



Open Door

Independent Living Project

"The next step to independence"



WARWICK ROAD YOUNG PERSON'S GUIDE

1A Warwick Road
Batley
WF17 6BU

Mobile: 07785110470

Email: Warwickroad@theilp.co.uk

TABLE OF CONTENTS

01

Welcome & our pledge to you

02

Meet the team

03

Accommodation

04

Local area and facilities

05

Moving

06

Your allowances

07

Rules, boundaries & expectations

08

Support

09

Recordings

10

Residents Meeting

TABLE OF CONTENTS

11

Equality & diversity

12

Staying safe

13

Fire drill & alarm

14

Children's Rights Service &
Advocacy

15

Can I make a complaint?

16

Key contacts

17

Notes Page

01. WELCOME OUR PLEDGE TO YOU

Welcome to Warwick Road, we are really looking forward to helping and supporting you through your transition into adulthood. We know this must be a very scary and overwhelming time, but we are here to support and guide you through this.

For many young people this will be the very first time you are living on your own, cooking and cleaning. We have put this guide together to help you understand the support that will be available which will allow you to understand that you are not alone, and we are here and to help you move on into full adulthood as the best version of yourself.

We have supported lots of young people over the past 15 years who now live successfully in their own homes. We understand we might have some ups and downs along the way- that's fine we can help you through.

We understand that there are lots of changes when you first move in but we will be with you every step of the way.

Our pledge to you:

- You feel safe and secure where you live and in your wider environment.
- Your voice is respected, heard, and advocated for, so you can influence the support you receive.
- You have confidence that the adults who support you understand you, are skilled and work effectively together to best meet your needs.
- You have your own space that you feel proud of and live in a comfortable, well maintained, and stable accommodation.
- You receive high-quality, tailored support that sustains your health and wellbeing.
- You have strong, trusting, and meaningful relationships within your support system and can rely on the adults around you.
- You feel supported to learn and apply skills for independent adult living.
- You feel positive about your future and opportunities as a result of the support you receive.

Hopefully this guide will help answer any questions but if you don't understand anything then it is important to ask questions or write them down on the blank pages at the end.

02. MEET THE TEAM

At Warwick Road there is a manager and a group of support workers to support you throughout your time. Staff remain in the building 247 working on a sleep-in rota system. Staff sleep from 11pm -7am however staff are available through the night in case of emergencies, so you are never alone. Staff changeover is 10am -10.30 each morning with the manager working alongside the support workers during the week to meet your needs.

We have a small number of casual staff who work at at Warwick Road covering staff holidays and sickness.

The staff team come from varied backgrounds with different interests and personalities. Although everyone here will support you, you will be allocated a keyworker. They will take the lead on your support and planning. Your Keyworker is responsible for writing your monthly report and updating your risk assessment. You will be involved in this process with your views and comments included each month which is then shared with your social worker. It is really important that you engage with this to ensure you are at the heart of your planning and future outcomes.

Before you move into Warwick Road you will get chance to meet all the staff team and your keyworker which will hopefully help you feel more relaxed before you move in.



Leisha Wicks
Manager



Vicky Ingham
Support Worker



Holly Bell
Support Worker



Katie Robinson
Support Worker

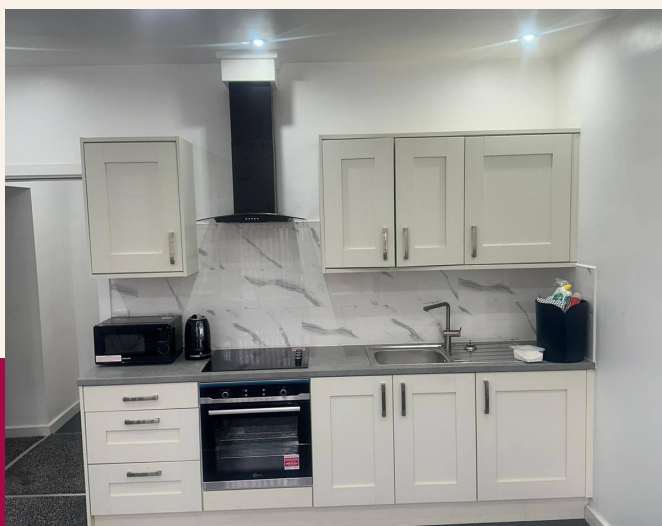


Damian Durkan-Reid
Company Director



Donna Kendall
Transitional worker

03. ACCOMMODATION



We don't allow overnight guests at Warwick Road or for you to sleep in another young person's apartment. You are allowed visitors which is explained under the rules section.



WARWICK ROAD

Warwick Road provides supported accommodation for looked after young people aged 16-25. Warwick Road consists of 5 fully furnished self-contained apartments with staff having their own flat where they reside 24/7 to support you. The Apartments are very modern and fully furnished including all the large items such as sofa, washing machine, cooker, fridge freezer, double bed and wardrobes etc. The apartments are all decorated neutrally, we don't allow you to decorate but we do support you to personalise your apartment. Warwick Road has a private car park to the side of the building and short three free bays to the front.

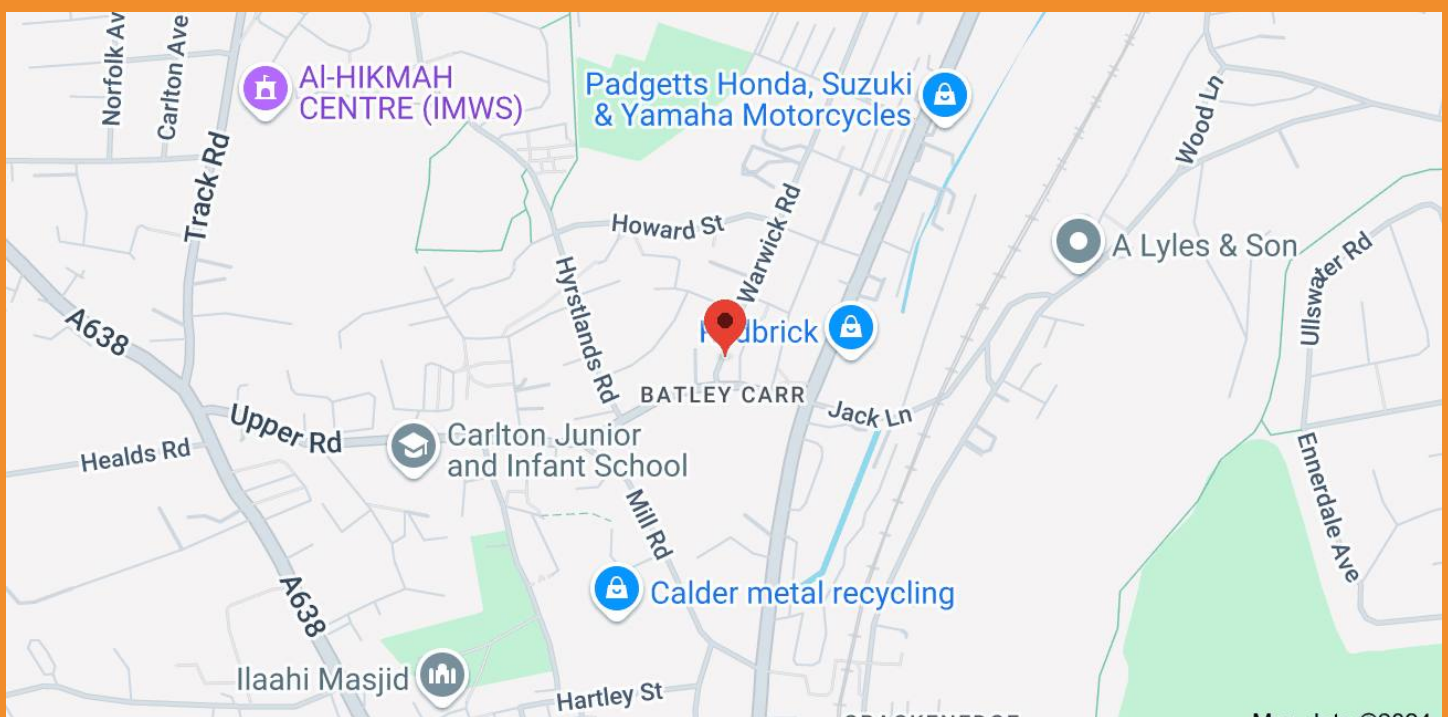
Although you have your own apartment the Staff apartment is for everyone to use, here you can spend time with other young people, chat with staff or just relax and chill on an evening. The staff space is also used for meetings and visits throughout the week.

For everyone's safety Warwick Roads main entrance is operated on a fob system, you will be given your own key to your apartment and there is CCTV in the communal area and outside the building. We value and respect privacy however staff can enter your space without permission. This would only happen if we had concern regarding your health and safety or if there were maintenance issues. In normal circumstances we work on mutual respect with knocking on your door and waiting for you to answer. We ask that you do the same with the staff apartment.

04. THE LOCAL AREA

Batley , West Yorkshire

Warwick Road is located on a quite site street off the mainroad. Warwick Road is a short walk from both Dewsbury and Batley Town centres which means everything you need is close by, eg shops, doctors, dentist, college, transport links, leisure centre and places of worship. You will find all the addresses and contact numbers you need at the end of this guide. We will show you around the local area if you are not familiar with this, we can support you to get around until you feel confident to do this independently.



05. MOVING



What to expect

PLANNING YOUR MOVE

Before a decision is made that you will come and live with us, your social worker will talk to you about this. Then the transitional worker from Warwick Road will visit you or you. The Transitional worker will then plan with you the transition sessions to take place before you move in. This may include cooking sessions, attending resident activities, shopping for your flat items etc. This will give you chance to meet the staff team and other residents.

A planning meeting will take place before you move in with yourself, Warwick Road staff, your social worker, carers/ parents, and anyone else important to you. We will all discuss and plan your needs and support

MOVING DAY

Firstly, our main aim is to make you feel welcome, safe and settled in your new environment as this will often be your first-time experiencing living in supported accommodation.

We will ensure your move goes as smooth as possible and that your apartment is clean, tidy and ready for your arrival. You will receive a welcome pack with basic toiletries and cleaning products. We will support you to unpack and take you food shopping. We will complete some induction forms and you will be given your own key.

06. YOUR ALLOWANCES

We understand that budgeting may be new to you. Please try not to worry as we are here to support you with this.

Every Monday your weekly money will be issued to you following the completion of your weekly flat check. Weekly flat checks are important and involve staff supporting you to make sure your flat is clean and tidy with all jobs completed, health and safety is also very important to make sure everything is safe in your apartment, damage accidental and non-accidental is also checked. All this is to make sure your apartment is of high standard.

All weekly allowances are signed in and out by you and the staff team. The staff will directly support you to complete your food shopping before any surplus money is issued. This is important as it helps you get into good habits around prioritising essentials before luxuries. We encourage all young people to save weekly to support budgeting skills to buy clothes, phone top ups, games and make up etc.

Many young people also receive bursaries from college and/or extra money from paid work. We strongly advise and support you to work towards getting a part time job alongside studying to boost your weekly income.

Other allowances to Young People may include:

Birthday allowance; festival allowance, leaving care allowances, clothing, mobile phone, driving lessons, training/work related equipment allowance, These are agreed on a case by case basis directly between the Young person and social worker/personal advisor.

Weekly Allowances



Kirklees



£78.14

Other
authorities



per
policy

All young people are supported to budget their weekly money. We advise weekly saving and a £30 food budget per week.

07. RULES, BOUNDARIES & EXPECTATIONS

- 1.** Only one friend to visit at a time unless it is family. All friends must be ages between 16 -24. They will need to bring ID on their first visit for staff to save, this is to comply with safeguarding procedures.
- 2.** Strictly no drugs/alcohol on the premises as this will result in warnings being issued and may terminate your tenancy immediately. Staff are able to check flats without permission if alcohol or drugs are suspected.
- 3.** By law there is no smoking including the use of e cigarettes at any time. persons found smoking will be subject to fines and / or warnings.
- 4.** Friends to leave by 11pm.
- 5.** No candles or deep frying oil
- 6.** No pets allowed.
- 7.** Music to be played at a reasonable level.
- 8.** If you damage property you will pay for the repair/ replacement
- 9.** No bullying.
- 10.** Strictly no weapons- this may result in warnings and may terminate your placement
- 11.** No overnight guests or overnights in other Young Peoples flats
- 12.** No electric bikes or scooters allowed on project
- 13.** You must comply with weekly flat checks. Any unkempt flat may result in a warning being issued.

08. SUPPORT

All support is tailored around individual's needs, we work through the below independent living skills programme at a pace that is appropriate to each person. We ensure you are empowered and supported to take a lead role on the support you receive. We work with you to identify areas of strength and needs to agree on actions each month as part of your monthly report and support plan.

1.Domestic Skills

- Cleaning & Tidying your Home
- Cooking & Storing Food
- Shopping & Health Eating
- Using all Appliances e.g. washing machine, cooker, microwave

2. Finance Skills

- Banking & Saving
- Budgeting Skills
- Debt Management
- Understanding & Questioning Bills
- Utilities & Paying Bills

3. Health & Self Care

- Alcohol & Drugs Misuse
- Leisure & Local Amenities
- Medical Appointments
- Medication
- Mental Health & Emotional Well-being
- Personal Hygiene/Self-Care
- Sexual Health

08. SUPPORT

4. Relationships

- Domestic violence
- Family Relationships/ Contact
- Healthy Relationships
- Professionals & Services
- Sexual Orientation/ Identity
- Religion
- Pregnancy

5. Safety & Understanding the Law

- Communication & Personal Safety
- CSE & CCE
- Health & Safety @ Home
- Immigration Advice
- Understanding the Law

6. Education & Employment

- Daily Routine & Structure
- Education
- Looking & Applying for a Job
- Interview Techniques
- Travel & Orientation
- Working

7. Transition @ 18

- Applying/ Different Types of Tenancies
- Form Filling & Benefits
- Housing Advice
- Legal/Solicitor Advice
- Moving to a New Property
- Universal Credits

08. SUPPORT

Education, Training, and employment

We believe that education, training, and employment is important to you and your future, and your engagement in this is an expectation whilst living at Warwick Road. We believe that routine and structure to your week is an essential part of becoming an adult. Your views and opinions are central, we work closely with you, your social worker, education, and careers regarding supporting you to achieve your desired goals.

We keep in close contact with training providers, colleges and the virtual school to ensure you are receiving the support you need, are receiving your full entitlements and are progressing well. If you do have difficulties in education/training, we work proactively to resolve any issues to support you to achieve your goals.

We will support you and attend your Personal Education Plan Meetings (PEP), your looked after reviews

Health

An important part of your transition into adulthood is developing the skills required to independently look after and maintain your own physical, mental, and emotional health and wellbeing. At times we understand that conversations can be difficult and embarrassing, but we hope that you build positive relationships with your support staff to speak openly and honestly around your health and wellbeing. Warwick Road will tailor your support to ensure you have the correct guidance and information/contacts are available to keep yourself safe, fit, healthy and well.

we will support you to register with the local GP, dentist and opticians and support you all initial appointments if needed. You will continue to be seen annually by the looked after children's nurse for your annual health assessment, again staff can support you with this if you wish.

We understand that all young people have different needs and varied health requirements. Warwick Road will work closely with you to identify the support you may need from external services. We work with lots of different agencies to support all young people's health and wellbeing ensuring your voice and views are central to this. These include sexual health, drug and alcohol services and mental and emotional wellbeing. (All local and important health contacts can be found at the end of this guide)

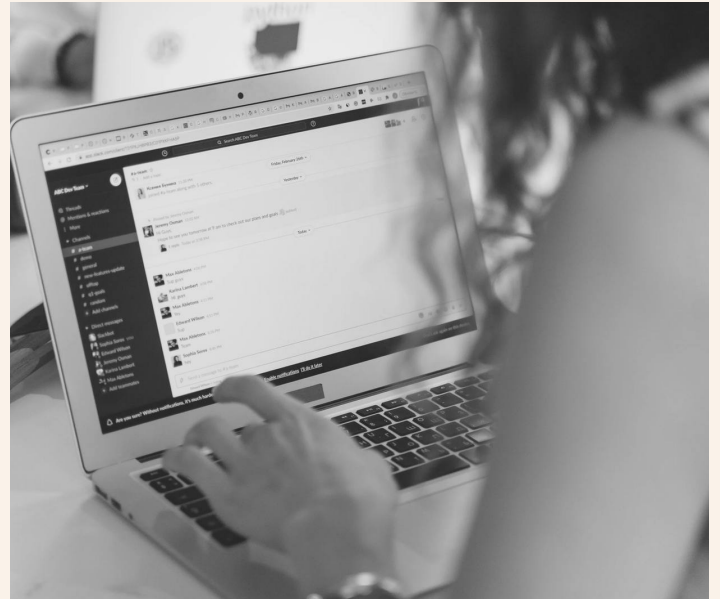
09.

RECORDINGS

All young people have an electronic personal file where we record information about you. This includes daily information when you go to the doctor, your review meetings, your education, what sort of day you had, what you have done well and when you have struggled etc. For example, contact details, risk assessments, health/medication.

We work openly and honestly with all young people and encourage and support you to be involved in everything that is written about you.

You can read what we have written about you and arrange to see all information held about you by asking the staff team. You will find that you are encouraged to be participate in written information about you such as monthly reports with your key worker, working on reducing risk on your risk assessment and records of discussions. We very much work on the basis of you being central to decisions made that effect your future and always encourage you to make your own comments on documentation written about you.



We recognise that the records we keep about you are very much part of your journey through care, in time these records will become of great significance to you in supporting you to understand your life story. All your records are kept until you are 75 years old so you can ask to see these even if you don't live with us anymore.

10. RESIDENTS' MEETING & ACTIVITIES

We hold a resident meeting each month, this is your opportunity to have your voice heard and share your views on life at Warwick Road. We encourage all young people to join in and spent time together as a group. This is led by the group and is often a really good way to get to know everyone.



We occasionally plan resident activities which again is led by all young people in deciding what they would like to do. Some examples include, bowling, gaming centres or day trips. All activities undertaken are risk assessed – which means that we decide if they are safe for you to take part in which is also engagement and behaviour led.

11.

EQUALITY & DIVERSITY

OUR VALUES

We value diversity and promote a safe and secure environment where every young person, employees and other agencies are treated with respect, free from discrimination and harassment.

We strive to ensure that each Young Person receives the same quality of service irrespective of their age, race, gender, cultural background, religion, disability, or sexual orientation.

We aim to treat everyone fairly, However, you are all individuals, and we plan to support you based on your individual needs.

If you ever feel that you are getting treated differently because of your age, race, gender, cultural background, religion, disability, or sexual orientation then you must talk to a member of staff, your social worker, managers or use the complaints system using the contact details at the end of this guide.



STAYING SAFE

As a team we have a duty to keep you safe and well whilst living with us, we also have clear policies & procedures to support this. There may be times when this may feel frustrating, but it is essential we support you to understand vulnerabilities, risks and your responsibility to this. Our supported accommodation requires open communication which is built on honest trusting and meaningful relationships with the staff team. As such we ask that you are open and honest about whereabouts and who you are associating with. We are not being nosey or need to track your every move but here to support and guide you to ensure you are safe and protected from harm. Below are some key points around communication and keeping safe.



WHAT TO DO IF YOU FEEL UNSAFE

If you ever feel unsafe or think that someone has done things they should not – you must **TELL US**, your **SOCIAL WORKER**, **OFSTED**, **CHILDLINE**, or someone you **TRUST TO LISTEN** and to do something about it. You will find telephone numbers at the end of this guide.

KEY POINTS

- The staff team will work with you and all relevant professional to collate a personalised risk assessment centred around your needs. This will then help you understand your own risk areas in which to improve but also guide staff to make an informed decision if we feel you are in danger.
- All young people are expected to return to the project for 11pm. If you are going to be late, please just ring and explain why.
- All young people can work towards 3 nights authorised off the project in line with approval from your social worker.

13. FIRE DRILL & ALARM

If you hear the alarm, you should evacuate the building and meet at the assembly point outside in the car park



You should not return to the building until you have been told that it is safe to do so. You should not tackle a fire directly.

The fire points are checked on a weekly basis – you will be told when these happen. Fire drills are carried out several times a year, coordinated by a member of staff. We do drills as it is important that we are all reminded how to get out quickly and safely.

If you discover a fire, the alarm should be raised via the nearest activation point.

14. THE CHILDREN'S RIGHTS SERVICE & ADVOCACY

The Children's Rights Service can offer you support if you feel your rights are not being met or are unhappy with any part of your support from the supported accommodation or any other agency working with you. Childrens rights offer one-to-one advice if you have questions or concerns.

An advocate is a person who will help you express your views, wishes, and feelings or speak on your behalf. The Children's Rights Service can offer one-to-one advice if you have any questions or need advice. Your Social Worker could also act as an advocate for you. A good example of when you might need an advocate, is at a meeting, or a review, where you may feel you don't yet have confidence to voice your own opinions.

Contact details for children's rights can be found at the end of this guide.



15.

COMPLAINTS

If you wish to make a complaint, if there is something that can be done to help straight away, we will do it. We want to resolve any relevant issues by:

- Concerns being addressed by the right person, with the appropriate skillset.
- Being dealt with at the earliest possible time



All our staff are here to help and are happy to listen to your comments and complaints. You can share your comments and concerns with us by either:

- Talking to a key worker or member of staff. They will ensure your complaint is addressed or referred to the appropriate person.
- Contacting the Operations Director Mr Damian Durkan-Reid
07917 713442
- You can also send us your complaints in writing, to the Operations Director,
Independent Living Project, Head Office, Unit 2B, West View Garage, Boothtown, Halifax, HX3 6PG
- Or via email to admin@theilp.co.uk

16.

KEY CONTACTS

<p>Social workers, Personal advisors Children in Care and Care Leavers Service Civic Centre 1 High Street Huddersfield HD1 2NF</p> <p>Tel: 01484 221000</p>	<p>Children's Rights Children's Rights Team Brian Jackson House, New North Parade Huddersfield, HD1 5JP Phone - 01484225288 Freephone- 08003893312 Text- 07989135739 childrens.rights@kirklees.gov.uk</p>
<p>Kirklees Local authority Complaints Post- Children and Young People's Service compliments and complaints Kirklees Council, PO Box 1720, Huddersfield, HD1 9EL Phone - 01484 225140 childrens.complaints@kirklees.gov.uk</p>	<p>Childline Children in Care Phone - 0800 884 444</p>
<p>OFSTED enquiries@ofsted.gov.uk Phone - 0300 123 1231</p>	<p>The children's commissioner Phone- 0800 528 0731 help.team@childrenscommissioner.gov.uk</p>
<p>NSPCC National Society for the Prevention of Cruelty to Children Phone- 0808 800 500</p>	<p>YOUTH LGBTQ Brian Jackson House 2 New North Road Huddersfield HD1 5JP Phone - 01484 469 691</p>

16.

KEY CONTACTS

<p><u>Kirklees Citizens Advice & Law Centre</u></p> <p>Units 11-12 Empire House Dewsbury WF12 8DJ. 0808 278 7896</p>	<p>DASH- Destitute Asylum seekers Huddersfield Quaker Meeting house Paddock Huddersfield HD1 4TR 07702382647</p>
<p>Duty Personal advisors (Huddersfield) Room 11 Civic Centre 1 High Street Huddersfield HD1 2NF 01484 225511</p>	<p>Duty Personal Advisors (Dewsbury) Number 12 Dewsbury Town Hall Wakefield Old Road 01924 324558</p>
<p>YOUTH LGBTQ The Youth service works across all of Calderdale and Kirklees, providing support to LGBTQ+ young people, their parents and carers. LGBTQ+ Young People and Family Support Worker (Kirklees only) - Caz Morreale - 07976 402 198 LGBTQ+ Youth Worker (Kirklees and Lead Youth Worker) - Kate Ribchester - 07534 075 388 LGBTQ+ Youth Worker (Calderdale) - El Lotz - 07958 914 070</p>	<p>IAPT Kirklees 24-hours single point of Access Team Tel: 01924 316830</p>
<p>British Red Cross 100 Technology Drive Batley WF17 6ER 0844 871 8000</p>	<p>Refugee Council CONTACT DETAILS Children's Service 02073461134 children@refugeecouncil.org.uk</p>

16. KEY CONTACTS

<p>Refugee Advice Service Barnsley General enquiries: 01226320111 The Refugee Council Barnsley CVS Building 23 Queens Road Barnsley S71 1AN</p>	<p>Local mosque Jame Masjid 101 Henry Street Batley WF17 6JH 01924 463274</p>
<p>Mount Pleasant medical Centre 69 Purlwell lane Batley WF17 7PF 01924 474499</p>	<p>Pinderfields Hospital Pinderfields Hospital Aberford Road Wakefield WF1 4DG Switchboard: <u>01924 541000</u></p>
<p>Family Nurse Partnership 03033309933</p>	<p>Dentist Batley Carr Dental Centre 39-41 Town Street Batley Carr Phone: 01924 465846</p>
<p>Opticians Specsavers Address: 78 Commercial street Batley WF17 5DS Phone: 01924 350040</p>	<p>Dewsbury and District Hospital Government hospital Halifax Rd, Dewsbury WF13 4HS Dewsbury · 01924 541000 Open 24 hours Emergency department: Open 24 hours</p>
<p><u>Sexual Health</u> LOCALA Health Centre, Wellington Rd · 0303 330 9981</p>	<p>NHS 24-hour mental health support helpline <u>0800 183 0558</u></p>

16.

KEY CONTACTS

<p>Samaritans</p> <p>You can get in touch about anything that's troubling you, no matter how large or small the issue feels.</p> <p>Phone – 116 123</p>	<p>Abuse and domestic violence</p> <p>Child abuse and domestic violence (in hours) <u>01484 456848</u></p> <p>Child abuse (out of hours) <u>01484 414933</u></p> <p>Pennine Domestic Violence Group <u>0800 0527222</u></p> <p>National Domestic Violence Helpline <u>0808 2000 247</u></p>
<p>Kooth</p> <p><u>www.kooth.com</u></p> <p>Online mental wellbeing community</p>	<p>Shout</p> <p>Support in crisis</p> <p>Text – 85258</p>
<p>Young Minds</p> <p><u>www.youngminds.org.uk</u></p>	<p>C&K Careers advice</p> <p>24 High St, Huddersfield HD1 2LR</p> <p><u>Clare.Hobson@ckcareers.org.uk</u></p> <p>07506692726</p> <p>Careers Adviser</p> <p>T: 01484 242000</p> <p>M: 07464497360</p> <p><u>Susan.Stewart@ckcareers.org.uk</u></p>
<p>The Opportunity Centre</p> <p>Dewsbury</p> <p>Shannon Lockwood</p> <p>Attendance & Pastoral Support Coordinator </p> <p>(APSO)</p> <p>25-27 Westgate, Dewsbury, WF13 1JQ</p> <p>M 07813345122 </p> <p>T 01924 460290 (extn. 3803/2146) </p> <p><u>www.theopportunitycentre.com</u></p>	<p>Kirklees College</p> <p>Springfield Campus</p> <p>2 Commercial Road</p> <p>Dewsbury</p> <p>WF13 2NP</p> <p>01484 437000</p> <p><u>www.kirkleescollege.ac.uk</u></p>

NOTES PAGE

[illegible]