# A CHILDREN’S GUIDE

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**WELCOME**

**TO**

## SILVER LINE HOMES – The Haydn

This booklet is to give you information about ***The Haydn*** and help you get the most from your stay with us.

We provide residential care for up to four children aged between 11-18 years old and can be of mixed gender. We understand that you may have different needs and have a staff team that is experienced; throughout the year staff have training at regular intervals to ensure that your needs are at the centre of all decision that are made in your new home.

At time The Haydn will need to work closely with external agencies that offer additional and specialist therapeutic support to you within the home and provide they will also be on hand to provide coaching/support to the home’s staff team.

The Haydn is focused on providing a caring environment, ensuring that you receive the support and care which we hope will provide you with the foundations to become well rounded adults that can fulfil your individual potential.

We understand that you may be feeling anxious about coming to The Haydn. It is sometimes quite difficult meeting new people and being in a new environment and we will try our best to help you settle in as quickly as possible.

There will always be a member of staff here for you. During your stay with us we would like you to feel safe and supported. The staff will make sure of this, but you will also be allocated a Key Worker, who will engage and support you while you are with us. They will also record your achievements and work with you to establish the best strategies that will help you to develop in areas to transition you towards adulthood.

This booklet will give you some information about living with us.

**Your Home**

The Haydn is a good size family house in a friendly residential road. There are a maximum of four children living here at any one time, all aged be-tween 12 and 18 years old. You will have your own room and you are more than welcome to put up your own posters and pictures and any other personal items that will make you feel more comfortable.

Your bedroom is strictly private. No other children may enter your room and staff can only enter with your permission or in case of an emergency. Remember this is your home and it is yours to share with the other children. All we ask is that you respect and take care of The Haydn home and its contents.

There is one bathroom that are shared with the other children, staff have a sperate bathroom for their own use. The kitchen is available for you to make drinks or snacks and we will be more than pleased to have a hand with the cooking if you felt you would like to help. There is a large Lounge and a Games Room accessible by the rear of the house by the garden where there are TVs and a number of games consoles and board games and a pool table.

**Staff Team**

Throughout your stay with us at The Haydn you will be cared for and supervised by a dedicated staff team. The staff are professionals and care about their work and the children in their care. They are experienced in many areas and will happily join in with your activities. If you have a problem or a worry, they will share their advice and support willingly.

They will never judge you and are always mindful of your previous experiences. At times the staff may need to be firm but we hope to always be fair. All that the staff ask of you is that you are as honest and respectful to them as they will be to you.

There may also waking Night staff or other staff on site who are available throughout the night should you feel unsettled.

**Key Worker**

What is a Key worker?

Every member of staff in the house is there to help you. However, there is one person - your “Key worker” - who will spend allocated time with you and help you to develop your skills and personal outcomes.

They will help you to manage your clothing and toiletry allowance, promote you to increase your independence and support you to discuss any issues or concerns that you may have.

At the end of each month your Keyworker will write a report that will highlight all of the progress that you make at Or-chard House. This report will be sent to your Social Worker. Your Key worker will also write a report for you Statutory, Looked after Child Review every six months. You will always be asked to read through these reports written about you and given the opportunity to discuss this and comment on the report.

What do I do if my Key worker is not there?

Although you have a Key worker, all staff are there if you need them. Your Key worker will have told them if you have any appointments or meetings booked; they will have also spoken to the staff team about any worries you may have to help the staff team understand how to support you.

**Your School**

Education is a MUST, it is the law but it can be fun. With the dedication of the teaching staff and just a little effort from yourselves, you will not only have a little more knowledge but will hopefully have enjoyed getting it. You will have the opportunity to study for the same GCSE’s as other young people at mainstream schools. School is not just reading, writing and numbers, however these are important. Art and sports are creative and fun. There are outings to museums, art galleries, sports events and libraries that are not just informative but a break from the classroom.

Hard work in the classroom is rewarded. Based on the feedback we receive from your school, The Haydn runs an incentive scheme with prizes from pens and cameras to a day’s activity go-karting.

We want to support you to achieve and unlock your potential for your future, so do not worry if you are not currently in education because your Key Worker, staff team and Social Worker will support you and by ensuring that you are enrolled into online education, creating a CV, looking for job opportunities or preparing for an interview.

**Local Area**

The house is approximately 5 miles from Valley Park Leisure Complex. There you will find a shopping centre that we visit regularly to buy clothes and toiletries and also spend pocket money. We regularly go to MyVue in Purley Way to watch the latest films at the cinema. There is also a golf course very near, where the children like to go to the driving range. In the summer Brighton beach is a drive away and we often go to have fish and chips or a BBQ on the beach. There is also a local college in Croydon where some children take the opportunity to attend Further Education.

**Activities**

We like to be really active and always have something going on. We are always open to new suggestions but some of the things that we regularly do are;

**In house**

* Quiz Nights
* Cards
* Console (House PS4)
* Movie Nights
* Cooking
* Art

**Outdoors**

* Football, cricket, rounder’s, Basketball
* Cinema
* Day trips
* Nature Walks
* Cycling
* Hiking

**Summer Holidays**

Every summer when the school breaks for the holidays the whole house relaxes and has a good time. There are lots of different activities on offer, for example horse-riding, climbing, wildlife parks, camping, the list is endless – but some of the nicest times are had playing on the beach, digging, rock pooling, playing football or cricket. Life is fun when the house is on holiday!!

We take the opportunity to go for meals out; have lots of B-B-Q’s and ice-cream. We send postcards to friends and family and take photos to remember what a good time we had.

**Christmas & Birthdays**

Everyone loves to celebrate and have fun at special times of the year, and here at The Haydn we are no exception.

We understand that times like birthdays and Christmas can be especially difficult for young people like you living away from home and families and we will try to make these occasions as much fun and as easy for you as possible. We really want you to have a good time and enjoy yourself.

At Christmas everyone gets involved in the preparations. We have a big tree and lots of decorations that you can help to put up. We go to a Pantomime and a special lunch for the whole community is held at the end of term. You will have made a list of presents you would like, and your key worker will buy and wrap them ready for Christmas morning, Don’t worry we will have hidden them out of the way so there will be no peeking!! We really do understand that at these times your feelings may be mixed, but we will do our best to try and make these occasions memorable.

On your birthday you will receive cards and a gift, you will have a cake and your favourite dinner, and we have found over the years that everyone will want to help you celebrate your day.

If you have family who can visit you then they will be more than welcome to come and see you on your birthday and join in the celebrations, it may even be possible for them to take you out providing that this is O.K. with your Social Worker.

**More Celebrations**

There are more celebrations than Christmas and Birthdays.

**New Year** - we all celebrate with midnight cheers and a party.

**Easter** - is a time for Hot Cross buns and a very popular chocolate Easter Egg Hunt.

**Bonfire Night** - is celebrated by going to a local bonfire and watching the firework displays,

Depending on your customs and other religious beliefs, we will also celebrate the times that may be special to you other residents like Chinese New Year, Eid, Diwali and other religious events with cards, social events and presents.

**Culture, Race & Religion**

We are Non-Judgmental and Anti-Discriminatory in every way at The Haydn.

We will encourage, support and assist you to maintain any beliefs that you may have.

Any dietary needs or specific dress codes will be recognized and accepted.

We Do not accept any form of Bullying – If you ever feel like you are being Bullied, please speak to a member of staff.

**House Meetings**

Once a week we all get together for house a meeting. This is your chance to air your views, complain, grumble or rave about all the good things. You will take part in decision making, gain support from others. We use this time to plan activities, trips, visits, and the menus. This is where you can discuss the jobs around the house the things you think work or need changing. **This is your home, and you need to take an active role in running it.**

We have a quick meeting on a Saturday morning to organise the weekends activities and to give out extra incentive money, if you have earned any.

You can also call a meeting at any time if you have an issue that needs sorting out immediately. This could be to challenge a young person or staff member. To ask for extra support from the group, we understand that all young people deal with very difficult issues on a daily basis. Meetings can also be good if you are trying to arrange a trip and you feel the young people are not listening. Think of this as an open forum for discussion in a respectful way.

**Monies**

We know it is important that as a teenager you have money for fashionable clothes, toiletries to smell nice and other items including magazines, music downloads and of course sweets!

You will have £8-£10 per week pocket money, depending on your age, and the opportunity to earn an incentive of up to £5. The system for this will be explained to you when you come to visit, but it’s pretty simple, if you are well behaved you will earn £5 extra each week.

You will also have an allowance every month of £65 to buy clothes and £12 to buy toiletries. Your key worker will make sure you have enough of the right clothing and that you don’t run out of toothpaste!

**Health Care**

We like to think that we look after you really well at The Haydn. When you first join us we will make sure that you are registered with a local GP, Dentist and the Optician. We will encourage you to be fit and healthy.

At this point in your life you are going through a lot changes. Staff will offer advice on personal grooming and your health. This will also be picked up in the independence skills section.

Minor bumps, bruises and scrapes are attended to by our trained First Aiders anything more serious and Croydon University Hospital is only a short distance away.

Issues of Sexual Health are discussed on a formal basis and are more informally discussed in group meetings with staff in attendance. A member of the staff team will always help with any questions or worries about healthcare issues no matter how big or small they may seem.

**Your new routine**

Things are probably going to be quite different at first when you move into The Haydn but don’t worry you will soon get the hang of it and the staff and other children will help you out.

The usual routine for a **school day** is;

* You need to be up, showered and dressed for school by 7.30am, with breakfast available till 8am.
* School Starts at approximately 8.30am depending on which local school you are enrolled into. The school’s daily timetable will vary, but the school day will end generally around 3.15pm
* Once you arrive back from school, there will be afternoon tea available for you, staff will be on hand ready to discuss how your day has been and organise our evening, with the opportunity to reflect on the previous evening and to raise any concerns that you may have.
* Dinner is usually served at around 7pm. Depending on the weather and the time of the year, we offer you things to keep you busy like; football outside in the garden, visits to the local park, consoles and films, board games and cards. You may also have homework to do but don’t worry we can help you with this.
* Bedtime depends on your age; 12 to14 year olds go to bed 9.45pm, 15-16 go to bed 10pm and 17-18 go to bed at 10.15pm.

The usual Routine for **Weekends or School Holidays** is;

* You need to be up, showered and dressed by 11am. Normally we have got something planned for the day and you will want to get up earlier, but we understand that sometimes you may want a lay-in.
* Breakfast is available in the morning and lunch will be ready around 12.30 and dinner is the same, 7pmish.
* Bedtimes are all 30 mins later so for 12-14 years old it is 10.15pm, 15-16 year olds it is 10.30pm and 17 and 18 years old it is 10.45pm.

**General House Rules**

We don’t like to have big lists of rules and everyone at SLH Purley will help you to get used to the rules. The general rules are as follows;

**Respect others** at all times, including staff and the other children. Treat others how you would like to be treated.

**No touching people** it means what is says – no young person should touch another young person at any time. No young person should touch staff at any time or staff touch the young person with the exception of a handshake on introduction. Any touching should be reported immediately to the senior member of staff on shift. This is for your own protection.

**Bedrooms** - Your bedroom is your own private space. No other child may enter at any time. Staff may enter with your permission or when accompanied by you, except in the case of any emergency.

**Where are you?** You may not leave the grounds of The Haydn without permission or unaccompanied. When leaving a supervised area permission must be asked to go to another area i.e. your bedroom, garden, toilet, etc. Staff need to know at all times the whereabouts of all the young people to enable them to keep you and others safe.

**Clothing** - Appropriate clothing must be worn at all times, you will be advised when buying new clothing, however this does not mean you cannot be trendy and fashionable.

**Mobile Phones**

When you first Join The Haydn you will not be allowed to have a mobile phone. There are lots of reasons for this and we are happy to talk to you about this in more details when you come to visit. We are always looking to move forward, and it is possible to work towards being allowed a phone. There is a phone available for you to use within the house.

**Consoles**

You will be allowed to bring your own console to play with at The Haydn or can use the house PlayStation 4 or other consoles available. We do have limits on the amount of time you can play on console; 45 minutes on your own or an hour if you play a joint session. This may seem very different to what you are used to, but all of the children have said that they do not miss playing on their consoles as there is so much else going on to keep you busy.

**Smoking**

We have a non-smoking policy for all young people. If you currently smoke and are looking to move to The Haydn we will help you to quit and use the local “stop smoking” clinic.

**Food**

We understand how important food is to growing young people. As well as a balanced 3 meals a day, we have morning break, afternoon tea and supper are available if you should want it. In addition there is always fruit available in the house and you can help yourself to tea and other hot drinks from the kitchen.

**Sanctions**

At times things may be difficult for you and some young people find it hard to adapt to living in a residential care setting. We recognise that this can affect the way in which you behave but as in life there are consequences for actions, and so Sanctions are necessary. We do not issue sanctions with the intention off it being a punishment but more to give you time to reflect and hopefully adapt your behaviour. We try to make sure that the sanction is related to the behaviour – so if there is an issue with your behaviour around the TV, then we will make sure that the sanction relates to TV. Please talk to any of the staff or young people to help you to understand this further.

**Independence Skills**

We have an Independence programme that we have adapted over the years to ensure that we teach you all the necessary skills to be able to live independently. You will be supported to work through this by your keyworker.

**Independence Programme**

You will take part in our Independence development programme, which is offered on a weekly basis through Key Work sessions and activities. This is to make sure that you learn key skills about how to manage your personal care, maintain the cleanliness of your room, cook meals independently, wash your clothes and other independent living skills.

You will be supported to work on your Independence workbook, which is evidence of your progress and ability with independent living. The Independence workbook will help with:

* Education, Employment and Training
* Practical and useful/Independence skills
* Finances, Money Management and Budgeting
* Family, Friends and Support Networks
* Health and Development
* Accommodation and Moving on to Semi-independent living
* Transition from Leaving Care into Adulthood

**Complaints – What to Do**

If the complaint is about life at The Haydn you can discuss it in;

* In House meetings
* In key working
* By speaking to the senior staff member on shift
* By Speaking to the Home Manager
* By Speaking to Responsible Individual
* By Speaking to Directors / Senior Management
* You can phone your Social Worker at any time
* You can call your IRO.
* You can call your Social services and ask to speak to advocate
* You can call ChildLine who can give advice.

If your complaint is about anything outside of The Haydn we will support you to speak to the appropriate person.

If you feel that this hasn’t helped, then your Social Worker will be contacted and a visit from them will be arranged.

Finally if you are still not happy you can write a letter of complaint to: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD.

There are addressed envelopes on your notice board in the hallway. You may also phone Ofsted at any time on 0300 123 1231 or The Children’s Rights Director on 0800 528 0731. You may also contact your IRO – ask your keyworker for the details.

Your Social Worker Number: -

Your IRO Number: -

Your Advocate Number: -

If you don’t have an advocate and want one, speak to your keyworker.

An advocate aims to empower a child or young person, and support them to have their say. An advocate is someone who offers one-to-one support for a young person. They may give advice, raise the child’s awareness about their rights, or speak up for the child and represent their views, wishes and feelings. They may simply provide a listening ear.

**The Children's Commissioner**

The Children’s Commissioner for England is Dame Rachel de Souza.

She has a statutory duty to promote and protect the rights of all children in England in accordance with the United Nations Convention on the Rights of the Child.

The Children and Families Act 2014 gives her special responsibility for the rights of children who are in or leaving care, living away from home or receiving social care services.

She speaks for wider groups of children on non-devolved issues including immigration (for the whole of the UK) and youth justice (for England and Wales).

It is her job to make life better for all children and young people by making sure their rights are respected and realised and that their views are taken seriously.

The Commissioner is supported in her work by a team of staff. Together, they are responsible for the rights of all children and young people until they are 18 years old, or 25 years if they have been in care, are care leavers or have a disability.

The Children’s Commissioner for England can be contact on 020 7783 8330.