



Living in a Children's Home



A Guide for Children & Young People

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Hi there! ...

Welcome to Apricot House

This may be the first time you have been away. We understand you may be feeling scared, but we will do everything we can to help you settle in.

Of course, there are rules - for you and us - so that we both know what we can and cannot do.

You should never be afraid to ask questions. We will always answer them as best we can.



Hi there! ...

Introduction

Welcome to Apricot House! We're excited you have chosen us. The Apricot family cannot wait to meet you!

This guide is designed just for you - to tell you a little bit about the home, what you can expect from us and what we expect from you.

At the end of this guide you will find a list of words and what they mean. The first time these words appear they will be highlighted like this: **review**.

Please keep this guide somewhere safe so that you can look at it if you need to.

We have another booklet that includes more detailed information about the home - this is called our '**Statement of Purpose**'. A copy of this is in your welcome pack.

The home and the people who look after you

We will do our best to make sure that you are happy, kept safe from harm and made to feel as though you belong. We are here to look after and support you. We will always be here for you when you need us. There are at least two of us on duty in the home at all times.

The person in charge of the home is called the **Home Manager**.

The Home Manager for Apricot House is Jennifer Hyatt



Jennifer has over 13 years in the care sector. She has a passion for supporting children to reach their full potential and aspirations.

She is experienced in supporting children living with learning disabilities, emotional and behavioural difficulties, communication challenges as well as leading a staff team with a positive drive.

She is an enthusiastic and self-motivated individual; she is an advocate for the young people and fully supports them to achieve positive outcomes.

You will have a key worker who will spend time with you. You can talk to her or him, or any of us, about anything you want.

Living in the home

You'll have your own single bedroom. We'll give you a key as long as you are **responsible** with it. We will also have a key for your room so that we can enter it when necessary.



You can have your own things around you in your bedroom, such as posters, photographs, a television and a CD player. You also can have a say in how it is decorated.

Here's some more pictures of your new Home....



We expect you to make your own bed and keep your room and any other rooms you use tidy. We will **respect** your privacy and will only enter your room with your permission. However, if we have a good reason, we may have to enter your room without your permission.

The times you go to bed will depend on your age. You may be able to go to bed later some days but this will depend on your behaviour and your reason for wanting to stay up.

There are baths and showers, so you can choose which you prefer. Staff have a separate bathroom that they must use.

There is a lounge that you can relax in, with a television and a dining room where we eat our meals. There is a homework room with a computer where we will encourage you to do your homework - we want you to do well at school or college.

We will help and encourage you to do things for yourself, such as washing and ironing your clothes. This is so that when you are older and living in your own home, you will know how to do everyday jobs.

The home is a non-smoking place. This applies to both staff and young people.

While you are here, we will have meetings to plan what we will do for you and how we will help you. These meetings are called **planning meetings** or **reviews**. It's important that you go to these meetings so that you can have your say and your views can be taken into account. The following people may attend these meetings:

- Your **social worker**
- One or both of your parents
- Your **key worker**
- Possibly also one of your teachers, or the Children in Care (CiC) nurse.

An independent person called a **Reviewing Officer** will lead your review.

Hi there! ...

If you find it difficult to speak up at these meetings, you can ask one of us or an **advocate** - a person nothing to do with the home who's there only to help and support you - to say something for you.

From time to time, young people will arrive at and leave the home. We will do our best to tell you about any comings and goings, and we will always introduce you to any new residents.



Inspections and checks

Occasionally, **inspectors** will visit the home. They may want to talk to you about what it is like living at the home and ask you if you think that you are being looked after properly. You can talk to them in private if you want. You should always speak freely with them and tell them exactly what you think. You will not get into trouble for what you tell the inspectors.

What to expect ...

What you can expect from us and what we expect from you

What you can expect from us:

- To involve you when making decisions about your life
- Your own privacy and **personal possessions**
- Healthy food, a comfortable home and decent clothes
- Not to be **bullied**
- To be treated as an individual
- To be valued and respected for who you are
- To treat you fairly and explain any decisions we make.

What we expect from you to:

- Have respect for others, respect for the home and for yourself
- Not bully or harm others
- Make the most of your time spent living at the home
- Understand that we have a responsibility to run the home in the best interests of everyone who lives and works there.

Stopping abuse and neglect

Being kept safe from harm is the most important right you have.

All the different professionals working with you and your family should be working together to improve your life and keep you safe from abuse and neglect.

What should you do if you are worried about your safety?

If you feel that you or someone you might be worried about are in some sort of danger you should contact the police.



What to expect ...

What should I do if I need to talk to someone about anything I am worried about? You can talk with an adult who works at the children's home.

Staff will remain calm, listening without interrupting; only asking questions so they can clearly understand what you are telling them. The staff team know that it will have taken courage for you to speak to them. The member of staff will discuss with you what steps they would like to take to protect you or others and your wishes will be followed, if they are not in conflict with procedures. Staff will tell you what steps they will take to make sure that you or anyone else feel safe and are protected.

You can always talk to your Social Worker.

You can expect that a social worker may come to see you fairly quickly, as soon as they can. They will want to talk to you about things that may be worrying you in your life, including any worries you have for yourself or for friends or family. They should help you to talk about what you think is good in your life as well as about anything that troubles you.

Do I have to talk to the social worker?

No, you don't have to talk to the social worker, if you don't want to, but you really should. The social worker can only help keep you and other children safe if you tell them what is troubling you. They should listen seriously to what you tell them, and act immediately to keep you and other children safe. If you need help talking to social workers or other professional's about things that are worrying you ,or which you find hard to talk about they can ask someone to help you That person is called an "advocate".

An advocate's job is to provide you with information, advice and support to ensure your views are heard, understood and taken seriously by people making decisions. They can help you say all the things you want to say when, sometimes, you are not sure how you want to say them.

So you can also ask your local children's rights or advocacy team for advice and assistance. For you this is :

Contact Name: Karen Chen

Telephone: 07950 700643 or 020 8708 4068

Email: karen.chen@redbridge.gov.uk

Your personal information

We will keep information about you on file. You can ask to see this file if you want to. If we think that letting you see your file could harm you, we may not let you see your file, or we may only let you see part of it. Any comments you want to make can be added to your file. All information about you is kept private and **confidential**. However, we may have to share information on your file with the other people who help to look after you.

Your background and religion

We will respect you for who you are. We will help you to develop a strong sense of personal identity. We will look after you in a way that is in keeping with your **racial** and **cultural background**, religion and language. We will help you take part in the services and **customs** of your religion.

We will arrange for you to have a private place to worship or pray if you want.

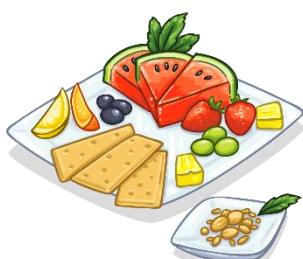
We will also help you with any diets or clothes you need because of your religion.

Food and meal times

We have a cook who prepares meals that are healthy and **nutritious**. When the cook isn't here, we will cook your meals for you. If you want to, you can help to cook.

We try to offer you a choice of meals. If there is something that you would like to see on the menu, or if you follow a **special diet**, please let us know.

We serve main meals at the usual mealtimes and a snack at bedtime. If you miss a main meal, we may be able to provide you with a light meal or snack instead. You can make your own snacks and get your own drinks at reasonable times.



What to expect ...

Your behaviour

We expect all young people to respect one another. We will encourage and reward good attitude and behaviour.

If you do something wrong, we will talk about it with you and decide how it should be dealt with. You may have to do a job around the home, lose certain **privileges** or pocket money.

If we have to, we will physically stop you doing something to make sure you don't hurt yourself or others. We will only do this as a last resort, once we have done everything we can to prevent risk of injury or serious damage to property.

If we have to **hold** you, we will tell you why and listen to what you have to say. We'll then discuss how we can avoid it happening again.

Health and safety

We will do everything we can to keep you, visitors and us safe from the risk of fire and other hazards.

In the case of an emergency, please listen to what you are told, keep calm and leave the home safely and quickly – but don't run. You will be told where the home's **assembly point** is when you first move into the home.

If there is a Fire, don't stop to pick up your belongings. These can be replaced - you can't.

Your health

When you first come into the home, a doctor or nurse will check your health. Then, with your help, they will write a **health plan** for you.

We will make sure that you are registered with a doctor, dentist and **optician**. If you want to, you can stay with your own. We will give you advice about staying healthy and safe. This will include things like **personal hygiene**, diet and exercise, smoking, drinking, drugs and sex.

Medicines

We will keep your medicines locked away. We will make sure that you take the amount your doctor advises when you're supposed to. If you are old enough, you will be allowed to look after and take your medicine yourself. We will give you all the help you need to do this.

What to expect ...

Education

We expect all young people living in the home to go to school, college or work. We will make sure that you have a place at school, college or work and give you all the help and support you need to make a success of it. This will include:

- Preparing you for school/College/Work - with all the clothes and **equipment** you need
- Getting you up and out to school, college or work
- Making sure that there is somewhere for you to do your homework
- Going to school events and parents' evenings
- Sorting out any problems you have at school
- Helping you with your homework
- Supporting you with any **out-of-school activities** you want to do.

Staying in touch with your family and friends

We aim to work with your family as much as possible. We will help you stay in touch with them by telephone, visits, email and letters. We welcome and encourage visits from your parents, family, friends and other people important to you. We have a telephone that you can use in private.

For your safety, no one will be allowed to come into the home unless one of us invites them in.

Activities and hobbies

We want you to enjoy as many hobbies and interests as possible. If there is something you are interested in, please tell us. We will do our best to arrange group trips and activities for all the young people living in the home.

There are a number of different games, newspapers and magazines for you to choose from. We will often ask for your opinion when we buy new ones.

Going out

We will give you permission to go out if we know where you are going and if we think it's okay. We will want to know when you will be back. If you are going to be late, you should let us know.

If you go out without our permission and we are worried about you, we will try to contact you and get you back. If we think you are at risk we may report you missing to the Police.

If you are thinking about leaving the home without permission...

Please talk to a member of staff or your social worker before leaving. This will help us to keep you safe. If you do leave without permission and have problems getting back, you should call the home straight away and tell us where you are so that we can help you. If you feel you can't go back to the home (you're worried about it or something's making it hard to go back) and you want to talk to someone about it, see pages 16-21 for who you can contact.

Money, clothes and personal things

We will make sure that you have all the clothes and personal things, such as toothbrush, make-up and **toiletries**, you need.

You will be able to choose what clothes and personal things you buy, within a reasonable budget.

What to expect ...

We will give you pocket money each week according to your age. On top of that, we will pay for everything you need for school or college, bus fares - when you need them

- and any agreed hobbies or activities. **The amount of money you get for activities will depend on things like your behaviour, school attendance and so on.**

We can look after your money and valuables for you if you want us to.

We will give you as much freedom as possible in making decisions about spending your own pocket money and money you earn. We will encourage and help you to budget and save your money.

Listening to you

Your Voice Matters. When decisions are being made about you, we want to hear your views. We will treat you with dignity & respect.

There is a weekly meeting that all the residents in the home go to. Staff are sometimes there. At the meeting, you can tell us about any grumbles you have and make suggestions about the running of the home. You will also have one-to-one chats with your key-worker.

If there is anything that you are not happy about, please tell us and we will do our best to sort it out. If you are still not happy or don't feel you can talk to us about it, you can complain to someone outside the home.

If you want the help of an advocate to make a complaint, call 07950 700643 or 020 8708 4068

Leaving the home

We know when you leave care you may need a lot of support. We will make sure you get all the help, advice and support that you need to prepare for this important step. A Leaving Care Team will also help you plan for leaving the home and will give you support once you have left.

Contacts ...

Childline

ChildLine is a private and confidential service, meaning that what you say stays between you and ChildLine. Whether you're feeling stressed, anxious, lonely or down—we're here for you. Counsellors help lots of young people with all sorts of things, like bullying, problems at home and self-harm. A free advice service, open 24 hours a day.

Call free on 0800 1111. Calls are confidential and won't appear on your home phone bill. You can also use a mobile. Calls from 3 (Three), BT Mobile, EE, O2, Orange, T Mobile, Virgin or Vodafone mobiles won't show up on the phone bill either.

Childline in Care

A free advice service for children in care which deals with general problems, mistreatment, abuse, bullying and many other issues.

Tel: 0800 884444 (6-10pm)

Children's Legal Centre

Legal advice for children and young people.

The Children's Legal Centre, 38 Great Portland Street, London W1W 8QY

Tel: (Young People Freephone): 08088 020 008

Web: www.childrenslegalcentre.com

■ **Complaints Officer**

• Name: Jennifer Hyatt

Telephone: 07849 737 529

Contacts ...

FRANK

Information service about the effects of different drugs and where to get help.

Tel: 0300 123 6600 Text: 82111 Web: www.talktofrank.com

National Society for the Prevention of Cruelty to Children (NSPCC)

The NSPCC provides information, advice and counselling to anyone concerned about a child's safety.

NSPCC, Weston House, 42 Curtain Road, London EC2A 3NH

Tel: 0808 8005000 (24 hours)

Email: help@nspcc.org.uk Web: www.nspcc.org.uk

NHS 111 (National Health Service)

Gives information and advice about health.

Tel: 111 Web: www.nhs.uk

Office for the Children's Commissioner

Office for the children's Commissioner (for help and advice on your rights if you are living away from home at a school or in care) www.rights4me.org 0800 528 0731

Children's Commissioner for England, Sanctuary Buildings, 20 Great Smith Street London SW1P 3BT

Telephone 020 7783 8330 Web: www.childrenscommissioner.gov.uk

Ofsted

Responsible for inspection of children's homes and monitoring.

Ofsted, Picadilly Gate, Store Street, Manchester M1 2WD

Tel: 0300 123 1231

Email: enquiries@ofsted.gov.uk Web: www.ofsted.gov.uk

Police

Police maintain order, prevent and detect crime.

In an emergency call 999 **Non-emergency call 101**

Tel: 01345 1233333 (For information and advice) Minicom: 0345 6049010

Web: www.derbyshire.police.uk

Contacts ...

Children and Family Court Advisory and Support Service(Cafcass)

Provides information to help children and young people understand what happens in court

Tel: 0844 353 3350

www.cafcass.gov.uk/children.aspx www.cafcass.gov.uk/teenagers.aspx

Child Exploitation and Online Protection (CEOP)

Provides useful advice about keeping children safe online

www.thinkuknow.co.uk

Action for Children

Provides help for vulnerable and neglected children, young people and families

Tel: 0300 123 2112 Web: www.actionforchildren.org.uk

CORAM Children's Legal Centre

Provides good free legal advice to children

www.childrenslegalcentre.com 08088 020 008

Word list ...

Abuse is using or treating someone wrongly or badly.

Advocate is someone separate from the City Council who can help to put forward your views.

Assembly point is the place you should go to if the fire alarm goes off or there's an emergency.

Bullied is being hurt or frightened by someone.

Confidential is something secret.

Corporate Parent The City Council is responsible for providing all children in care with everything that a good parent would. Every day social workers carry out this role and all council staff can play their part to support children in care, but the main responsibility rests with the elected City Councillors.

Cultural background is a way of life.

Customs are ways of behaving or beliefs that have been followed for a long time.

Deputy Manager is the person in charge of the home when the Home Manager isn't there.

Equipment are things like pens, paper, PE kit, books and tools.

Health plan shows how we are going to help you stay healthy.

Hold is using reasonable physical force to avoid a serious injury or damage to property.

Home Manager is the person in charge of the home.

Independent Reviewing Officer is the independent person who runs your reviews and checks that your plan is working well for you.

Inspectors are people who check that things are being done properly.

Key worker is a member of staff who has special responsibility for supporting you.

Leaving Care Team will help you to get ready for your future life when you have stopped living in homes. They will help you to find a place to live, a job or to go on to further education.

Nutritious is food that helps your body grow and stay healthy.

Out-of-school activities are things like tennis, football, rugby and trampolining.

Personal hygiene is when you keep your body and clothes clean.

Personal possessions are things like photographs, CDs, toys and posters.

Planning meetings or reviews are meetings to find out how well your care plan is working, and to decide if any changes need to be made to the plan.

Privilege is something you are allowed to do.

Racial background means a group of people who share the same language, history and origin.

Respect is treating other people with kindness and care.

Responsible is taking charge of things.

Social worker is a person who works for the Children and Young People's Department who is there to help and support you.

Special diet is when someone eats only certain types of food because of medical, religious or other reasons.

Statement of purpose gives details about the home. This includes the home's aims, objectives, policies, procedures, facilities and the services it provides.

Toiletries are things you use to wash yourself and make your body and hair smell nice.

We can give you this information in any other way, style or language that will help you access it. Please contact us on: 01332 293111 Minicom: 01332 640666

Polish

Aby ułatwić Państwu dostęp do tych informacji, możemy je Państwu przekazać w innym formacie, stylu lub języku.

Prosimy o kontakt: 01332
01332 293111

Tel. tekstowy: 01332
640666

Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰੀਕੇ ਨਾਲ, ਕਿਸੇ ਵੀ ਹੋਰ ਰੂਪ ਜਾਂ ਬੋਲੀ ਵਿੱਚ ਦੇ ਸਕਦੇ ਹਾਂ, ਜਿਹੜੀ ਇਸ ਤੱਕ ਪਹੁੰਚ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੀ ਹੋਵੇ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ 01332 ਮਿਨੀਕਮ 01332 ਤੇ ਸੰਪਰਕ ਕਰੋ।

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Slovakian

Túto informáciu vám môžeme poskytnúť iným spôsobom, štýlom alebo v inom jazyku, ktorý vám pomôže k jej sprístupneniu. Skontaktujte nás prosím na tel.č: Minicom 01332 640666.
01332 293111

Urdu

یہ معلومات ہم آپ کو کسی دیگر ایسے طریقے، انداز اور زبان میں مہیا کر سکتے ہیں جو اس تک رسائی میں آپ کی مدد کرے۔ براہ کرم 01332 293111 718000640666 01332 پہم سے رابط کریں۔ منی کام

