



YEW TREE

YOUNG PERSONS GUIDES



ACORN
GROUP

INNOVATION IN CHILDREN'S SERVICES

WELCOME FROM THE MANAGER OF YEW TREE

Hi, my name is Blaise, and I'd like to welcome you, along with the staff team, to Yew Tree, your new home. I have been looking after and helping children and young people for over 6 years. It's my job to make sure that every part of your care is right for you. Yew Tree is an enjoyable and happy home and offers a wide range of sports and activities. We believe young people should be supported to enjoy life!

Within the area we have many beautiful things to look at and enjoy like the harbour, parks and beaches. These are lovely places to spend time thinking about things or simply relaxing and enjoying the peace and quiet. We have a town nearby where there are places to see, shops and entertainment. There are many other things in and around the area such as five a side football pitches, many of these being 3G.

Locally we have many clubs you may access such as football, boxing, local gyms, dance studios, horse riding, drama classes, netball and a skate park. There is an up to date list in the office on the children's information board with each club listed and the contact details. Once you have found what you like and have settled in we can arrange everything for you.

Young Person's Comment:

"I like the activities here, I like that staff join in with us especially when we play football."

If you wish to attend a place of worship or take part in any religious festivals this will be supported. We also have links with local shops and stores that offer a large range of particular foods and products.

We have an experienced and understanding staff team who really enjoy working with young people. We do this job because we want to make a difference and we think that the best way to achieve this is to provide a safe and caring place where you can be happy, have fun and learn how to make your own way in life. We encourage young people to have their say in how the home is run, anything they feel could be better and tell us how we are doing, so please feel free to give your opinion. We have a meeting every Sunday whilst eating tea and this is a great opportunity for all young people to have a say and share their ideas. If you ever have a problem please do not hesitate to come and speak to us.

There is also a 'grumbles book' and complaint's book for you to tell us when you are not happy. Staff will deal with any concerns immediately and my door will always be open for you to come and chat with me.

Young Person's Comment:

"Staff are kind and caring and they listen to you when you have problems or things are going wrong in your life."

"I love smashing the staff at FIFA."

We respect and understand that you are an individual and we may not always agree on everything, but we will find a way for you to achieve good things by working together.

This will be your home for a short time or maybe a long time, but either way all we ask is that you give us a chance to support and help you reach your goals.

Details of how to contact me, when I am out of the house, or David Knowles, the person in charge & Managing Director of Acorn Homes, are on the back page.

Welcome and enjoy.

This booklet is designed to help you settle in and explain some of our expectations of you, as well as some of your rights as a young person being 'looked after'.

THESE ARE SOME OF THE QUESTIONS WE EXPECT TO BE ASKED BY YOUNG PEOPLE WHEN THEY MOVE TO YEW TREE.

WHAT POSTERS CAN I PUT UP?

We know that most young people want to put up pictures of their favourite stars, football teams, and celebrities. However, we do not allow pictures of a violent or sexual nature, or that promote illegal activities such as drug use.

CAN I WATCH TELEVISION IN MY ROOM?

Yes, you can have a television, although we would remove this at night if it helps you get a good night's sleep.

WHAT TIME DO I HAVE TO GO TO BED?

Depending on your age your bedtime is something that is discussed and agreed on.

Age Time

10	8.30pm
11	8.45pm
12	9.00pm
13	9.15pm
14	9.30pm
15	09.45pm
16+	10.00pm

WILL I HAVE MY OWN BEDROOM?

All young people have their own room and you will have a key to this. Young people are encouraged to decorate their room in their own choice of colours and can purchase home accessories such as canvases. There are rules that we think protect you and your space. One is about who may come in to your room; we will always ask your permission before entering. If it's an emergency or a maintenance issue we will always ensure you are aware that this is happening. Other young people may only come in with your agreement, and this may need to be supervised by staff.

Young People's Comments:

"Really like it here, it feels like home not a care home."

"I like the way its decorated and I'm looking forward to decorating my own room with army."

"When I first came to Yew Tree I was asked how I wanted my room painted, I chose turquoise."

CAN I BRING MY PERSONAL BELONGINGS?

Yes, we think it is important that you bring your personal items to the home. Any electrical items have to be tested to make sure they are safe. Most young people like to personalise their room with pictures and books etc. Here at Yew Tree, as a gift from us to you, we will provide you with an allowance to help you pay for any items you require. This may be a TV or more basic items such as pictures and personalised bedding.

MEALTIMES

These tend to be set so that a routine can be kept to and we encourage eating together. Everyone needs a healthy, balanced diet.

We like young people to try new food as well as enjoy the foods that they are used to. If there are certain foods you do not like or are allergic to, please tell us about it and we will work with you to find an alternative. Each week you will have a choice of meal on a set day and you will be supported with staff to make this choice. If it's a special occasion or festival then we can decorate the house in celebration. Also whilst participating in things like this, with your permission, we like to take photographs to put into your scrap book and along with weekly reports so that we can show how well you are doing.

Young Person's Comment:

"I like choosing what I want to eat but I don't like spicy food or curry."

Meal Times

Breakfast: 07.00 - 09.30am

Lunch: 12.00 - 13.30pm

Dinner: 17.00 - 19.30pm

CAN I BRING MY MOBILE PHONE?

Phones are allowed, but you will be expected to hand it in during school time and before you go to bed. If you are not able to manage a phone the adults will help you manage this.

KEY WORKING

Each young person is allocated a key worker. These are people that will work individually with you. They are there to help and guide you; they will do their best to answer your questions and offer you support whenever you need it. They will help you understand your care plan and what support we can offer you.

Young People's Comments:

"I think keyworkers are good because they are there for you to talk to and organise things for you."

"It's great being myself and being rewarded for it."

AM I ALLOWED TO SMOKE?

You will not be allowed to smoke inside Yew Tree or anywhere within the grounds. If you are a smoker then staff will try to help you to give up, with support from the local GP or Nurse.

WHAT IF I USE ILLEGAL DRUGS?

Yew Tree has a zero tolerance policy towards illegal drugs. You have the right to privacy for yourself and your property, however, if staff believe you are carrying drugs they will ask you to turn out your pockets. If they believe you have drugs in your room they will search this. Two members of staff will carry out any searches.

DO I GET POCKET MONEY?

What you receive is dependent upon your age. We also provide you with the opportunity to earn more money by completing extra chores or tasks around the house. This may earn you an extra £3.50 a week on top of your weekly allowance. Also, we work on incentives and individual SMART targets for you which allows you to earn extra rewards.

Age	Pocket	Clothing
10	£5.00	£10.00
11	£5.00	£11.00
12	£6.00	£12.00
13	£7.00	£13.00
14	£8.00	£14.00
15	£9.00	£15.00
16	£10.00	£18.00
17	£12.00	£20.00

Young Person's Comment:

"I know I can work and earn money towards buying a watch, but if I'm not behaving I will lose the opportunity."

WILL I GET MONEY FOR CLOTHES?

Yes the amounts are above. We are only a bus journey away from a shopping centre which has a large variety of shops. We are also close to Canterbury and Ashford which have a further selection of shops. If neither of these suit you then we have Bluewater and Lakeside shopping centres just over 1 hour away, if you haven't heard of these feel free to ask and we can look them up together on the young person's PC in the office.

Young Person's Comment:

"I like going shopping with the other boys and my carers."

CAN I MAKE TELEPHONE CALLS?

Yes, you have the right to make calls to friends, family and other people involved in your lives, at reasonable times.

DO I HAVE TO WEAR A SCHOOL UNIFORM?

If you attend a school where uniforms are worn then you will have to wear one along with everybody else. Yew Tree will help with any cost needed for a new uniform including shoes, bags and stationery.

WHAT HAPPENS IF I BREAK THE RULES OR MESS UP?

Staff will discuss these with you and listen to you before making a decision about any consequences. Behaving poorly or breaking rules can result in sanctions below.

Staying in the house (grounding), loss of free/trust time, early bedtime, loss of privileges e.g. not allowed to go on a trip or out for a treat, loss of electrical items from your room, e.g. removal of your television or game console etc.

Sanctions are not intended to be a punishment, they are put in place to encourage young people to behave positively and succeed.

We want to provide a homely and welcoming place for you to live in and we think it is important for everyone to respect the home furnishings inside it. If you intentionally damage or break something in the home you will be expected to pay for or help repair it.

Young Person's Comment:

"If I break the rules we have consequences but if I am good we get to do fun things like go on holiday."

CHARTER OF RIGHTS

As a young person at Yew Tree you have the following right to:

- Have your personal dignity respected.
- Be treated as an individual.
- Have personal independence, personal choice and responsibility for your actions.
- Have your religious, cultural and emotional needs promoted and respected.
- Be treated fairly by those around you.
- Have an advocate or advisor present when your care is planned or reviewed in meetings.
- Be spoken to when changes are to take place and have your say.
- Be supported to complain when you need to.
- Be involved as fully as possible in the writing of your own care plan before and during your stay.
- Stay in touch with people that are important to you and hobbies you enjoy.
- Be able to request to look at your file and what has been said about you.
- Always be valued and listened to.

Young Person's Comment:

"I trust all of the staff I know. They are always here for me, always doing things with me."

ADVOCACY

Staff can also arrange an independent advocate to come and meet with you.

An advocate ensures that the views, wishes and feelings of young people are heard when decisions are made about their lives. Advocates are independent of the home which means they don't work for us or have to do what we say.

The advocate will ensure that you have a voice in decisions that are made about your life and, they play an important role in helping you access services that you may need, this may be a school, a social worker or somebody else. Remember, it is your right to contact an advocate.



ANTI-BULLYING POLICY

Your safety and protection is the most important thing for us and we will always try and prevent you feeling that you are being treated unfairly. Bullying is unusual in our home, but sometimes young people can feel bullied for a number of different reasons. Staff are quick to respond to any signs that bullying may be taking place and will support you if you feel unhappy about the way other people are treating you.

We will also ask you to think about how you treat other people and it is just as important that other people do not feel that we are bullying or being unfair to them also. If there are occasions when young people fall out, disagree or feel unhappy with one another, staff will work with you to get you through this. Relationships and friendships can be difficult for all of us and all our staff are reminded that they too were once young people and understood how difficult relationships can be at times. At this home, you will be helped to understand how to build and keep relationships with others, the important part you play in these relationships and what you can expect from friendships and relationships.

Finally, remember, you are not alone, we are here to support you and it is our job to make sure we do this properly. We would encourage you to feel that you can come to us for anything and we will always work with you to resolve any difficulties.

UNHAPPY? WANT TO COMPLAIN!

No problem, we take all complaints very seriously and we have a formal complaint system. First speak to your key worker, tell them what's up. Normally they will be able to sort things out, but you will be offered the chance to record this in the 'grumble book'. If you feel it is more serious you will be helped to make a formal complaint. I will be able to deal with your complaint quickly, I will investigate your complaint and ensure you are kept up to date with progress and ultimately the outcome. If this still does not satisfy you, you can raise your concerns with your social worker. If your complaint is against me (The Registered Manager), please contact David Knowles, Responsible Individual, on 01843 808454 and he will be able to assist you further.

Once again, welcome to Yew Tree, we are really pleased you have come to live with us and we will do our best to make a difference. If we have missed anything in this guide that you think should be included, do let us know. The space below is for you to write down any ideas or notes you may find useful.

Above all, try to remember, the staff are here to help.

YOUR NOTES...

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If English is not your first language or you have different communication needs, we can help you with this. Staff will also be happy to read through this guide with you and answer any of your questions you may have, if you would prefer.

USEFUL NUMBERS/INFORMATION

Home Contact Number: 01843 482513 **Email:** yewtree@ahgroup.eu

Your Local Authority Tel No:

Your Local Authority Address:

Your Social Worker Name:

Social Workers Contact No:

Independent Reviewing Officer Name:

Independent Reviewing Officer Contact No:

Child Line: 0800 11 11

NSPCC: 0808 8005 000

Kent Safeguarding Children Board: 03000 421126

Independent advocate – Coram Voice: 0808 800 5792

Children’s Commissioner: 02077 838330

**Her Majesty’s Chief Inspector of Education, Children’s Services
and Skills:** Amanda Spielman

Ofsted: 0300 1231 231 **Textphone / Minicom Users:** 0161 618 8524

By Post: Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD

Home Managers Name: Blaise Clifford

Direct Dial: 01843 482513

Acorn Homes Head Office

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Responsible Individual: David Knowles

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