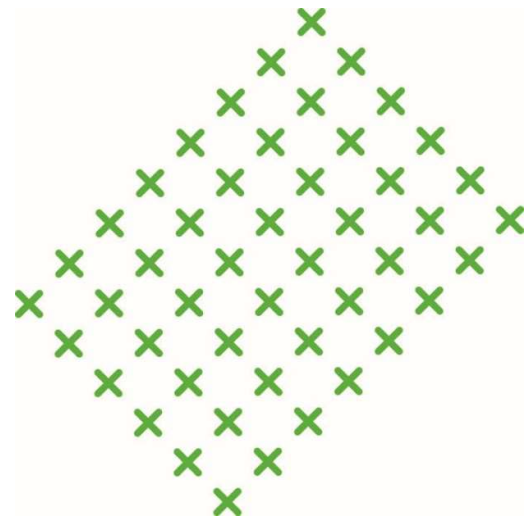




YOUNG PERSONS HANDBOOK

“Positive outcomes for young people and providing a safe and caring environment”





“My name is Joan Wilson MBE and I am the CEO at Refine Start. This booklet is here to let you know about living at Refine Start. I am sure you will have lots of questions so please do not hesitate to ask, and we will do our best to answer them for you.”

Refine Start is a Mid-Terrace 4 bedroom flat in Camberwell, which is in London. The Flat is built over three floors and has a lounge, Lounge/dining room.

The home also has a laptop you can use in the lounge. There are 4 bedrooms and two bathrooms.

The house is in a safe environment and has plenty of close amenities and this booklet will help to answer some of your questions.”



Joan Wilson MBE
REFINE START CEO



What's the home about?

We are very proud of the house and ask that it is you choose to live here that you treat it with respect. We truly believe that young adults deserve the highest level of care and want to ensure that the house is kept to the best standard. You will have your own bedroom in the house and will be supported by an adult to personalise this once you have decided that you want to stay (After your Initial assessment).

We recognise that at the beginning living at RefineStart will be difficult for you. We know that there will be things that you do not like and things that you miss, but we will do everything we can to make it the best it can be for you.



Adults and keyworkers

At first it might feel a bit daunting getting used to meeting loads of new people but hopefully soon you will be able to settle in. The staff in the home are known as adults. The adults work in small teams, and you will soon get to understand what days the adults are in the home (you can always ask if you cannot remember).

When you first arrive at the home you will be allocated a "keyworker". Your keyworker will be there to look out for you, support you, help you and be there to answer any questions you have. If you would like help, they will take you shopping to buy your clothes and toiletries, make doctors, dentists and opticians' appointments and help you with your schoolwork. They will also go with you to any meetings and help you stay connected with your family and friends.



Living together

We do not have a rule book at the home. That is not to say that there are no rules! We believe that we should all agree to the same guidelines and treat each other with respect. Below are a few of the guidelines in the home. The young people that live at the home will be able to talk you through the others when you meet them;

- We appreciate each other's space and ask you not to smoke.
- We love a clean home, keep your bedroom and your home tidy.
- We all like privacy, please do not go into others' bedrooms without an adult or permission.
- Privacy is important, and we ensure this is done by locking bathroom/toilet doors.
- We like to respect each other's space and we will be dressed at all times
- Homework helps us learn; we need to do this together.
- We know bullying is not nice or suffering in silence.
- School is very important to you, if you are not at school, we will plan school at home unless you are poorly.
- We all like to be treated nicely, let us respect each other and our feelings.
- We all know it is good to talk things through, we will meet to ensure we fully know your wishes and feelings.
- Tell the truth (We all make mistakes)
- We can get sad and angry sometimes, but it is not okay to hurt each other.



Menus & foods

We all have favourite foods we would like to eat all day... however, we want you to have a good healthy, balanced diet with lots of choice. If you have to eat certain foods because of your religion or health we'll provide you with what you need. At the weekly house meetings all young adults can choose their favourite food.

We encourage all young adults to participate in learning to cook. You will also be able to make your own healthy snacks and drinks at sensible times. Remember to do lots of exercise though.



Family, Friends and Visitors

During your initial visits to the home, we will meet with you and your social worker to agree the plans for who is allowed to come to the house.

We will do everything that we can to support all your family connections and friendships and if it is not possible for people to come to see you we can decide for you to be supported to see them. Your keyworker will help you to organise this.



Activities and Hobbies

The adults in the home will help you to attend and join appropriate clubs and activities. We have loads of clubs available locally, covering most sports. Activities and hobbies.

Your Keyworker will support you to find local clubs and to attend any after-school activities that you want to go to.

Bullying

We have 2 very strict rules about Bullying:

1. ITS NOT ALLOWED and
2. If it does happen, you should either challenge it or talk to someone about it.

Bullying can mean hitting, pushing, biting, and shoving. It can also be name calling, making things up about people, taking things away from people, dirty looks, damaging belongings, spreading rumours, or being threatening. We do not allow bullying in the home.

If you feel you are being bullied by anyone (another child or one of us), please talk to someone about it, like an adult, your social worker or one of your visitors. If you want to tell someone that you are worried about bullying but find it hard to talk, you can email the home manager, there is a section at the end with all the contact details.

We take bullying very seriously. We want you to tell someone if you are being bullied. You will get all the help you need to make sure the bullying stops.





Bedrooms and Privacy

You will have your own room and if appropriate the door will have a lock. You will be given a key to your room. We understand that everyone needs their own time, space, and privacy. The adults in the home will always knock on your door before entering. Bedtime is different depending on how old you are, how much sleep you need and your daily routine.

Sometimes you may be allowed to go to bed later special occasions. On school days we will wake you up no later than 7.30am; but, on school holidays and weekends you can have a lie in if you want. There will always be adults in the home to support you whenever you need it. The home has a door alarm system fitted to the bedrooms.

These may be used to alert the adults if you leave your room at night. If they are going to be used you will be made aware. Adults will be entering all rooms daily to keep the home clean and tidy. This does not involve any searching of personal possessions. However, there may be times that the adults feel it necessary to complete a room or possession search to make sure you are safe and protect the home. If an Adult has concerns and feels that a room search is necessary you will be invited to watch.



Chores

Your bedroom is your space, and it is important that you keep it tidy and clean. You will be expected to do some chores each week before you get you.



The Internet

The home has internet access which you will be encouraged to use to complete your homework or just for fun. However, it is important that you know all the internet access is monitorable sure you are safe.

To keep safe on-line; visit Thinkuknow.co.uk



Health

Being healthy is a big part of being happy. A healthy lifestyle simply means that the way you are day to day, makes you feel physically and mentally fit and well.

If your lifestyle is not a healthy balance - for instance through not exercising, eating a poor diet, getting involved in drugs or by keeping worries and problems to yourself - you are more likely to become ill, have trouble concentrating at school or be unhappy or depressed. Whilst at the home you will be expected to keep yourself nice and clean, this means brushing your teeth twice a day and having a shower or a bath every day.

At the home you will receive lots of help and guidance to make sure you are safe and healthy. You will be registered with a doctor, dentist, and optician as well as any other specialists you may need to see. All children are expected to attend all health appointments when needed.

Your keyworker will make sure that you are supported with these appointments. Your parent and/or social worker will have given permission for you to take some medications, when appropriate, whilst you are at the home, this will help if you suffer with any everyday illnesses such as colds, sore throats, or headaches.



Drugs, Alcohol and Smoking

All Refine Start homes have a zero-tolerance approach to Substance Misuse, Alcohol and Smoking. If you have concerns about any of these things then the Adults in the home are there to support you. If you are a smoker before moving into the home we will support you to stop smoking and help you attend local "stop smoking clinics" (<https://www.barnet.gov.uk/health-and-wellbeing/adults-health/stop-smoking-support>). We do not allow any substance misuse or alcohol within the home. The adults in the home will support you to give up.



Steps to my Future Plan

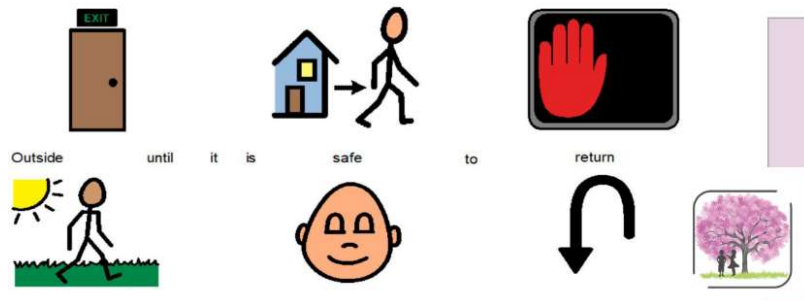
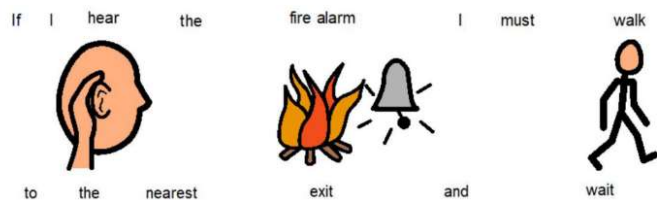
We believe that the only person that can decide what your future looks like, is YOU. As Adults we do not want to tell you what you can be or stop you from aiming for the stars.

We have developed a plan that takes your goals for life and looks at the ways that we can help you to achieve this. We call this your placement plan. Your social worker and IRO will talk to you about your care plan and possibly your pathway plan. These are documents that are created with your future in mind.

Our placement plan is how we are going to get there. So, if one of your long ambitions is to own a nice car and learn how to drive, then tell your keyworker and we can start to put the plans in motion for how this will become your reality.

Keeping yourself safe and Fire Alarms

The home has a Fire alarm system installed across the whole property, including in your bedroom. If you discover a fire, then set off the fire alarm using one of the call points and evacuate the building immediately. If you hear the Fire alarm go off, please calmly make your way to the nearest exit, and go to the Fire Assembly point, which is outside the front of the house. The procedure for the fire alarm will be explained in full when you first move into the home.



Records and Files

As you may know, we must keep records about all children here at the home. You can look at them if you wish and write your comments.

The files are very helpful in making sure nothing gets forgotten at your Review meetings, but they are private to you and us and only a few other people like inspectors, and your social worker are allowed to see them.



Complaints

It is important that you are happy, and you understand the decisions which are made and affect you. If you are not happy, do not think you are being listened to or not being cared for properly, you are able to make a complaint. Most problems can be sorted by talking with your keyworker or another adult of your choice. We hope that in time you will feel confident enough to raise any concerns in the daily "Reflection meetings". If things above do not work, you can make a complaint by either:

- Speaking to an adult and asking them to help you write your complaint.
- Writing your complaint and passing it to an adult or the Manager. Alternatively, you can ask for an envelope and send your complaint by post to Responsible Individual. If you write a complaint to us, we will ensure that we always write a response to



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Reviews, Meetings and the role of your IRO

The role of your IRO If you have been in care before then you may already understand the some of the reviews and meetings that happen. However, if this is the first time that you have lived in a children's home then it can really be tricky to remember what all of the meetings are for and whose job it is to do certain things for you. At the beginning of your placement, you will have a Placement Planning meeting. This is to organise all the things that are required of the home and agree some really important things for you, such as "Contact" (how often you get to see family and friends) and it's your opportunity to tell others what you want. This review is normally "chaired" led by your Social Worker. Once you have been in the home a while, normally within 28 days, a Looked after Child Review (LAC) will happen. These are then repeated at least every 6 months throughout your time at the home. This review is always led by your Independent Reviewing Officer (IRO). It is the IROs' job to make sure that decisions made are ones that are best for you, follow your care plan and respect your rights.

EACH REVIEW MUST ALWAYS CONSIDER:

- Whether to confirm or change your care plan?
- What actions need to be taken to implement it?
- Who needs to do what?
- When they need to do this by?

WHAT SORT OF THINGS ARE REVIEWS SUPPOSED TO COVER?

- whether decisions since your last review have been carried out, and, if not, why not;
- whether your legal status is correct; and whether it allows proper plans to be made in your long-term interests;
- whether contact with friends and family is what you want, and what you need;
- whether your placement is meeting your needs;
- your education and what progress you are making, to see whether any actions need to be taken to support you better;
- a report on your health and whether any actions are needed to make sure that you stay healthy;
- what preparation you might need for when the time is right for you to leave care;
- Whether you have been visited often enough by your social worker, and feel that they have listened to you.
- Whether decisions for you have been taken and acted upon quickly enough.
- any help you might need in knowing and understanding who you are;
- what advice, support, and assistance you might need;
- what activities you engage in and like doing;
- Any changes in your circumstances since the last review



Advocates

You may want someone to help you to make sure your views are being listened to. An advocate is a person who acts as your friend and will help you to explain what is wrong and what should be done to put it right. They will meet with you to talk about how they can support you and can speak for you if you find talking to people hard. Your Social Worker or independent reviewing officer should give you details on how to find an advocate. You can also ask for an advocate to help you from some other places like VOICE telephone: 0808 8005792 or the National Youth Advocacy service telephone: 0800 61 61 01. Your rights It is important that you understand your rights and responsibilities. All children have rights. Whilst you are at the home, we will make sure that we do everything we can so that you get everything you need. If you would like to know more ask an adult or take a leaflet which is available in the house information pack or go to: www.unicef.org/rightsite/files/rights_leaflet.pdf Here are a few of your rights;

- Young Adult have the right to say what they think should happen, when adults are making decisions that affect them, and to have their opinions considered.
- Young Adult have the right to think and believe what they want, and to practise their religion, if they are not stopping other people from enjoying their rights.
- Young Adult have a right to privacy. The law should protect them from attacks against their way of life, their good name, their families, and their homes.
- Young Adult should be protected from any activities that could harm their development.
- Young Adult who cannot be looked after by their own family must be looked after properly, by people who respect their religion, culture and language.
- Young Adult who are looked after by their local authority, rather than their parents, should have their situation reviewed regularly.
- All Young Adults have a right to relax and play, and to join in a wide range of Activities



Education

The expectation is that every Young Adult will be encouraged to attend fulltime education/ Apprenticeship whilst they are **RefineStart** . The adults in the home will support you to attend school or college. If required, the adults may support you if, when you first come to the home, there is a delay in you getting into a school/college the adults in the home will create an individual education timetable.



Ofsted

You will probably already know that Ofsted inspectors visit where you live, or the service who placed you, to check that you are being looked after and cared for properly. You might even have met an Ofsted inspector already. When inspectors visit, they make sure that the people running and working in the place where you live are following a set of rules. The rules are called the 'Quality Standards' and each type of place has its own set of rules. The Quality Standards are set by the Government, and they are the law! If there is something you want to say about where you live, you can speak to an inspector about this while they are there, or you can contact an inspector anytime by phone or by writing to the address on the Ofsted website. After an inspector has visited where you live, they will write a report to say how well you are being looked after. You can see this report if you want to – either ask an adult or contact Ofsted.

Call: 0800 528 0731 or write to:

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

Below are some other details for important contacts.

020 7259 8100
020 8453 2221
0808 800 2222



My Social Worker

Name:

Phone Number:

Email Address:



My IRO

Name:

Phone Number:

Email Address:



Important People to Me;

Name:

Phone Number:

Email Address:



My Advocate;

Name:

Phone Number:

Email Address:

YOT Worker;

Name:

Phone Number:

Email Address:

