



Families Care Ltd

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YOUNG PERSONS
WELCOME PACK

WELCOME TO FAMILIES CARE!

This Handbook is the property of



YOUR RIGHTS

We believe that you have rights & choices & are entitled to:

- Live in a safe place
- Be treated as an individual
- Be given the highest quality care that we can provide & with everybody treated the same
- Be safe from abuse
- Be helped & encouraged to take responsibility for your life
- Be involved in any decisions affecting you
- Make mistakes
- Complain if you are concerned about something & cannot get it sorted out



RULES & SANCTIONS

No matter where you live, attend school or work; there have to be rules. Here you will be expected to help out when asked to, & to respond to requests made by staff, for example, come in at a reasonable time. If you break the rules, then you can expect staff to take some action.

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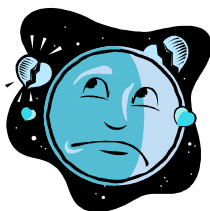
STAFF CAN

- Stop you going on trips & activities
- Stop you going out with your friends or out to play
- Stop you watching T.V
- Give you extra jobs
- Stop some pocket money
- Make you pay for damages
- Take away things from you that could be dangerous

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STAFF CANNOT

- Lock you up
- Stop contact
- Refuse to give you meals
- Smack or hit you
- Make you wear different clothes, such as nightwear during the day



IF YOU HAVE A COMPLAINT

If you are worried about something or feel you are being unfairly treated, you have the right to make a complaint. It is good to start by talking to staff or your social worker. You can also send the contact card (included in this handbook) to Paul Bellinger the Head of Service. He will either see you himself, or make certain that one of the senior managers listen to you & report back to him.

Remember that you are free to talk to anybody & the following people are just suggestions:

- A member of staff
- Your Social Worker
- Your Key Worker
- People at your review
- Any official visitor to your house
- Any organisation that is there to help you. There is a list of these at the end of this book

L BULLYING

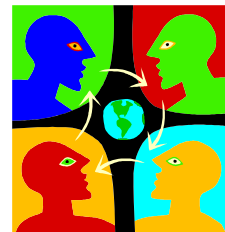
Bullying is wrong & will be dealt with quickly. You need to tell us if you are being bullied, we can't do anything if we don't know it is happening.

BULLYING CAN BE



- Physical assault or threats of assault
- Name-calling
- Verbal abuse or threats
- Demanding money, or things that belong to you
- Making fun of you or making you feel different
- Encouraging others to bully you
- Making you feel unhappy

MEETINGS: Whilst you are at Families Care, there will be regular meetings about you & your future. When you arrive, there will be a meeting to decide about the plan for your time at Families Care. This meeting is to make sure that everyone knows what is going to happen, how long the plan is for, what contact you will be having with your family & all the other things that we need to know to get things right for you. Within 28 days of your arrival you are entitled to a review & staff will be talking to you about that in the very near future. Families Care will be keeping in close contact with your Social Worker & you can talk to & raise the points you want to with them.



MEDICAL & DENTAL APPOINTMENTS

Very soon after your arrival, you will be registered with a local doctor & offered a medical examination. You will also be registered with a dentist & optician. You can see them when ever you need to.



SMOKING: Families Care has a no smoking policy & nobody is allowed to smoke in the house or car. Staff actively encourage young people not to smoke. Staff are not allowed to buy tobacco or cigarettes for you.



MEALS

You will be encouraged to take part in choosing & agreeing what food you are going to eat. If you need special food you need to tell us.



BEDROOMS

You will have your own bedroom & this is your private space. We suggest that you do not lend, borrow or sell your possessions or the property to other young people.



ACCESS TO A TELEPHONE

A telephone is available for you to contact or receive calls from your parents, Social Worker or any other person involved in your care. Further use of the telephone will be agreed at your placement planning meeting.



RELIGIOUS & CULTURAL NEEDS

Should you wish to practise your religion all possible attempts will be made to try to ensure this happens. We will attempt to forge links for you & help to find groups, which can meet your needs.



POCKET MONEY

You will receive pocket money every week; the level will depend upon your age. Some of your pocket money may be stopped, if you have broken property. The money will be used to pay for a replacement or repairs. If this happens we will tell you why, we will not take more than two thirds of your money away from you. There may be opportunities for additional money to be earned.



FIRE PRECAUTIONS (What to do if you discover a fire)

1. If you discover a fire, leave the area & close the door
2. Tell Staff
3. Evacuate the building immediately
4. Do not stop to collect anything
5. Do not attempt to put the fire out
6. Assemble in the designated area

The staff will test the fire alarm every week. You will be informed that there is a fire test & need not evacuate. If the staff do not tell you it is a test & you hear the alarm, you must evacuate the building.



YOUR CLOTHING

When you arrive at Families Care, if you do not have enough every day clothing, the staff will arrange to buy what you need. Following your arrival you will receive a monthly clothing allowance.



ACTIVITIES

There is a wide range of activities available at Families Care. Any outdoor activities will involve the support of a qualified instructor. You will have to wear the correct clothing & use proper safety equipment when asked. If you would like to take up an activity, speak to a member of staff. However, remember that we do not have limitless money & you may be asked to pay some of the cost from your pocket money.

IF YOU DO NOT UNDERSTAND ANY INFORMATION CONTAINED IN THIS HANDBOOK, OR THERE ARE QUESTIONS YOU HAVE WHICH HAVE NOT BEEN ANSWERED, THEN PLEASE ASK A MEMBER OF STAFF



USEFUL TELEPHONE NUMBERS

Your Social Worker: _____
Your Social Workers Manager: _____
Your Solicitor: _____
Your G.A.L: _____

NSPCC: Freephone 0800 233311

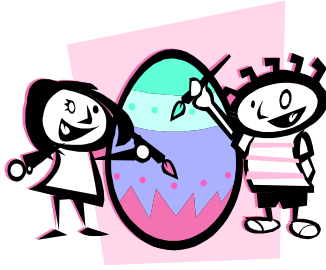
Childline: Freephone 0800 884444

The Children's Legal Centre: 020 7359 6251

National Care Standards Commission (NCSC) who are responsible for inspecting our homes: 01823 345960

A Voice for the Child: 020 7341 1100

ê IF YOU NEED ANY OTHERS, PLEASE ASK A MEMBER OF STAFF ê



MYSELF PAGE

My name is: _____ And I like to be called: _____

I will be _____ on my next birthday. My hobbies are: _____

And I like to do (circle the answer):

Playstation	Yes / No	Bike Ride	Yes / No
Swim	Yes / No	T.V	Yes / No
Cinema	Yes / No	Walking	Yes / No
Cook	Yes / No	Reading	Yes / No
Computer	Yes / No	School	Yes / No
See Friends	Yes / No	Sports	Yes / No

Anything else you like to do: _____

My favourite food is: _____ I do not like: _____

My favourite T.V Programme is: _____ My favourite film is: _____

My favourite book is: _____ When I grow up I would like to work as a: _____

My favourite pop star & band are: _____ What makes me angry? _____

What makes me happy? _____ What makes me sad? _____

My favourite colour is: _____ My friends are called: _____

When I get angry or upset what do I do? _____

Do you keep a diary and write about how you are feeling? Yes / No

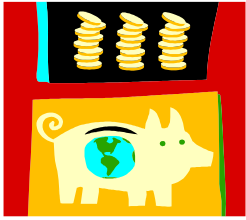
Or do you like to talk to someone about how you feel? Yes / No

My favourite chocolate or sweets: _____ What makes me laugh: _____

My favourite animal is: _____ Finally, if you had three wishes, what would they be?

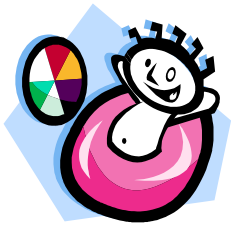
1. _____
2. _____
3. _____

ê BREAKDOWN OF ALLOWANCES FOR YOUNG PEOPLE ê



POCKET MONEY

Under 10 yrs	£1.50
Age 10	£2.50
Ages 11 & 12	£3.00
Ages 13	£4.00
Ages 14 & 15	£5.00
Ages 16 & 17	£10.00



ACTIVITY / LEISURE ALLOWANCE

£5.00 per week
Extra funding may be available for specific interests or hobbies



CLOTHING ALLOWANCE

£30.00 per month
All weekly toiletries, sundries and food are purchased out of the house budget.

ê PLEASE DISCUSS ANYTHING WHICH YOU NEED WITH YOUR STAFF TEAM ê