

YOUR GUIDE TO C Street



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WELCOME TO C Street

This booklet is to help you become familiar with the every day running of your new home. There is another booklet called the:

'Statement of Purpose'

which talks about the service provision at your new home. The statement of purpose also includes information about the staff team. If you would like a copy of this just ask a member of staff.

C S aims to support you to learn the necessary life skills and practical skills that you will need to lead a successful independent life. It is the place where you will take the lead responsibility for your own life with support and guidance.

At C Street you will treat all staff, residents and guests with respect and you will receive this in return. You are also expected to adhere to the home rules in the tenancy agreement. The rules of the home exist for your safety and the safety of others. They are also there to help you understand some of the boundaries and expectations that exist within society.

The plan will be for you to stay at C Street until you, your social worker / personal advisor, and the staff team feel that you are ready to move on. This means that timescales will vary for each young person. C Street supports young people aged from 16 to 18 years old. In individual circumstances, this may vary.

If there is anything you do not understand just ask any of the staff who are here to help you.

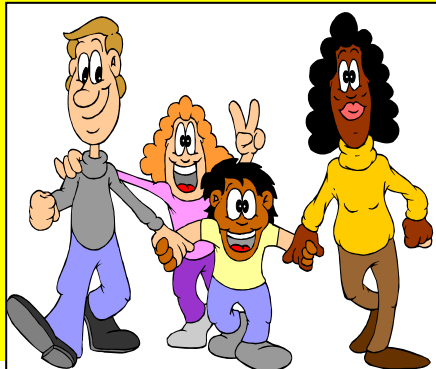
WHO/WHERE ARE WE?

C Street

C Street is close to the city centre of Nottingham. The house is based within a residential, multi-cultural community, with easy access to all local amenities.

Your home provides accommodation for up to 3 young people.

Your home offers a supportive, modern and homely setting for young people looked after by the Local Authority Children's Services. The staff team at VA will work with you and neighbouring agencies to plan and implement an individual support package that caters for your individual needs.



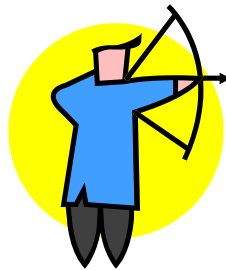
THE AIMS

The aim, is that you leave C Street having developed skills for independent living.

The staff team will do all they can to support and guide you in finding a satisfactory place to live that can provide everything you need for your future.

When you leave C Street you will be provided with a six week out-reach package as well as your own Personal Advisor from the Leaving Care Team who will help you settle into your new home and offer support, advice and guidance with issues such as housing, training, employment and benefits.

We aim to treat **YOU** with respect and protect **YOUR** rights, regardless of why you have been admitted to the home. Everyone also has at least one person, independent of the home to whom they can contact directly about personal problems or concerns; this can include an advocacy worker from the Children's Society.



To help achieve these aims we provide

Specialist services that can be bought in to meet individual needs as well as advice and information on a range of services available.

Support with working through the Life Skill Programme.
An assurance that each young person gains maximum benefit from their stay at C Street

RULES AND BOUNDARIES OF BEHAVIOUR

Whilst C Street is your home, we expect a certain level of behaviour.

NO - drugs, or alcohol are allowed at C Street

Do not get involved in

Physical or threatening behaviour, including verbal abuse, toward anyone in your community OR
theft /damage to property

Theft or damage to property of residents or staff.

BULLYING

There is a local and national agreement regarding harassment and intimidation in any form and it is taken very seriously at C Street bullying is **NOT** tolerated. It can lead to use of the warning system, notice to leave the premises and as a final consequence, police intervention where necessary.



You are not allowed to smoke in the house. This is because of the increased risks involved with fire and new laws and regulations made by the government to discourage smoking and protect your health and that of non-smokers. We are here to encourage and support you if you want to stop and we will put you in touch with agencies that offer advice and guidance.

RESPECT OTHER PEOPLE, THEIR PROPERTY
AND THEIR SPACE

YOU WILL HAVE YOUR OWN ROOM. THERE ARE NO REWARDS FOR KEEPING IT TIDY BUT IF YOU DO ... YOU WILL FEEL GOOD.

Whenever you leave the house, for whatever reason try to let staff know as this helps us to keep you safe and let's us know where you are if we need to contact you.



MONEY

You are entitled to £57.90 a week. From this, £12 is automatically deducted from your money to contribute towards a service charge.

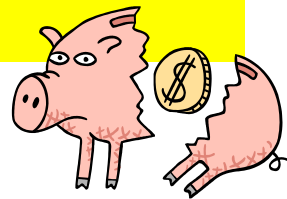
The service charge is your contribution to gas, electricity and water, and reflects a realistic amount you will need to budget when you are fully independent and paying bills.

The total amount paid to you is £45.90. This is referred to as your 'living allowance.' You need to use your living allowance to purchase everything that you need for the coming week including food, toiletries, clothing and leisure monies. You will be expected to discuss with your support worker how you intend to spend your money.

You will ONLY receive a bus pass or other appropriate means of travel IF you are in education, employment or training.

All other additional expenses will need to be discussed and approved your Social Worker.

Fined



Arrangements

Staffing

Staff will not be permanently based on the premises, but they will visit the house on a frequent basis,. Staff will visit in order to complete required health and safety checks and to undertake support sessions with you.

There is a phone located within the house on which you can contact VA staff, your social worker and emergency services.

Visiting Times are

Sunday to Thursday	4.00 p.m. to 11.00 p.m.
Friday to Saturday	12.00 p.m. to 11.00 p.m.
Holidays	12.00 p.m. to 11.00 p.m.

Your visitors remain YOUR responsibility at all times. DO NOT leave your visitors alone in the building or give them your keys.

In relation to family members visiting you at the house, arrangements for this will need to be discussed with your support worker to ensure the smooth running of visits for all residents. In addition, support staff will need to be in attendance whilst all family members under the age of sixteen are visiting the house.

Visitors are not allowed to stay overnight under any circumstances. This would be a breach of your tenancy agreement. All non family visitors must be 16 years or over.

REMEMBER - You are living with other people within the home and the local community. We expect your behaviour to be respectful at all times of those you live with and those in the community.

Disrespectful behaviour is taken seriously and could result in your eviction

SUPPORT WORKER

Each young person will have an allocated Support Worker.

They will take the lead role in providing and organising support to meet your individual needs. Your Support Worker will assist you in accessing training, education and / or employment. They will support you through the housing process and will take lead responsibility for ensuring that your move into independence is as successful as possible.

Your Support Worker will work with other agencies and organisations to meet your needs effectively. They will support you to arrange and attend meetings to discuss your development and opportunities.

You and your Support Worker will plan one to one appointments and, as per your tenancy agreement, you will be expected to engage. The appointments will focus on developing your independent living skills and life skills. You will be expected to complete one to one sessions with all the staff that work with you and not just your allocated Support Worker.

INDEPENDENT SKILLS PLAN

All young people who reside at C Street have a Pathway Plan. This is a legal document that outlines the support you need that ensures your transition from being in the care of the Local Authority to leaving care runs smoothly. Your Pathway Plan is reviewed and updated a minimum of every six months. You and your Support Worker should work with your Social Worker / Personal Advisor to update your Pathway Plan together.

The Pathway Plan will incorporate the 'Life Skills Programme.' This is an independent skills booklet that outlines a list of criteria that all young people need to fulfil before moving into their own tenancy. Throughout your time at C Street you are expected to work through this booklet with your Support Worker.

Please remember that YOU are responsible for your own development and progress. Staff will encourage and help, but IT IS UP TO YOU to make sure that you are at the right place at the right time and engaging well with your appointments.

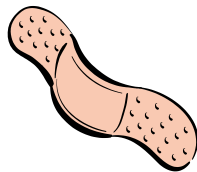
If at any time you are struggling with your independence plan, please talk to your Support Worker. You can also talk to your Social Worker / Personal Advisor, or the homes Advocacy Worker
Don Bond

HEALTH

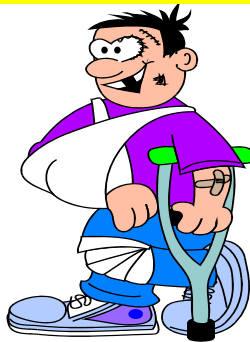
Staff will support you to register with local health agencies when you first move into C Street once registered, it is your responsibility to make your own health appointments and to attend these on time.

Shortly after you have moved into the home, you will complete a one to one session with staff to discuss different types of local health agencies and when it is appropriate to access these (i.e. GP, Walk-In centre, A&E.)

In **EMERGENCY MEDICAL SITUATIONS** staff will make sure you get the appropriate medical attention and treatment that you require. If staff are not available, you should dial **999** and call for an ambulance.



You will be given the opportunity to have full medical check annually by the Looked After Nurse.



POSITIVE HANDLING!!

Staff who attend Ce Street will be courteous and respectful toward you.

There may be occasions when staff must take action to stop you harming yourself , others or property. This means they may have to physically intervene to prevent further harm/damage.

Staff are fully trained in Positive Handling Procedures and De-Escalation techniques. Our Positive Handling Policy follows strict guidelines and is acceptable under current Nottingham City Policy and Procedure.

COMPLAINTS PROCEDURE.

If you have any complaints tell us so we can put it right. There are also other steps you could take.

Talk to someone.....If you don't feel you can talk about it yourself you ask someone to do this on your behalf.

Complete a complaints form.

Whomever you share your complaint with will need to notify the managers at C Street.

You're complaint will be dealt with within 10 days.

If you feel your complaint is very serious or is about how staff or others are behaving you may not want to talk to any of them. In this instance you can ask to speak to **SC**, the Service Manager for Children's Residential Services who is responsible for C Street by phoning: 0115 9155555 and asking to be transferred to SC.

If you want to speak to someone else there are other special numbers you can ring for advice.

Childrens Society . Tel: 0808 901 9488
Child Line. Tel 0800 1111

Remember – any complaint you have will be taken seriously. This is YOUR service and staff will do everything possible to make sure you are listened too and heard and that you are happy with the service you get at C Street.

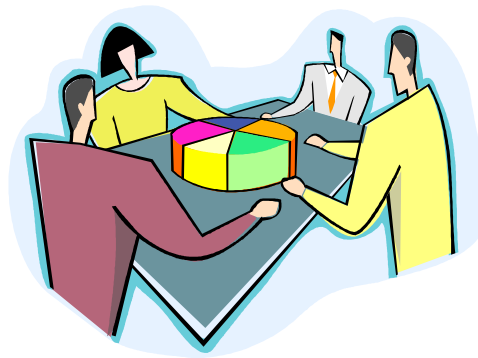


House meetings

There will be meetings with other residents and staff if required.

This will be your opportunity to discuss anything that is important to you, changes that you would like to see or problems that have occurred within the house.

Notes of the meeting will be kept so that a check can be made to ensure that things promised or agreed have actually been done.



TIME AWAY FROM THE HOUSE

It is important that you notify us when you are intending to stay away from the house for any length of time, ie—overnight. In the event we have any concerns about your whereabouts, or safety whilst out of the house, we may need to notify the police.

Access To Your Files.

All young people in care of the local authority have a personal file. Each file stores information about you. This information is both paper based and electronic. The files include professional records, medical reports, meeting minutes etc.

Young people are entitled to see their files.

To access your files you need to submit a written request to Information Governance. You need to include confirmation of your current address and ID. You send the request to

***Information Governance, Nottingham City Council, Loxley House,
Station Street, Nottingham, NG2 3NG***

and they have five days to acknowledge receipt of the request. It can take up to 40 days for them to find the information you have requested and send it out to you.

It is beneficial for young people in care and care leavers to go through their files with a professional who is well known to them i.e. social worker or personal advisor. This is because some of the content may be unknown to them. Also, it is more than likely that reading this information will generate many questions and a mixture of emotions therefore having support is beneficial.

C Street holds a small paper file on each resident. This information is located securely at VA and is locked. The information within is mostly recorded by the staff team at VA It may have some input from your social worker too. If you would like to see your paper file, you need to inform your Support Worker who will seek permission from your Social Worker to arrange a one to one meeting with them to go through this.



FIRE ALARM PROCEDURES.

The smoke detectors are tested each week but you will be told when this is going to happen.

If you hear the alarm or visually assess a fire, then you should contact the fire brigade.

In the event of a fire you need to leave the building by the nearest exit.

You will also receive Fire Safety Training.

****Malicious and hoax calls cost money and may cost lives whilst the emergency services are attending to us instead of a genuine fire or accident.**



OTHER STUFF

Mail - Letters delivered to the house in the names of staff or managers will be collected when staff visit.

Confidentiality

All information about you will be handled privately and carefully.
Anything you tell staff will be handled in a sensitive way.

*We hope that your stay with us will enable you to develop your confidence around independent living and have a better understanding of how that will work for you.

TELEPHONE NUMBERS

0115 9159031/2 (Office)

0115 9159033/4 (Managers Office)

Freephone 08089019488 (Childrens
Society)

0800 1111 (ChildLine)



Other numbers.
