, dry washing outside when weather permits and when purchasing electrical products opt for energy saving appliances.

Did you know you could save?



## **29 Copies of Safety Certificates and TV liscence**

Copies will be made available when you arrive at the Home and you can keep these within your welcome pack.



## **30 Your nearest Pay Point**

Your closest Pay Point service is located on Bodmin Avenue, Stafford, ST17 0EA. This is a 2.2 mile walk which can take up to 45 minutes. Alternatively this can be accessed via a known bus route which can take 26 minutes. You can also drive or go via car which can take up to 7 minutes dependent on traffic.

