



United
Children



Your Guide

To Your New Home
at Little Ash Farm



Pocket Money

You are given £10 pocket money every Saturday. Staff will check your bedroom is tidy before giving this. They can support you to complete this if you need help.

Incentive Rewards

You have the chance to top up your pocket money with an incentive chart. Your key worker will work with you to develop a chart and how much you could earn extra or be awarded stars.

Clothing Budgets

When you arrive at Little Ash Farm all your clothing will be listed on your clothing record.

If when you arrive at the home you do not have enough everyday clothing, the staff will arrange for you to buy what you need after speaking to your social worker.

You will receive clothing money every month to buy new clothes.



Fire Precautions

We all want to be safe, so if you discover a fire there are some rules which we have to obey.

If you discover a fire, leave the area and close the door.

- Tell Staff.
- Evacuate the building immediately.
- Do not stop to collect anything.
- Do not attempt to put the fire out.
- Go to the Fire Assembly Point, explained to you by the staff.

We will test the fire alarm regularly and also do an occasional test during the night so that we all know what to do when it is dark and we have been asleep.

If you hear the alarm and staff have not told you that they are testing the alarm, you will need to leave the home and staff will make sure that you are safe. We will practise this in the home so you feel safe and aware.





Popular attractions in the town include:

- The Potteries Museum & Art Gallery
 - Trentham Estate
 - World of Wedgwood
- Gladstone Pottery Museum
 - Alton Towers Resort
 - Waterworld
- Biddulph Grange Garden
 - The Monkey Forest
- Stoke Bet365 Stadium
- Inflato Stoke on Trent



Useful Telephone Numbers



Your Social Worker:

Telephone Number:

Your IRO:

Independent Reviewing Officer

Telephone Number:

Your Emergency Duty Team:

Telephone Number:

NSPCC

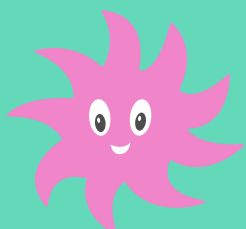
Telephone number: 0800 1111

Website: www.nspcc.org.uk

Childline

Telephone number: 0800 1111

Website: www.childline.org.uk



The Children's Rights Commissioner for England:

Dame Rachel de Souza

Sanctuary Buildings

20 Great Smith Street

London SW1P 3BT

Telephone Number 020 7783 8330

Email Address: info.request@childrenscommissioner.gov.uk

Website: www.childrenscommissioner.gov.uk

Help @ Hands

- Telephone number: By calling 0800 528 0734 from 9am to 5pm, Monday to Friday (secure voicemails can be left outside these hours).
- By emailing: help.team@childrenscommissioner.gov.uk
- Online: Get In Touch | Children's Commissioner for England (childrenscommissioner.gov.uk)

This team of child rights advisers can assist children in care, including children with disabilities, to ensure they are receiving the support and services they are entitled to. They can also follow-up safeguarding concerns and refer children to their local authority's independent advocacy service if required.

Complaints Procedure

The Homes Manager who manages complaints will be responsible for ensuring that your complaint is dealt with.



The Homes Manager will discuss with you confidentially what is needed to be shared with others and what you do not want to share.



The Homes Manager will also talk to you about an Independent Person. This is a person who is not a worker at Little Ash Farm Care or involved with any of the workers there, who will be asked to look at the complaint with the Manager and help solve the problem.



Within 3 days of getting your complaint the Manager will write to you and/or to the person who made the complaint on your behalf to tell you that she is dealing with your complaint and what she understands it to be.



Your complaint will be thoroughly investigated and within 7 days the Manager will write to you telling you the outcome in relation to your complaint.

Advocate

An advocate is an independent person who will support you, recommend ideas and suggestions and champion your rights and put your case forward on your behalf.

Ofsted

You also have the support from Ofsted in regards to complaints (contact details in this booklet). Ofsted's role is to ensure all young people in care are kept safe and are being given the opportunity to strive and achieve independence into adulthood.





Introduction

A Very Warm Welcome to Little Ash Farm

Little Ash Farm is a home for young people. Our aim is to provide you with a safe and nurturing home, for you to heal, grow and thrive.


Little Ash Farm is a welcoming and spacious former family home. With four large bedrooms, a bright kitchen and one lounge, including a sensory and chill-out room, our home provides a nurturing environment.

Outside we have expansive gardens, a wooded area and a tennis court, offering plenty of space for outdoor activities and exploration, helping children feel at home and thrive.

With a tennis court, grass football pitch and bike tracks, to wildlife and woodland and the development of an allotment, we're here to develop the young people in our care holistically and ensure they have the best possible outcomes.

You will be given the address of Little Ash Farm and our telephone number. This is confidential and you should be extremely careful who you share this information with.

Our trauma-informed care team and outdoor-led approach provide children with the support they need to heal, grow and look toward brighter futures. With a focus on emotional wellbeing and personal development, our team is committed to making a real difference in the lives of young people we care for.



Young Persons Guide To Complaints

We want you to feel safe and enjoy your time here with us. We hope that by talking to us you will understand why day to day decisions are being made and feel that you are involved in decision making. But if you are worried, upset or angry about something that is happening at Little Ash farm, please speak to somebody about it.

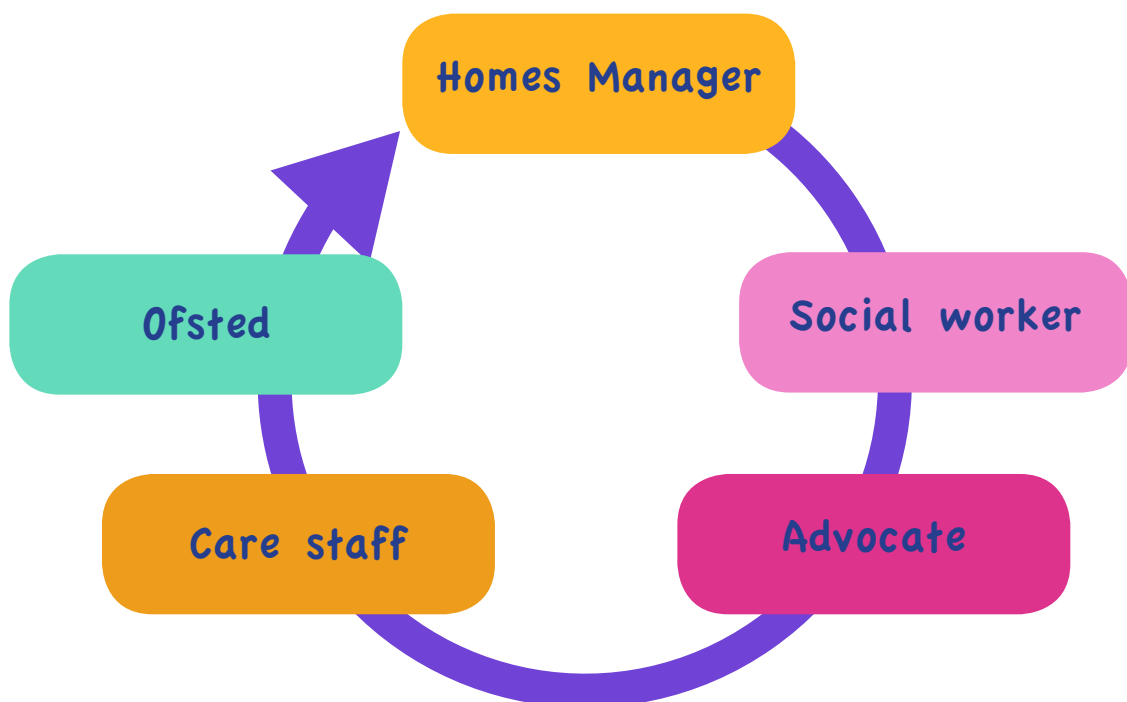
I hope that you will be able to talk to one of the staff at the home, but if you don't feel able to do that, talk to somebody else, your social worker, your family or an outside person and explain the problem to them.

There are a couple of numbers you can ring for advice or help at the end of this guide.

Telling somebody that you are worried or upset about something or somebody, whether this is about a young person in the home or a member of staff or anything else is not about telling tales.

You are entitled to feel safe, secure, and protected and we hope that by working together we will be able to sort problems out.

Who you can make a complaint to:



Little Ash Farm Family



The Home Manager is **Juliet**

Your support workers are

Daniel

Ethan

Craig

Douglas

Khumbo

Nkosi

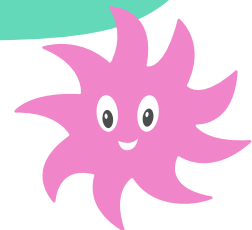
Sarah

The RI is Rebecca

The Director is

Simon

Feel free to speak to us
about anything



Ofsted

Ofsted carry out inspections of the home and during this inspection they will look forward to sitting with you and getting your feelings and views on how you are looked after and that you are happy and enjoy the home and its environment.

They will also want to see your room with you to check that you have adequate space and resources available to you within your own personal room.

Ofsted:

Telephone Number: 0300 123 1231

Address: By Post

Ofsted

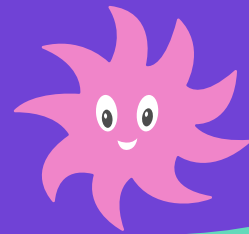
Piccadilly Gate

Store Street

Manchester

M1 2WD

Email: enquiries@ofsted.gov.uk



Who We Are and What We Do

“Ofsted is the office for standards in education, children’s services and skills. We report directly to parliament and we are independent and impartial.

We inspect and regulate services which care for children and young people and those providing education and skills for learners of all ages.

The Children’s Rights Commissioner for England:

Dame Rachel de Souza

Sanctuary Buildings

20 Great Smith Street

London SW1P 3BT

Telephone Number 020 7783 8330

Email Address: info.request@childrenscommissioner.gov.uk

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The children’s commisiioner promotes and protects the rights of children, especially the most vulnerable and stands up for their views and interests.

She speaks up for children and young people so that policymakers and the people who have an impact on their lives take their views and interests into account when making decisions about them.



Bedrooms

You will have your own bedroom and this is your personal space.

To ensure that we keep you safe and that your belongings do not go missing, we ask you not to let other young people into your room.

We will help you make your room really cosy with your favourite colours and things you like in it!

Your settling time is:

Age:

Time:

On a Friday and Saturday night and during school holidays you may have extra time before settling.

How we will keep you safe

There are some important rules

PROUD
TO BE
ME

BE KIND

BRAVE

RESPECT
IS FREE!

GRATEFUL

THIS IS
A SAFE
SPACE

EQUALITY

LOVE WHO
YOU ARE



Daily Routines

The adults in the home will support you in having a good daily routine and will involve you in planning these.

You will be expected to help with the jobs around the home. As part of this, it is a requirement that you keep your bedroom tidy.




Bullying

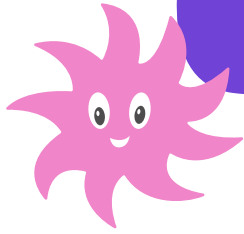
We believe that every young person has a right to live in a safe environment, free from abuse and oppression.

In this home, we have an anti-bullying rule.

Bullying can be:

- 
- Physical assault or threats of assault.
 - Name-calling of an insulting or personal nature.
 - Verbal abuse or threats.
 - Demanding money, goods, or favours by means of threats.

Your time with us



**Welcome
Bienvenido
Khush Amdeed
Salut
Privet**

**Young
Person's
Guide**

**Peaceful
home, caring
environment**



**Your views
Your wishes
Your feelings**

**Let us help
you reach your
goals**



Access To A Telephone

There is a home phone available at suitable times. You will always be able to make calls to your social worker, solicitors, advisors, or helplines at anytime.

Because we want you to settle at night, we would like you to complete all personal calls by 1 hour before your bedtime.

When you are in education or completing education at home, you won't be able to use the phone at these times. We feel it's important for you to get your education completed, without distractions.



Family and Friends Time

We like to encourage time with family and friends where appropriate. You can talk with staff and your key worker to arrange to see your family and friends, although sometimes we will have to arrange this through your social worker. We can support you with this.

We will sometimes ask questions about family or friends you would like to meet. This is so we know a little bit about the people you are seeing and can keep you safe.



Religious and Cultural Needs

Should you wish to practice your religion, we will support you with this. We will also attempt to create links for you and with you to groups, which can meet your needs.



Useful Telephone Numbers

Kidscape

Email address: info@kidscape.org.uk

Telephone Number: 0202 7730 3300

Kidscape is committed to keeping children safe from bullying and abuse.

The Kidscape team equip vulnerable children with practical non-threatening knowledge and skills in how to keep themselves safe and reduce the likelihood of future harm.



Homes Phone:

Telephone Number:

Family Contacts:

Name:

Telephone Number:

Name:

Telephone Number:

Name:

Telephone Number:

Medical and Dental Appointments

When you have settled in to the home you will be registered with a local Doctor, Dentist and Optician.

The staff team will be dedicated in supporting all medical health needs and will always promote a healthy lifestyle.

Smoking

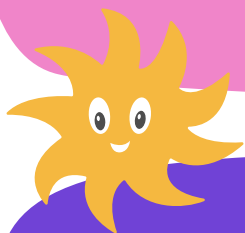
At this home there is a strict no smoking policy within the home. We will support you to quit smoking.

Menus and Meal Plans

All meals are enjoyed at the dining room table.

All meals will be at times which are determined by the plans for the day. You will be encouraged to be involved with menu planning and learn basic cooking skills. We like to ensure that you eat your 5-a-day, so please let us know which vegetables, salad and fruit you like best.

We also have theme nights where we can try foods from around the world. You will have lots of choices of different types of food to keep you healthy.



We Want You to Enjoy Lots of Activities

If you need professional help or lessons then that can be organised for you and we will also encourage you to join local clubs.

Planners will be completed with you for the week, to plan for you next week or future activities you wish to do.