**YOUNG PERSON’S GUIDE & HANDBOOK**

**WELCOME TO

…………………………………...**

Date …………………………………………….

Dear......................................................................

We are delighted that we are chosen as your placement providers.

On behalf of the entire team, we extend a very warm welcome to you and hope your stay with us will be enjoyable and enriching. I hope that you will learn and develop skills to help you towards your independence.

Should you require any assistance or have any specific requirements please do not hesitate to contact your key worker………………………………………………………………

For any issues concerning safety please the safeguarding Manager is

………………………………………………………….

**Important contact details**

Service Manager…………………………………………….

Safeguarding Manager……………………………………...
Area manager/ Unit Manager ……………………………...

The contact address and phone number for your accommodation is

……………………………………………………………………………………………………………

……………………………………………..

Warm wishes from us and we wish you a progressive and comfortable stay at our accommodation.

**What you can expect**

* We will ensure that your rights to a safe and secure dwelling is maintained.
* You will be always supported with access to common and basic needs.
* You have a right to complain to management /your social worker or query
the standards of care you receive.
* We will make every effort to encourage you to retain your cultural /racial identity
* We will ensure you are open to equal opportunities and non - discriminatory practices.
* We will ensure our safeguarding policies are applied in your daily care.
* We will ensure you have a voice and an opportunity to be part of your pathway plan strategy

**Important telephone numbers**

NSPCC Child Protection helpline 0808 800 5000

Childline- 0800 1111

If there is an immediate threat to you or someone you are with:

Call 999 or for non-emergencies call 101

**Community**

The accommodation offers a number of services and is tailored to your individual need. All residents regularly participate in activities organised by us such as, bowling, cinema, going to the gym and paint balling to name a few. The area manager and staff will make every attempt to ensure your transition here is smooth. We will begin to make steps to support you with employment, education or training if you are not currently engaged in these areas.

The accommodation aims to provide a homely atmosphere, so please treat others as you wish to be treated. If any issues arise or you have concerns (no matter how small), it is important to us that you express yourself to staff to help us to help you.

**Your personal space**

You will have your own bedroom; this has a lock on the door, and you will have possession of your own key. We will only enter your bedroom without your permission if we feel you are unsafe or at potential risk.

In the event of doing so, staff will make their presence known to you by calling your name several times and inform you of their intention to enter your personal space. You are not permitted to enter anyone else’s’ bedroom without their agreement. We also ask that you leave another resident’s personal space by 12am at the latest.

As part of our policy on safety and wellbeing, staff are expected to check on you 3 times each day. This involves access to your bedroom to ensure you are safe and well, and to ensure there is no smoking in the rooms and there are no unauthorised visitors staying in your room.

You are responsible for the day-to-day upkeep of your bedroom. Staff will support you to look after your room, if this is necessary. This is another reason why staff will do daily room checks with you being present. On your allowance day (usually Monday), the expectation is that you will hoover, dust, and wash your laundry.

We want to keep the accommodation clean and homely for everyone therefore, we ask that you do not eat hot meals in your room.

 **Weekly allowance/ budgeting**

Your weekly allowance of ……………………. or other approved amounts are provided On a Monday each week. You will be supported to do a food shop for the forthcoming week. Staff will support you with purchasing meals to suit your budget which are nutritional. staff are instructed to keep to the allowance provision day. Funds will be available on request before the due day only under special circumstances and this is decided by the duty manager. Our clients are expected to budget their allowance sensibly.

**Health**

Within the first week of your new placement, staff will support you to register at a local GP, opticians and dental surgery. We will also make you aware of where the nearest sexual health clinic is located. If for any reason you do not wish to complete registrations locally, please make your keyworker aware, and we can have further discussion with your social worker around this matter.

**Additional support when you are offsite**

If you find yourself in need of support whilst in the community for example, you attend an A&E department at a hospital or you are detained by the police please contact the unit immediately to ensure we can allocate a staff member to come and support you. Additional support is not limited to the two examples given above, you can contact the unit 24 hours a day, 7 days a week.

**Complaints**

Your thoughts and wishes are valuable to us. If you feel that you need to make a complaint about a staff member or another resident, please ask the member of staff on shift for a complaint form. Once completed the form will be given to a duty Manager. It is also your right to contact the service Manager/ Operations or Safeguarding Manager directly (contact details are available on request or on the notice boards within the communal areas.) If you feel uncomfortable following the procedure above, please contact your social worker who will then make us aware of your complaint. We want you to voice your complaints freely.

**Information about you**

Please let us know if there is anything that you would like us to know about you immediately. For example, you may have a nickname that you would prefer to be called or you may not like people shortening your name. For example, if your name is Maxine and you do not like being called Max. Getting to know you is a process, please feel comfortable to share anything you feel we need to know in the first instance.

We practice strict data protection and confidentiality when it comes to managing your personal information. Reports and other personal information is only available to approved stake holders and we ensure all the principles pf GDPR are adhered to. You have a right to monitor the use of your personal data which is secure in electronic or physical formats. The company has a DPO who will ensure your data is not compromised or will act on situations where they have been unavoidably open to unauthoirised access.

**Fire safety**

The home is equipped with smoke detectors, and the alarm will go off if it detects smoke. In the event of the fire alarm going off you need to leave the building immediately through the nearest fire exit. These are clearly marked with Fire exit signs. Meet outside the property at the assembly point (you will be shown where your assembly point is during induction) Posters are also throughout all the properties indicating where your assembly point is. Please leave personal belongings behind, it is more important to get yourself to a place of safety.

We will also carry out regular fire drills with you. In the event of a fire, please do not return to the unit until the Fire service or staff have told you it is ok to do so. Fire safety equipment is safety checked on a weekly basis.

Missing /unauthorised absence

Your safety and wellbeing are of great importance to us. We follow the usual procedure of reporting you missing, or an unauthorised absence should there be no communication with you past your curfew for being out. At our unit’s it is usually 11pm. Staff on duty may give a few extra minutes if you are nearby or running late in getting back to the unit. This decision is based on management discretion and guidance.

Where you have not returned to the unit on or around your curfew, we are expected to ring the EDT number of the individual local authority you come under and report your absence to them. This will also be entered into your missing episodes log and we will discuss constant missing episodes and ways we can minimize this in future. There will be times when the police would have to be informed and this will warrant a room search while you are away.

Missing and returned interview is required so as to confirm you are in a safe physical and emotional condition. As advocates for young people’s safety and wellbeing, it is our responsibility to explain risks and safeguarding concerns around your activities outside of your home and repeat missing incidents will be of great concern. We expect you to be safe and always communicate your whereabouts with duty staff especially around your curfew time. In some cases, staff may make arrangements to pick you up should you be stranded or if you are in an unsafe area with incidents that may prove for you to be unsafe trying to return to the unit on your own.

**Rules of the home**

Please refer to the rule book provided in your service induction. We endeavor to make the accommodation safe, pleasant, clean and orderly for all who live and work there. There are rules that may result in the issue of immediate notice to end a placement and others that would trigger a warning letter with a 3-strike rule. Staff and management will endevour to accommodate breach in the rules at their discretion, considering certain circumstances around the broken rules and will take measures in the form of strategy meetings with stakeholders to save a placement from necessary termination. We expect young people to respect others and be mindful of the individual responsibilities to others who share the home. Any activity that makes the home to becoming a hostile or unpleasant experience is highly frowned on and necessary steps will be taken to address the issues.