

Celebrations

On your birthday you will receive cards and a gift, you will have a cake and your favourite dinner, everyone will want to help you celebrate your day. If you have family who can visit you then they will be more than welcome to come and see you on your birthday and join in the celebrations, it may even be possible for them to take you out providing that this is O.K. with your Social Worker.

What else do we celebrate?

That's up to you.... We celebrate Christmas, Eid, and Diwali but celebrations will depend on who is living here at the time. We always plan ahead and like you and your families to be involved as much as possible. We are always willing to listen if you have a specific festival you would like to celebrate.

There are more celebrations than Christmas and Birthdays.

New Year - we all celebrate with midnight cheers and a party.

Easter - is a time for Hot Cross buns and a very popular chocolate Easter Eggs.

Bonfire Night - is celebrated by going to a local bonfire and watching the firework displays

Religion and Culture

Wherever you are from and whatever your values, we will support you in following your culture's practices and beliefs.

For example, this may need a particular diet or going to a place of worship.

It is also important that you respect other people in the home and are tolerant of each other's differences. You can expect these needs to be met and respected.

If you wish to attend church or a place of worship, your key worker will be happy to arrange this.



A Young Persons Guide to Howards House

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Registered Manager
Vacant

Responsible individual

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JTA Residential Care



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Welcome to Howards House, we all hope you will be very happy here. This guide is to help you settle in and to answer a few of the questions you might have, if you think of any more just ask any member of staff and they will be able to help you.

This booklet is for you to keep so you are able to go back to it when you need it.

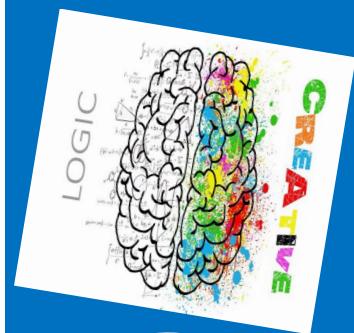
Howards House aims to be free from all prejudices. We value and respect everyone and ensure everyone feels safe. We do not allow anyone to bully other People or call other people names.

Because we value you, we want you to be as involved as much as possible in the plans and discussions involving your future.

Your feelings and wishes will be listened to and respected.

This booklet will not cover everything so,

Education



You will have to attend education.

You will have a Personal Educational Plan and all young people must attend education/training or employment up to the age of 18.

Education is important...

At school you will learn things that will be useful to you in later life, you also get to meet people of your own age and build up a social life.

We want you to do well and get good exam grades, so you can make choices about further education, training, or work.

We are always happy to help you with your homework and will find you a quiet place to study.

We can help to arrange tutoring for you if it is agreed that this is something that will help you with your education, as well as supporting you to attend after school activities or groups.

We would always want you to continue going to your current school. If that is not possible for any reason, we will talk to you about it.

Travel to and from school will be discussed on your admission.

Health & Safety



To make sure that you are kept safe within the home, the staff will complete regular Health & Safety checks. We must all act responsibly, therefore it is very important that you do not put a wedge under any door as these are fire doors, always remember to let staff know when you are leaving/entering the home; staff need to know who is in the house at all times for Fire Safety.

Please, do not mess with any fire safety equipment and always turn off electrical equipment at the wall when not in use and when you're leaving the Home.

In the event of a Fire

- There are fire detectors and Alarms throughout the home; therefore they should be sounding continuously.
- If the alarm has not gone off shout "fire!"
- Leave immediately, without any delay.
- Staff will show everyone out.
- You must leave the building using the nearest available exit.
- The fire procedure will be shown to you by the staff on your arrival.

Smoking Rules

Smoking is not permitted at Howards House, if you come to Howards House as a smoker you will be supported and encouraged to stop with advice and support from appropriate professionals. E-Cigs/Vapes are also not permitted at Howards House. An appropriate safety plan can be agreed upon your admission with your social worker.

What happens if I damage property?

Accidents will always happen but any deliberate damage to property, misuse of money provided for clothing, provisions etc. will have to be repaid. Alternatively, we will have to look at a different approach to resolve the consequences of your actions, for example helping to repair the item.

Howards House

Howards House is a large family type home where 2 Children and Young People, aged between 8-17 years are able to live in a spacious yet cosy and warm environment.

The lounge is a cosy space finished with modern features. There is a large sofa, 2 arm chairs and bean bags for you to relax on, alongside plenty of books, games and a large smart TV. There is also an area in the lounge which the homes manager hopes to create as a "gaming zone" with involvement from YOU. This will include an accessible laptop.

Howards House has a large kitchen which has all the required necessities to enable you (and staff) to prepare nutritious meals, you can learn how to cook with staff and independently.

There are 2 identical double bedrooms within the home, all of which have a cosy double bed, wardrobe, chest of drawers, desk, bedside table, lamp and a TV. All bedrooms have a natural décor, you are encouraged to personalise them, this is your space, so make it yours!

The home has 2 bathrooms. On the ground floor there is a toilet, shower (double headed) and hand basin as well as the laundry facilities. There is another bathroom located on the first floor which has a toilet, bath with a shower overhead and a handwash basin. The third bathroom is located on the top floor and is an en-suite to the staff sleep room.

Howards House has a pleasant garden which is accessible from the lounge and kitchen, you may choose garden resources to have in the garden, this includes you planting flowers and/or vegetables alongside staff. Let's see what recipes we can make from our own produce!

The local Area

Howards House is located in Newham, London.



The premises are located in a communal area with easy access to community resources, public transport services, schools and fun activities/clubs.

Some of the activities you may be interested in:

- * Stratford
- * Parks and Gardens
- * Westfield Shopping Centre
- * Resorts World London
- * Trampoline Parks
- * London Stadium .

Howards House offer a wide range of activities, during leisure time in the evening, at weekends and during school holidays for you to enjoy. The list is endless, and we will always try to accommodate and support any of your hobbies or anything you may like to try.

Don't worry if you are not the outdoor type because there are other pastimes such as listening to music, watching TV, reading, using the computer, Play Station, Xbox, music, arts and crafts or a particular interest or hobby you may have. You could even learn to play a musical instrument or go to drama classes.

We want you to enjoy your spare time at the home – it is important to us that you explore new experiences and enjoy activities that you already participate in. Teach us your skills so we can join in the fun.



House Rules

- For the sake of everyone's health and safety smoking is not allowed anywhere in the house. This applies to everyone (young people, staff, and visitors)
- No alcohol is allowed in the house or in the garden.
- Drugs are illegal and cannot be brought into the house or garden. We may call the police if drugs are found in your possession.
- You cannot cause deliberate damage to another person's property. This includes any damage to windows, walls, and doors in the house.
- The young people meet with the staff regularly. This is called kids chat and we expect you to attend, we want your views.
- You are expected to come in at the time we agreed with you and go to bed at your agreed time.
- You are expected to clean up after yourself; this includes when you have finished eating, your bedroom and your belongings.
- Respect the staff - Honestly, they are trying to keep you safe, not spoil your fun.

It is important to treat each other with respect. Everyone has a right to feel safe and valued whilst living at Howards House. There are some rules about the way we treat one another.

The following are not allowed:

- Bullying or deliberately frightening another young person.
- Calling staff or young people names because of their race or culture.
- Calling anyone names because of their sexual identity.
- Swearing at staff and other young people.
- Borrowing any other young person's belongings without their permission.
- Any form of violence towards another young person or a member of staff.

Visitors



What about people coming to see me?

Can I have visitors?

Yes but you need to check it out with us. Unless there is a reason why they should not visit, your family can visit any time after school or at the weekend. Please let the staff know if they are expected.

Your friends can visit too, but you need to check that it is ok with the staff. They will inform you what times are suitable but staff need to have 24 hours' notice beforehand if you want them to have a meal with us. Your friends are your responsibility and they will be asked to leave if they do not behave respectfully while they are here. Friends are not allowed to stay overnight but you may be able to stay at your friends' houses this will need to be discussed with your parents and social worker agree that it is safe for you to stay there.

Keeping you safe...

We want you to feel safe when in the home, so we have taken steps to ensure that the home is safe from intruders and also that staff are alerted, at night time, if you are up and about. The alarms are only turned on when you are settled in your room at night. If they need to be used more regularly, then you will be informed by the manager, or your keyworker.

Please, do not mess with any fire safety equipment and always turn off electrical equipment at the wall when not in use and when you're leaving the Home.

Useful Contacts

The Children's Commissioner has a statutory duty to promote and protect the rights of all children in England in accordance with the United Nations Convention on the Rights of the Child. The Commissioner is supported in their work by a team of staff. Together, they are responsible for the rights of all children and young people until they are 18 years old, or 25 years if they have been in care, are care leavers or have a disability.



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0300 1231231

enquiries@ofsted.gov.uk

Your Social Worker

Email:

Phone:

Your Advocate

Email:

Phone:

The Staff Team



Throughout your stay with us at Howards House you will be cared for and supervised by a dedicated staff team. The staff are professionals and care about their work and the Children and Young People in their care. They are experienced in many areas, and will happily join in with your activities.

If you have a problem or a worry they will share their advice and support willingly. They will never judge you and are always mindful of your previous experiences. At times the staff may need to be firm but we hope to always be fair. All that the staff ask of you is that you are as honest and respectful to them as they will be to you.

There is up to 10 people on the staff team. You will have the chance to meet all of the staff over the next few weeks. They are here to help you settle into your new home, help you feel at ease and answer any questions you may have.

The staff that look after you are called Residential Care Workers. Most of the staff work shifts, this means that every day, usually 2/2 staff come on duty in the morning and work all day and evening, staff will then sleep in their designated rooms while you get some rest too. Sometimes, we may need to have staff on shift at night that remain awake, this is to ensure we are able to keep you safe at all times.

Complaints

Howards House has a Manager.

The Manager meets regularly with your Keyworker to advise them on how best to help you and ensure that everything you need is in place.

If you are not happy about the care you are receiving, or you feel we are not doing things properly, talk to your key worker, they are there to help you. If after talking to your keyworker, you are still unhappy about something at the Howards House you can make a complaint to the manager or the RI. Compliments and suggestions are always welcome too!

Your complaint will be taken seriously and a response will be given to you within 48 hours. (it might be that more time is needed to look into the complaint) If you are unsure of how to make a complaint, then either your key worker, social worker or your local authority advocacy worker will help you with this.

UNOFFICIAL COMPLAINT

When you want to get any concerns that you have off your chest but don't want it to be officially recorded. You can do this during the young people's meeting or with your key worker. These issues will still be treated as being important and staff will work with you to sort it out.

OFFICIAL COMPLAINT

When you are very worried about something, or the actions of someone within the Home. You have the right to complain, and this will be taken very seriously indeed, and will be dealt with by the staff, manager, or reported to the RI and your social worker.

We would like all of our young people to feel confident enough to include their name in any complaint that they make so that they can receive feedback about how the issue has been dealt with, but if you feel that you would rather not include your name you don't have to.

