

YOUR GUIDE TO



THE WILLOWS

A handbook about your new home

YOUR NEW HOME

Welcome to your new home!

To help you get to know your new home, what you can expect from us and what we expect from you. We hope you find this useful, but if there is anything that you need to know that is not here, just ask!

No matter what your experiences have been, or you may be feeling worried about coming to live here, you will be listened to by the adults around you. We also expect the young people to listen to each other.

We offer a homely environment where you can feel safe, valued, respected, loved, and well-cared for. We would like to provide you with positive opportunities to help you make personal achievements.



What you can Expect from us.....

- To involve you when we make decisions about your life
- To be treated fairly and be kept safe from harm
- To be treated as an individual
- To be valued and respected for who you are
- To be cared about, loved and supported

What We Expect from you....

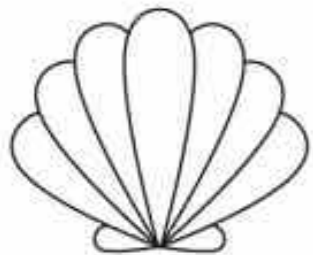
- To have respect for others, for the home and yourself
- not to bully or hurt others
- to make the most of your time living here

YOUR BEDROOM

You can have your own things around you in your room and can have a say in how it is decorated. We expect you to keep your room clean.

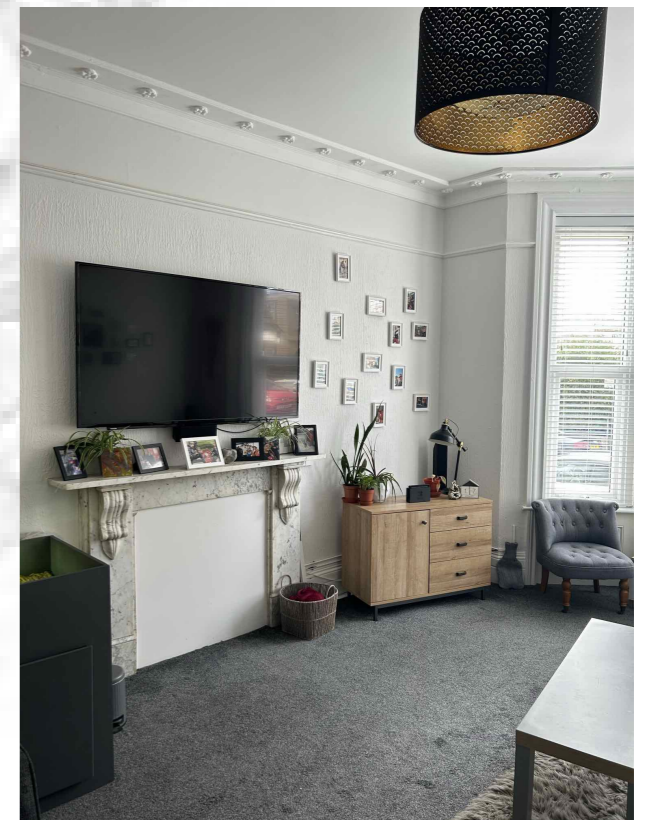
BEDTIMES...

This will depend on your age, which we will explain to you when you move in.



HELPING AROUND THE HOUSE.....

Everyone is expected to help towards keeping our home clean and tidy. It is important to us that you live in a well-cared for home where all the young people contribute to the care of the environment. Everyone is encouraged to take part in shopping and cooking. Doing this is important as it teaches you skills for when you are older.





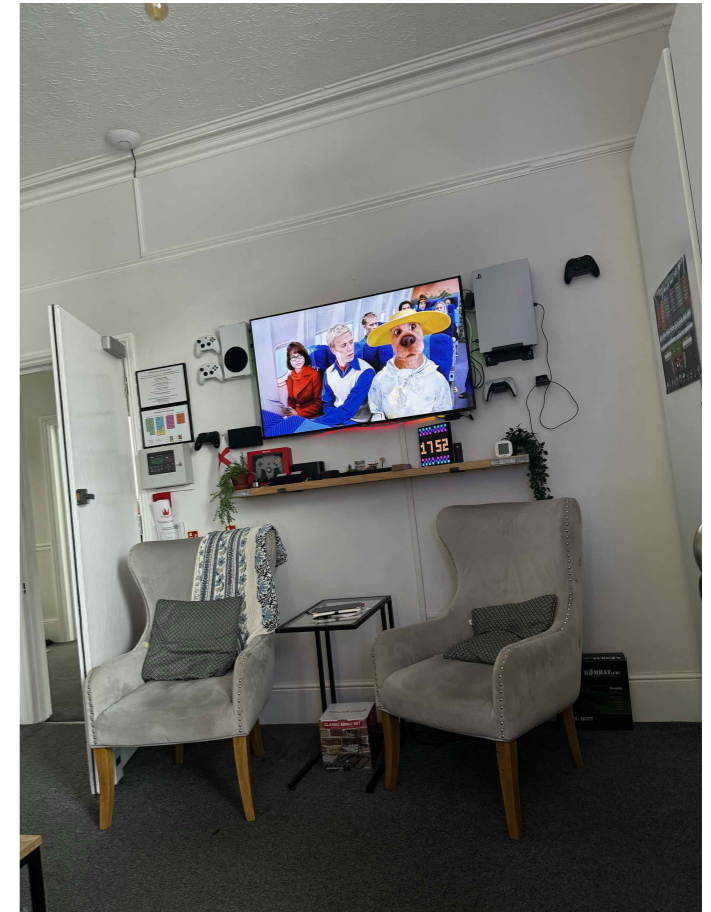
Important people in your life...

It is essential that you stay in touch with those who are important to you. We will support you in keeping contact with them by phone, visits, emails and letters as agreed by your social worker.

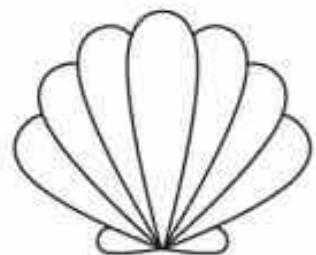
INCENTIVE AND REWARD.....

We expect everyone to respect each other. The adults and young people!

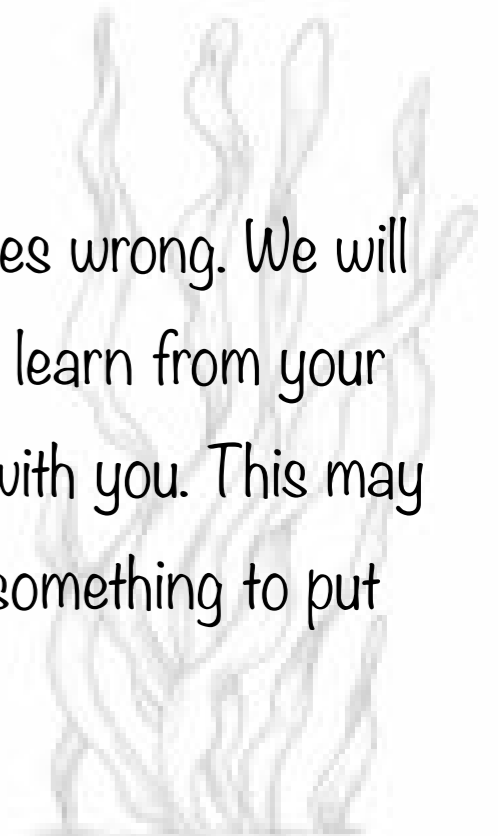
We will encourage and reward positive attitudes and Behaviour.



CONSEQUENCES.....



There may be times when something goes wrong. We will help you talk it through. We want you to learn from your actions so we may set a consequence with you. This may include making a contribution or doing something to put things right.



YOUR VIEWS AND WISHES.....

We will have meetings to plan what we will do for you and how we will help and guide you. These meetings are called Me and My World Reviews and Planning Meetings. It is important that you go to these so that you can have your say.



POCKET MONEY.....

You will receive pocket money on set days twice a week, after you have tidied your room. The amount you get will depend on your age.

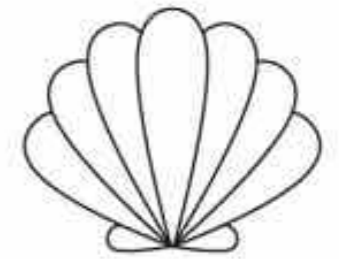




HAVE YOUR SAY.....

We regularly have house catch ups where everyone is encouraged to join in. We talk about things like new items for the house, activities, weekly house menus, any worries or issues and other general topics.

Your social worker.....



Your social worker will visit you regularly to make sure you're ok. They should visit you a minimum of every 6 weeks and meet with you in private. It is important that you are able to talk about how you are feeling and your views and wishes. Adults are able to support you around anything you may want to talk about with your social worker and can help follow up any requests you have made to them between visits.



ADULTS....



All of the adults will spend quality time with you and help you with any worries you may have. An adult will always attend meetings with you and will look after your best interests and help you in all aspects of your life.

INSPECTORS.....

Sometimes inspectors will visit the home, and they might want to chat to you about what it's like living here. We encourage you to talk to them about your experience living here.

WHAT IS AN ADVOCATE.....

An advocate is someone who will support you to express your views and wishes and help to make sure your voice is heard.

WHAT IS AN CHILD CONFERENCE REVIEWING OFFICER (CRO)?

An IRO is someone who will arrange your Me and My World Reviews where you and everyone who cares for you talks about the plans that have been made to make sure you are ok. They will write to you asking what you think and what you want to talk about at your review. They will make sure the plans made are right for you, and they will make sure that you are able to say how you feel and whether you are happy about the way you are being looked after.

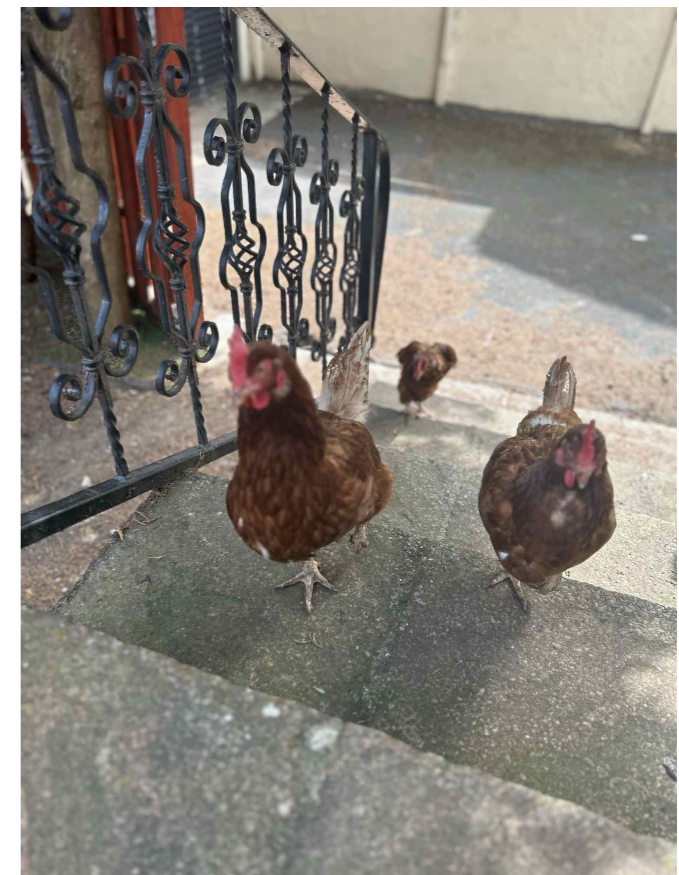


EDUCATION AND EMPLOYMENT.....

All young people are expected, encouraged and supported to go to school, college or work. We will give you all the help and support you need to make a success if it. If you are anxious or worried about education just talk to us and we will support you!

Placement Plan

We have to write plans about how we will take care of you. We will include your views in these plans and give you a copy to keep.



Health

When you move in, we will register you with the doctor, dentist and opticians. If you have any worries about your health, it is very important to talk to someone.



Things to do....

We want you to enjoy as many hobbies and interests as possible. Please let us know if there is something you are interested in! During school holidays we like to do lots of activities such as day trips, camping and holidays away.



Childrens rights...

You are able to access Children's commissioner on their website:

www.chidrenscommissioner.gov.uk

0800 528 0731

The Children's commissioner represents views and interests of children. They are responsible for promoting and protecting the rights of children as set out in the United Nations Convention on the Rights of the child.

They have a range of useful information, advice and details of how to get involve

RIGHT TO ACCESS YOUR FILE

Sometimes we have to write reports about how you are doing. You will have full access to these with your own ClearCare log in and can view them at any time. You will also be able to see

CLEARCARE APP

What to do if you are unhappy or sad about someone or something.....

[https://](https://www.clearcaresolutions.co.uk/clearcare-kids-app/)

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Things you could do:

- Talk to an adult
- Write it down and give to the manager or service manager

There are complaint forms for you to complete and the home manager or service manager will make sure they do all they can to fix what has made you unhappy.

We Will:

- Always listen to you
- Find out what has been happening
- Do everything we can to sort it out
- Keep you safe

Useful Contacts

HENRY, the manager
henry@child-first.co.uk
Matt, the service manager
matt@child-first.co.uk

Find It Out Centre
Middle Road, Shoreham-by-Sea, BN43 6GA

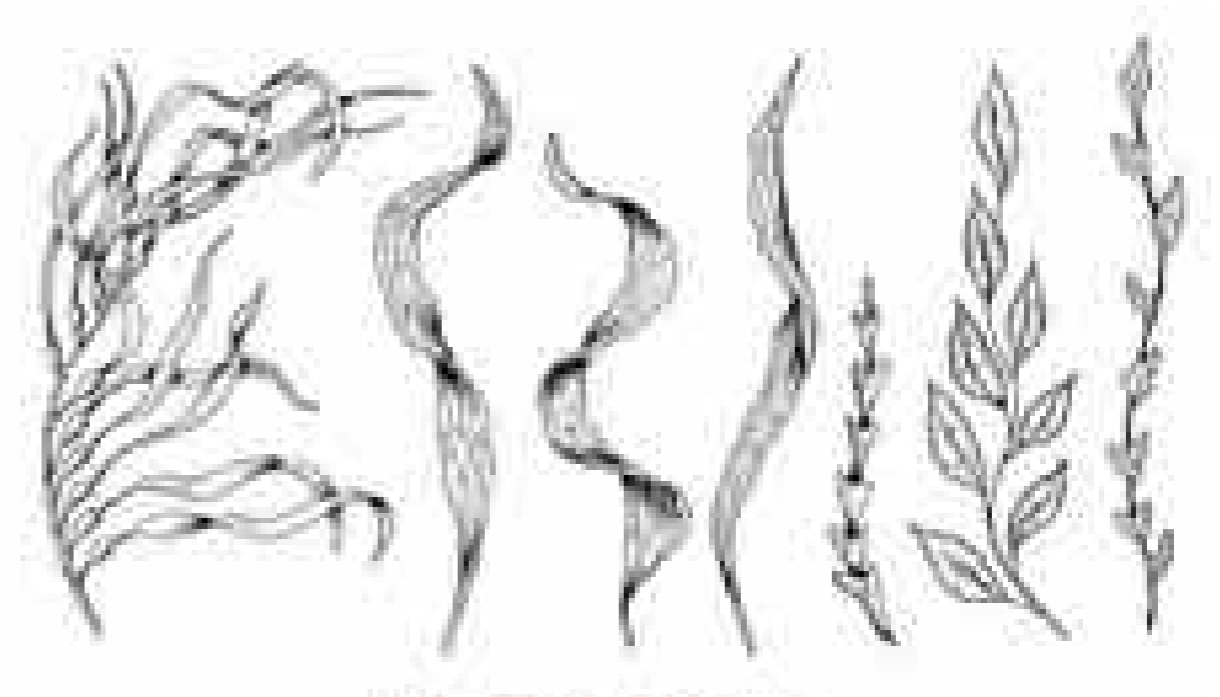
Missing People
www.missingpeople.org.uk/116000
Text or call 116000

www.yourspacewestsussex.gov.uk

Get Connected
www.getconnected.org.uk
08088 084994

CRI (Young peoples' drug and alcohol service)
ypdasaw@cri.org.uk
07899793964

Child Line
www.childline.org.uk
08001 111



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Sexual Health Clinic
45 Rowlands Road, Worthing
01903 285199

NYAS Advocacy Service
www.nyas.net
08088 081001

NCS (National Citizen Service)
www.ncsyas.co.uk

www.youth2youth.co.uk
02088963675

Ofsted
Enquiries@ofsted.gov.uk
0300123131

Young Minds (Mental health)
www.youngminds.org.uk

Children's commissioner for England – help.team@childrenscommissioner.gsi.gov.uk

Children in care and young care leavers
www.becomecharity.org.uk