



# Kites Rise

Information for children and young people



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# KITES RISE



WELCOME TO KITES RISE. WE HOPE YOU ENJOY YOUR STAY HERE.

Kites Rise is a home for young girls and boys who are between the ages of ten and eighteen who are unable to live at home with their family.

We hope you can stay at Kites Rise until any problems have been sorted out and you can return home, or if not, until you are ready to be independent and move into your own home.

## WHO WILL LOOK AFTER ME?

You will be looked after by staff who work different hours and take turns to sleep overnight. There is always two staff on duty in the house every day and night.

## OUR STAFF MEMBERS;

*Danielle  
(manager)*

*Louise*

*Helen*

*Kat*

*Rachael*

*Julia*

*Ben*

*Brendan*

*Roger*

*Steve*

*Adam*

## WHAT WILL STAFF DO?

- We want you to feel safe at Kites Rise and we want you to get help when you need it, and to sort out any problems you might have.
- One of the staff will be called your **LINK WORKER** and they will make sure you are looked after.
- Your link worker will make sure you have things you like to eat, clothes you like to wear and that you have what you need for school or work.
- Your link worker will talk to your family, your social worker, teachers, friends and anyone else you can think of that can help you.
- Staff will help you look after your health, they will help you with your education, and they will help you follow any hobbies or interests you have or would like to try.

## WHERE WILL I SLEEP?

You will **not** have to share a bedroom at Kites Rise. All young people have their own bedrooms. You will have a key for this room so that you can lock your door. Staff do have a master key which can open your room should you lose your key or in the case of an emergency. Staff will knock before coming into your bedroom. Each bedroom has a TV/DVD player.

Sometimes staff may need to search your bedroom if they suspect you have something dangerous or illegal in there. Staff will ask you to be present when they can do but in emergency situations two staff will do it together. Staff will inform you of the search and the reasons why as soon as possible.

You will have a bed, a wardrobe, a set of drawers, a lamp, a TV, and a bedside cabinet in your room. We will help you decorate your room with pictures and posters that you like.

There are set bedtimes at Kites Rise. These depend on your age and whether you are at school or at work.

You will be expected to keep your bedroom tidy although it will be cleaned, and your laundry will be done for you by members of the staff team. However, under certain circumstances i.e. if you are on an independent living programme, certain domestic tasks will be expected of you.

Staff also have their own separate bedrooms where they will sleep overnight.

## WHAT ELSE DOES KITES RISE HAVE?

Downstairs we have a garden at the side and back of the house. There is also a lounge, a second lounge/games room with doors that go out into the garden, a kitchen/dining room, a toilet and a garage which provides laundry facilities – **All we ask is that you follow the safety rules.** We have TV's, computers, books, games and equipment for you to use.

We have CCTV outside the perimeter of the house for security purposes.

The home is close to High Spen and Rowlands Gill Village. You can catch a bus to Blaydon, Winlaton, the Metro Centre or Newcastle easily. We are close to chopwell woods, Derwent walk and Derwent park and a number of local shops and facilities. There are also a number of different churches and places of worship. Staff will help you to attend a place of your choice if required.

## WILL I SEE MY FRIENDS AND FAMILY?

Your link worker will talk to you, your social worker and your family about who you would like to see. If everyone agrees, a **CONTACT PLAN** will be agreed and staff will help you keep in touch with those people who are important to you.

If you do not have contact with your family or any other adult outside of Kites Rise then your social worker or staff can arrange for you to have an **INDEPENDENT VISITOR** who will visit you and listen to and support you.

Friends and family are welcome to come and see you at Kites Rise and there is a telephone for you to use.

## WHAT SCHOOL WILL I GO TO?

Hopefully you will be able to continue going to the same school. Your link worker will talk to you about this. If you do not have a school then staff will speak to someone in the Education Department to find you one. All young people at Kites Rise have an **EDUCATION PLAN** and are expected to attend school, college, work or take part in some form of educational programme.

Staff will help you with your homework and provide you with any equipment or materials that you need for your education plan.

## WHAT ABOUT MY HEALTH?

Staff will help you to look after your health while you are living at Kites Rise. Your link worker will arrange a **HEALTH ASSESSMENT** with the LAC nurse and following that, help with your health plan. You do not have to change Doctors (unless outside of a 5 mile radius), Dentists and Opticians if you do not want to and they are not too far away (in case of emergencies) but if you would like to change then your link worker will arrange this.

## WHAT IS EXPECTED OF ME?

In life, there are rules and boundaries for everyone, adults and young people alike, and during your time at Kites Rise, your co-operation in the following areas would be appreciated.

### SAFETY

- For lots of reasons, staff need to know where you are, so, we ask you to keep us informed of where you are when you go out.
- Although we have coming in times, we could extend these for special occasions. **This needs to be agreed with staff on duty.**
- If you don't come home at the time arranged, then we might have to report you missing to the Police. This will be discussed with you, your family and your Social Worker.

- If you hear the **FIRE ALARM**, we must all leave the building straight away. We will show you where the fire exits are and where to meet. We have weekly tests of the alarm so you will know what it sounds like.
- For safety reasons it is important that you wear some form of footwear in the kitchen – this does not include socks!
- For health – you need your sleep and so do others! And for safety reasons it is important that you turn your TV, music players and mobile phones off before midnight when staff go to bed.

## DAILY ROUTINES

It is expected;

- That you attend school / college/ work or actively seek employment where appropriate.
- That you are respectful towards the people you live with at Kites Rise.

**This includes:**

Always using acceptable language

Treating other people's property with respect

Treating other young people kindly and considering their feelings

**We do not accept bad language, other forms of verbal abuse, bullying, threats or physical violence.**

**These boundaries are in place for everyone's protection and wellbeing and your co-operation is expected.**

**REWARDS AND INCENTIVES** are on offer for good or improved school attendance, achievement and good or improved behaviour.

**Also:**

Any young person adhering to education / vocational expectations will have **£10.00 a week** reward to spend on something special or can be saved for a bigger treat.

Any young person adhering to their daily plan at weekends or holidays will be rewarded if they are not working

However, should you choose not to co-operate there are steps that can be taken. These are known as **OUTCOMES**:

The spending of your pocket money may be withheld for a period of time, supervised, or issued daily. This may be because staff know that you have previously spent your money on something that is harmful to your health or safety e.g. alcohol/drugs.

The spending of your pocket money may be supervised if you do not follow the house and safety rules with regard to smoking.

Payment or part payment to repair or replace anything you have damaged can be deducted from pocket money.

Pocket money may be used to repay any monies you have misspent.

Restrictions on the use of leisure equipment may be imposed if young people are fighting with each other or the equipment is deliberately damaged or you misuse this e.g. disturbing people at night.

The Police may be called if you become violent or aggressive towards staff or other young people or if staff are concerned that you might harm yourself.

At any time, you can discuss outcomes with staff and negotiate for a change of outcome if you need to.

**POCKET MONEY** is given on Saturday (depending on individual plan). The amount you get will depend on your age. If you use monies given to you for clothing, bus fares, lunches etc. to buy other things then this will be treated as an advance of your pocket money so don't be tempted! Staff will save money for you if you ask them.

**BUS FARES** or **BUS PASSES** are given when you need them; This may be to go to school, to go to work, to go to visit family, to go to health appointments. Bus fares to visit friends or to go out socially are also important but we do have some restrictions. It is not automatic that you will get these everyday.

We only have a certain amount of money!! There may be other reasons why you wouldn't get bus fares:

- If you have misused bus fare the previous day
- If you have been missing from care, late back, or if staff think you are at risk.

When you reach school leaving age, you may get a weekly bus pass in order to promote your independence.

## SMOKING

- There is no smoking allowed in the home or its grounds at all. You will have to go off the premises to smoke. Smoking at the front of the house is not allowed. **These rules also apply to your visitors.**
- Smoking in your bedroom is not allowed; this is for your own personal safety and the safety of others living here.
- You will be encouraged to hand all cigarettes, lighters and matches in each night for safety reasons.
- Staff will encourage you to stop smoking and will offer to help you.
- The use of E - Cigarettes are not allowed on the premises. This is a Gateshead Council Policy. Staff will ask you to take these off the premises if you are seen with one.

## DRUGS/ALCOHOL

- The use of drugs and alcohol or bringing either onto the premises is unacceptable whilst living at Kites Rise.
- Staff will not hesitate to confiscate goods brought into the building and will consider police involvement.
- Staff will encourage you to stop using these harmful substances and will offer to help you. They will also provide you with useful information about the harm these substances cause and how you can stop.

## ON WAKING UP TIMES

### School / Work days

- the staff will call you at agreed times unless you want to use your own alarm clock.

### Weekends and holidays

- these times are flexible but you will be encouraged to be up before 11.30am.

## MEAL TIMES

- The food is very good. You do not have to eat anything you don't like. The staff prepare a weekly menu on all the young people's choices.
- If you have a special diet for medical or religious reasons, we will ensure that these foods are available.
- If you are Vegetarian/Vegan we will ensure that there is a variety of Vegetarian or Vegan options.

Breakfast	• on a school day is usually before 9am
Lunch	• is at approx. 12.30pm
Tea	• is at approx. 6pm
Supper	• is at approx. 8.30pm – 9.00pm

- You can make yourself snacks / or drinks in between meals and within reasonable hours.
- If you miss a mealtime something will be kept for you or prepared on your return.

If there are foods / meals that are not on the menu that you would like, please feel free to discuss this with a member of staff or add them to the shopping list kept in the kitchen.

## YOUR VIEWS AND IDEAS



You can talk to any member of staff about living at Kites Rise and share your views/ideas about what would make things better for you.



You also have 1-1 time with your link worker to discuss these things



Every week staff will consult with all young people, sometimes all together and sometimes individually.



The manager is available any time if you feel you have not been listened to you.

## RECORDS

- You have a right to read what is written about you at Kites Rise.
- If you wish to read your file you should make a request to any member of staff on duty. It is hoped that your request will be met as soon as possible. However, some circumstances will prevent this, such as dealing with another young person or if the office is being used for telephone calls. At these times, the member of staff will tell you when your request can be met.
- Having read your file, if you do not agree with a particular entry you should let Danielle (the Manager) or your Social Worker know who will follow up your query.

## TELEPHONE

You will have access to a telephone at Kites Rise and will be able to make private calls. However, there may be certain restrictions around some telephone calls you may wish to make for example, those to chat lines or mobile phones. In coming calls should be made before 9.30pm if possible.

## MOBILES

You will be encouraged to have your mobile phone with you at all times. If you don't have one we will provide one for you – not top of the range but it does the job!!! We may also help you with getting top ups.

In emergencies if you have no credit on your phone you can always telephone the staff at Kites Rise using the reversed charge call service.

## MEETINGS

We try and have young people's meetings /consultation sessions every Monday, which you will be encouraged to attend to discuss life at Kites Rise. However you can speak to staff at any time to discuss anything you would like to discuss.

Other meetings that take place at Kites Rise are called **REVIEWS**.

After you have been at Longside House for 20 days there will be a **review** organised for you unless you have had one recently.

You will be asked to **read and contribute to your review report** and you will be invited to this meeting, to help us understand how you feel your placement is going at Longside House and what staff, your social worker, parents, teachers and anyone else, who you are involved with, can do to help you.

You will **meet the chairperson** of this review who is called an **independent reviewing officer (IRO)** and you can speak to them in private. A plan will be made to cover the next three months and at the end of this time another review will be held to make sure everything is going well for you.

**A plan** will be made at this review to cover the following six months because we understand you do not want to spend all your time in meetings! By law we have to arrange reviews every six months after this one.

**If you are worried about attending reviews, you can ask for someone to be with you** – staff and/or an advocate who can help you say how you feel. How to contact an advocate and their telephone number has been given to you but is also available at any time.

## WHAT DO I DO IF I AM UNHAPPY ABOUT HOW I AM TREATED AT KITES RISE OR I FEEL UNHAPPY OR UNSAFE?

If you feel that you are being treated unfairly or you feel unsafe or unhappy you may report this to any member of staff or Danielle the Manger who will try and resolve the problem for you, or you can contact Jill Little (Service Manager) or the Complaints Officer who is based at the Civic Centre.

We will give you the telephone number of your Reviewing Officer, the Complaints Officer and the Children's Rights Officer when you come to Kites Rise.

Kites Rise is also inspected monthly by Reg 44 Inspectors and by OFSTED to make sure all young people are being looked after well. You will have the opportunity to speak to the Managers and the Inspector if you are unhappy about anything or you can contact OFSTED by telephone or in writing.

The address and telephone numbers of people who can help you are on the next page.

You can also:

contact your social worker

contact an advocate

- an advocate is someone who will help you to get your voice heard
- Call or text 07795 021 819
- email [rights@gateshead.gov.uk](mailto:rights@gateshead.gov.uk)

## USEFUL TELEPHONE NUMBERS AND EMAIL ADDRESSES

Jill Little (Service Manager)

•0191 4330000

Independent Reviewing Officers

•0191 433 8031

Safeguarding Children Unit

•0191433 8011

Complaints Officer – Alison Routledge

•0191 433 2408

•alisonroutledge@gateshead.gov.uk

Children's Rights Officer Gateshead– Chris Hulme

•0191 4333 000

•chrishulme@gateshead.gov.uk

Childline

•0800 11 11 11

Who Cares North East

•0191 230 2382

Children's Commissioner – Rachel de Souza

•0800 528 0731

•Advice.team@childrenscommissioner.gsi.gov.uk

OFSTED – 0300 1231231

•enquiries@ofsted.gov.uk

•www.ofsted.gov.uk

Should you wish to use an independent advocate then please contact the children's rights officer, Chris Hulme or Alison Routledge the complaints officer. Their numbers are above.