



Welcome to

Insert name of  
location

Information for  
Young People

## Welcome

This information has been put together by working with young people. We hope it answers any questions you have. Staff will be happy to help you with anything you don't understand. We will work with you, your family and your social worker to make sure you feel welcome, safe and valued.

We will try to make sure that you:

- are treated with respect
- keep the links you have with family, friends and your home town
- are treated as an individual
- take part in planning your future
- are kept safe from harm and harming others
- continue with your hobbies and activities

We ask you to:

- treat everyone with respect
- treat the house with respect
- help us to work with you

You can talk to any of the staff at any time. They are here to help.

## Address

Your new address is:

Insert Address

## Key Workers

While you live here you will have a Key Worker. Your Key Worker will:

- help you to understand what's happening and answer your questions
- help you get used to living here
- organize your schooling
- arrange contact with your family
- make medical appointments for you
- support you at medical appointments
- provide other support when ever you need it

My Key Worker is:

-----

## Contact

Contact with your family and friends is welcomed unless there are legal reasons that it should not happen. We will talk with you if contact is not allowed, restricted, or must be supervised.

## Telephone

Staff will help you with telephone calls. You have the right to privacy when making and receiving calls, unless there are safeguarding issues, in which case calls will be supervised.

## Education

Education is a priority here. All young people must go to an education placement whether school, college or other provision. We will keep in close contact with your education placement.



You will be expected to follow their rules on uniform, behaviour and homework. To help with your homework we have computers and internet access.

If for some reason you are not attending an education placement, staff will give you structured work to do. You will be expected to get up as if you were going to a placement.

## Post

We will pay postage on letters you send to your family or social worker.

## Your Privacy

While you live with us we will respect your privacy. We ask that you respect the privacy of other people. You are not allowed into other bedrooms, or to use other people's things without asking.

## Your Bedroom

Your bedroom is your space and we want you to feel comfortable spending time in it. Do not give your bedroom key to anyone else. If you lose your key please tell staff straight away.



You can talk to your Key Worker about how you would like to decorate and arrange your bedroom.

## Going Out

You must discuss and agree with staff about going out, including what time you will be back. Do not go out without letting staff know you are leaving.

## Washing Your Clothes

We have a laundry room. Over time you will be encouraged and helped to wash and dry your own clothes on a set day of the week.



## Bedtimes

The time you go to bed will depend on your age:

Your age	Bedtime
8	7.30
9	8.00
10	8.45
11	9.00
12	9.15
13	9.30
14	9.45
15	10.00
16+	10.15

## Food

We offer everyone a varied diet, but let us know what you like and don't like. We will get you any special foods you need due to your health, religion or culture.

You can make suggestions on the menu and ask for food you like to be put on the shopping list.

## Religious and Cultural Differences

We welcome young people of all religions, cultures and nationalities. If you want to go to a place of worship we will help you get there. If you need a private place to worship, or anything else to help you practice your religion, ask any of the staff.

We expect all young people to respect each others' views and beliefs. We do not allow comments or actions which could be seen as offensive.

## Emotional Wellbeing

We have a worker from the Child and Adolescent Mental Health Service. If you need to see them staff can arrange this for you.

## Health Care

When you move in, or soon afterwards, you may be offered a Health Assessment. Don't worry. This is just to make sure you are in good health

You will also have the chance to see a dentist and optician if you need to. If you need emergency treatment staff will arrange this for you.

You are encouraged to bath or shower once a day. All toiletries you need to keep yourself clean and healthy will be made available to you. If you need any special toiletries because of your religion, culture or health, we will provide them.



## Skills for Adult Life

Your Key Worker will help you develop the skills you need to live on your own in the future.



## Money

You will get a personal allowance each week. The amount you get depends on your age. Your Key Worker will help you to open a bank account if you don't already have one.



## Respect

We expect you to:

- treat your home with respect
- tell someone if you damage something. We know that accidents will happen, but deliberate damage is not acceptable
- help staff to keep your home clean and tidy
- keep your bedroom clean and tidy
- keep the volume down to a reasonable level when playing music or watching television
- help make a nice atmosphere in your home by not swearing or using any offensive language



## Smoking

Lincolnshire County Council has a no smoking policy in all of its children's homes. Smoking is not allowed. If you smoke we can give you help to stop.



## Risk Assessment

You may hear these two words a lot. We have to decide if there is a risk of someone getting hurt when they use a piece of equipment, do an activity, spend time with another person, or spend time in a certain place.

## Activities

We will encourage you to go to local groups and clubs. There are also things to do in the home including arts and crafts, television, books, cookery, games, and computer consoles.



We spend time outside playing games and go to a local leisure centre to use the gym or play sports.

We like to plan activities away from the home. We also try to arrange trips and holidays.

## Fire

If you hear the fire alarm leave the house by the nearest safe exit and go to the meeting point. Staff will tell you where this is. If it is not possible to leave the house safely stay in the room you are in, making sure the door closed, and wait for the Fire and Rescue Service to come to you. All of the doors are fire resistant to help stop the spread of fire. We have regular fire drills to make sure everyone knows what to do if there is a fire.



## Restraint

There may be times when someone's behavior means they have to be held. This is called restraint and is done to keep everyone safe. It is only done as a last resort and opportunities will be given to change their behavior first.

# Meetings

## *Initial Planning Meeting*

This will happen 5 to 10 days after you move in. We will talk about what needs to be done, how it will be done, and who should do it.

## *Review Meetings*

At a Review meeting adults will work with you to make a plan of how to best care for you. Adults who might be at a Review meeting include your family, Social Worker, Key Worker, Home Manager, and someone from your school.

Reviews are your meetings. It's important for you to go to them and say how you feel and what you think should happen. If you don't want to talk in front of lots of adults, you could write down what you want to say. You can read out what you have written at the meeting, or ask your Key Worker or someone else to read it for you.

You can read more about Reviews in the Coming Into Care Kit.

## *Young People's Meetings*

These meetings give young people in the home the chance to say what they like or don't like, what they want to change, and what new activities they want to do. Staff will be at these meetings to listen to what you say and to help you share your views if needed.

## Bullying

Bullying is repeated behavior by an individual or group which deliberately hurts another individual or group, either physically or emotionally.



Bullying can be:

- physical - e.g. kicking, pushing, taking or hiding possessions
- verbal - e.g. name calling, insulting, threatening
- emotional - e.g. leaving someone out, gossip, graffiti

Bullying is not:

- falling out or arguing
- friends breaking up

People get bullied for different reasons including:

- race, religion or culture
- special educational needs or disabilities
- looks
- health conditions
- sexual orientation
- home circumstances

We don't tolerate bullying. If you are being bullied in the home or at school tell any member of staff.

If you deliberately harm someone, or take their property, the Police may be called. The Police may interview you and you may be charged.

## Advocacy

Things don't always happen when or how you like. You have people to talk to about your worries, including your Key Worker and Social Worker. They will be able to explain why things are the way they are. They may be able to make things better for you.

If you've talked to your Key Worker, or Social Worker and are still unhappy you can ask to talk with an Advocate.

### *What is an Advocate?*

An Advocate is someone who helps children who feel they aren't being listened to. Advocates don't work for Lincolnshire County Council which means they are independent. An Advocate can work with you to make sure your wishes and feelings are listened to when people are making decisions about you.

### *How do I get an Advocate?*

The home has an advocate who visits once a month. The Advocacy Service is run by Total Voice Lincolnshire. There are different ways to get in touch:

-  [tvl@voiceability.org](mailto:tvl@voiceability.org)
-  [www.totalvoicelincolnshire.org](http://www.totalvoicelincolnshire.org)
-  01529 400479 or text 07860 018887
-  Total Voice Lincolnshire  
Lincs2Advice  
5 Mill House  
Carre Street  
Sleaford  
NG34 7TW

### *What happens next?*

An Advocate will arrange to meet you for a confidential chat about your worries. 'Confidential' means that they won't pass anything you say on to anybody else without your permission, unless there is something happening which is illegal or risky and needs someone else to be involved to keep you safe.

### *What will an Advocate do?*

The Advocate will agree a plan of action with you. This may involve going with you to your Review and other meetings to support you. You may want them to talk with your school, Social Worker and Foster Carers or Key Worker to make sure that everyone is clear about what you want.

If you have a legal problem, the Advocate may arrange for a solicitor to act for you to make sure that your rights are respected.

Remember that you can often sort out your problems or worries by talking with the people who are looking after you.

## Complaints

Your Social Worker and Key Worker should do everything possible to help you understand what is happening, and talk through any concerns that you have. We hope you are happy with the way you are treated.

### *If you're not happy*

There may be times when you're not happy with things that your Social Worker or other people say and do. If this happens you can contact Lincolnshire County Council's Complaints Manager.

The Complaints Manager is independent and will talk to you about your worries and offer advice and support to help sort things out. This might involve talking with your Social Worker or involving an Advocate. Nothing bad will happen to you if you make a complaint. You will not get into trouble.

### *Contacting the Complaints Manager*

There are different ways of contacting the Complaints Manager:

-  [feedback@lincolnshire.gov.uk](mailto:feedback@lincolnshire.gov.uk)
-  [www.lincolnshire.gov.uk/feedbackform](http://www.lincolnshire.gov.uk/feedbackform)
-  01522 782060
-  Complaints Manager Lincolnshire County Council Customer Feedback  
PO Box 841  
LN1 1ZE

You can tell the Complaints Manager about good things too.

## *Other people to talk to*

### Regulation 44 Officer

This is an independent person who visits a children's home every month to make sure everything is being done properly. If you live in a children's home you can talk to the Regulation 44 Officer:

 [regulation44officer@lincolnshire.gov.uk](mailto:regulation44officer@lincolnshire.gov.uk)

 07917 091141

### Lincolnshire Corporate Parenting Panel

This is a group of County Councillors which checks on how Lincolnshire County Council is caring for Looked After Children. It can ask for reports on things like education and Reviews, and ask for improvements to be made. Members of the Corporate Parenting Panel have to visit and check our children's homes.

It's keen to hear about what life is like for Looked After Children, and to hear any good ideas you might have about improving things. You can contact the Corporate Parenting Panel:

 [scrutiny@lincolnshire.gov.uk](mailto:scrutiny@lincolnshire.gov.uk)

 01522 552164

## Ofsted

Ofsted inspects local authority children's services and schools in England. You can contact Ofsted to share things you are not happy about:

 [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

 0300 123 1231

 Ofsted  
Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

## The Children's Commissioner for England

The Children's Commissioner for England has a legal duty to promote and protect the rights of all children in England, especially those living away from home, in or leaving care, or receiving social care services.

The work of the Children's Commissioner for England focuses on making sure that adults listen to what children and young people say about things that affect them.

You can contact the Children's Commissioner for England:

 [info.request@childrenscommissioner.gsi.gov.uk](mailto:info.request@childrenscommissioner.gsi.gov.uk)

 020 7783 8330

 The Office of the Children's Commissioner  
Sanctuary Buildings  
20 Great Smith Street  
SW1P 3BT