



Young person's guide

LiveWest
A home for everyone



Welcome to your home

This booklet is your guide to your home and will answer some of the questions you might want to ask when you live here.

We would like to welcome you to your home as you start your journey with us. We understand that stepping into supported accommodation can be overwhelming at first. This guide will help to answer any questions you have. It will also help you to understand what to expect, and some of the things that will be expected of you.

During your time here, we want you to feel safe and enjoy the support and opportunities on offer. You will be assigned your own youth development worker who will be there to help you settle into your home and become familiar with how things work.

If you ever feel like you need additional assistance and support, we can arrange for you to have an advocate. An advocate is an independent person who can help you. They are there to make sure your voice is heard, especially during important meetings or when you are making significant decisions that can impact your life.

Remember, we are here to support you and make your stay as comfortable as possible. Please speak to us if you have any questions or concerns during your time here.

Important contact information:

 0300 123 8080

 livewest.co.uk/contact-us

 enquiries@livewest.co.uk

Find us on Facebook at [@WeAreLiveWest](https://www.facebook.com/WeAreLiveWest) and join our Your Views group.

Or Instagram [@WeAreLiveWest](https://www.instagram.com/WeAreLiveWest)

What information is included in the guide?

p6

p8

p10

p11

p12

p14

p15

p16

p17

p18

p19

p22

p23

p24

p25

P26

p27

p28

p29

p30

p31

p32

p33

p35

p36

p38

p40

p42

About us: get to know us

Welcome to your home. We are here to provide a safe and supportive space for young people aged from 16 to 25 years.

We will provide you with your home and you will sign a Licence or Tenancy Agreement which explains your rights as a resident and our responsibilities, for example with repairs.

It also explains what you can do in your room and the building. You can also find the cost of your accommodation and how much you need to pay. All of this will be explained to you when you sign your agreement and will be discussed further once you move in.

We are here to help you achieve your potential. As set out in your Licence, we will provide an environment for you to grow and believe in yourself. In return, you agree to work towards your goals and aspirations through the opportunities available to you. To do this, you will meet regularly with staff and take advantage of any activities you feel will help you grow.

We understand that everyone's journey is different. Some of our residents may have come from children's homes, foster homes, or adoptive parents, while others might be experiencing their first time away from home. We also know that some young people have faced challenges in their lives and require extra support during this time. Our main goal is to make your time with us a happy and enjoyable experience. We want to help you develop your independence and prepare for the transition to adulthood. We are here to guide you and will respect your personal space while supporting you to develop important life skills.

No matter what stage you are at in your journey, we are committed to supporting you. Whether you are preparing to return home or move on to work, college, or university, we will assist you in planning and preparing for your next steps.



At our supported housing schemes, we have a dedicated team of colleagues who are here to help you. Even if you have faced difficulties in the past, our team is ready to work with you and support you in reaching your aspirations. We believe in your potential for success, even if you face challenges along the way.

Remember, you are not alone in this journey. We are here to support you every step of the way and help you create a brighter future.

What to expect: your journey ahead

We are thrilled to welcome you to our supported accommodation. We want you to know that your wellbeing and individual needs are our top priority. That's why each resident here has a support plan tailored specifically to them.

This plan covers various aspects of your life, such as employment, training or education, health and wellbeing support to help keep you safe.

Your input matters to us, and we strongly believe in involving you in every step of the process. Through conversations we will prompt you to:

- **Consider your starting point and what you want to achieve.**
- **Set achievable goals to reach your true potential.**
- **Understand what may be holding you back.**
- **Take safe, positive risks.**
- **Use LiveWest Compass to measure your progress and celebrate your success.**

We will make sure you have the opportunity to contribute to your support plan during your stay. We want you to understand and be actively involved in all parts of your support, encouraging you to take charge of your own journey. Your plan will remain confidential and won't be shared with anyone else unless you ask us to.

Your safety is our priority. We also ask you to take responsibility for your own safety. Together, we will maintain a safe and secure environment where everyone can thrive.

We understand it can sometimes be difficult living and sharing with others. We also understand that sometimes it is not the intention to upset others, but this can happen. Some things that can cause problems include playing loud music, not cleaning communal areas, and taking things belonging to others, such as food. Please come and speak to us if you need help with any issues.



When it comes to financial matters, we will work with you and any others who are supporting you, such as your social worker, to work out how much you need to contribute. We will support you to manage your finances independently, including helping you to open a bank account if you don't already have one.

Throughout your stay, we will be here to help you access work or education, explore housing options, and look at what support you will need for the future. We will provide guidance on money management, tenancies, educational or employment opportunities, and, if necessary, navigate any legal proceedings or probationary conditions you might face. You can trust that we will treat you with dignity and respect.

During the early stages of your time here, we will help you to register with a doctor, dentist, and optician. We want to ensure you have access to essential healthcare services, as well as help you familiarise yourself with the local area, making it feel like home.

Remember, you are not alone in this journey. We are here to support you, with your individual needs and aspirations. We are looking forward to working with you to help have a fulfilling experience here.

Your own space: make it yours

We want your room to feel like yours whilst you are here. We also want you to take pride in living in a clean, safe and healthy environment.

Shared areas such as kitchens and lounges carry a joint responsibility for cleaning by all those living in the flat. Rubbish removal is an important part of caring for your space and we expect rubbish to be removed daily. We encourage recycling and you will be provided with information on how to do this.

Your home comes equipped with the essentials you will need, but we encourage you to make it your own by adding your own furnishings, bedding, and personal items. We want you to feel comfortable and at home in your space.



To ensure your privacy and security, you will have your own key or fob to your bedroom, which will also give you access to your foyer. This way, you can control access to your room and have a sense of independence and security as well as being able to come and go as you please.

Remember, we are here to support you throughout your stay, and we want you to feel comfortable and at ease in your living space. Let us know if there is anything else we can do to ensure that your room truly feels like a place where you can relax and be yourself.

Staying safe: creating a secure home

We understand that moving into supported accommodation can be a big change, but we are here to help make the transition as smooth as possible.

We want you to know that your privacy and safety are our top priorities. If you ever feel like you need some extra space or support, we have created safe spaces around the insert scheme. You can use these to relax, unwind, or chat with staff members in a safe and private environment.

You will play a big part in being safe and secure in your home. This includes taking responsibility for locking doors and windows, and not lending your key or fob to anyone else. If you lose your key or fob, please let us know straight away so we can replace it. There may be a charge for getting a replacement.

We have a CCTV system throughout the building to protect and support everyone. We have to have a valid reason to look at the CCTV, such as when damage has been caused, if a crime is alleged to have happened, or we have a report of some anti-

social behaviour. You will see signs up in areas where we have CCTV so you are aware. If you see anyone moving or covering the CCTV, or if you think it may be damaged, please let us know as soon as you can. If you ever have any questions or concerns, please don't hesitate to reach out to us.

We make regular checks of the whole building including your home. We need access to your room and communal area on a weekly basis and will give 24 hours notice of when we will do this. We may need to access your room at short notice, sometimes immediately, if we feel you or others are at risk or if we need to complete an emergency repair, such as a water leak.

If you see any damage or something not working, please report it as soon as possible so it can be fixed.

Meet our amazing colleagues



We know that it can be a big adjustment to move into a new place, but we are here to help make that transition as smooth as possible.

You will find a noticeboard by the front door with pictures of everyone working here, their role and something about themselves. We want you to know that every one of us is here to offer you support. You can talk to any colleague, but you will also have a youth development worker who will be your main point of contact. They will meet with you privately at least once a week to help you create actions and plan your time. The plan will include things like:

- **Your education or work schedule.**
- **Appointments you need to keep.**
- **Goals you want to achieve. We call these goals "outcomes" and they will help you work towards them.**

We understand that living here is different than having your own place, and we want to help bridge that gap for you. We are here to help you with your plans and work with you to achieve your goals. We have staff members who can help you with things like cooking and shopping, as well as activities.

Remember, we are all here for you. We will ensure that you have everything you need and that you are supported.

Your personal support

We understand that this may be a new and unfamiliar experience for you, but we want you to know that we are here to support you.

If you ever need anything specific, your youth development worker is the person to go to. They are here to listen to you and help you find solutions to any challenges you may face. They will also support you in meetings and help you get the support you need to move forward with your plans.

Colleagues are here to support and guide you to achieve your goals. Colleagues are expected to work in a professional, friendly way to make you feel comfortable, whilst at the same time allowing you the time to grow and realise your potential. Colleagues are expected to adhere to professional boundaries. It is important to have boundaries, for example:

- **Colleagues can be friendly but not your friend, this means we would not meet with you out of work hours or socialise with you as friends would.**
- **Colleagues cannot lend you money or any other personal belongings and cannot ask you to lend us money or anything else.**
- **Everyone has the right to their own beliefs and views and colleagues must respect this. Colleagues should not force their own views about anything, for example religious beliefs.**
- **Colleagues are not allowed to give out personal details, such as a home address or personal phone number.**
- **Colleagues are not allowed to buy anything from you or sell you anything.**
- **Colleagues should not contact you on social media, such as Facebook or Instagram.**

These boundaries are in place to help both colleagues and residents feel safe in the service. However, if for any reason you feel uncomfortable or see anything which is not appropriate, please tell someone. You could report it to your social worker, PA, training provider, any other professional you are working with, or a family member or friend who you trust and who could support you to speak to the right person.

Daily routines: how things work



We want you to know that we understand and respect that everyone has their own unique routine.

We do have specific visiting times, but we also understand the importance of having friends and family around. We will make sure to discuss these with you so that you can plan make plans. We also have a range of planned activities such as cooking, resident gatherings, and taster sessions to support your independence. These are important for your future, and we encourage you to get involved with them. Don't worry, we will be sure to discuss these with you so that you know what to expect.

We want you to feel comfortable and supported during your time here. If you have any questions or concerns, please don't hesitate to talk to us. We are here to help you every step of the way.

Education and work: unlocking your potential



We understand that this is a new chapter in your life and we are here to provide you with a safe and supportive home.

At our accommodation, we have a shared agreement that all young people who stay with us will actively participate in education, training, or seek employment. Don't worry, we are not here to pressure you, but rather to help you look at where you currently stand in terms of education, training, or employment, and explore what areas you might want to focus on or need some extra support in.

Our goal is to assist you in achieving the best possible outcomes in education, training, or employment. We genuinely want to see you succeed and reach your goals. Whether you have aspirations for further education, specific training, or a particular job, or maybe you are not sure what you want to do, we will support you as you take steps to achieve your goals.

We also understand that challenges and obstacles may arise along your journey, but please know that you won't have to face them alone. Our dedicated team is here to provide you with the guidance and assistance to overcome any barriers.

Managing your money

Everyone's journey is different; you may be working, you may be claiming benefits, you may be a looked-after child or a care-experienced person, so what you pay might be different to your neighbour.



We will support you to ensure you have access to money and that you are claiming the right benefits (if appropriate). If you are working, we will let you know what you need to pay to live here. We expect you to pay your top up or charges on the day you receive your money. It is important to let us know if your circumstances change or if you have any concerns.

While we don't provide pocket money or direct financial assistance during your stay, we

believe in empowering you to take control of your finances. Our aim is to equip you with the knowledge and skills to manage your money independently, promoting financial responsibility and self-sufficiency.

Please don't hesitate to reach out to our team if you have any questions or concerns regarding your finances.

Licence or tenancy agreement: our deal

General expectation: our agreement



We want to make your move into our supported accommodation a welcoming and comfortable experience.

On your first day, your dedicated worker will be there to guide you through your licence or the tenancy agreement, which serves as your agreement during your stay with us. They will take the time to explain all the details and answer any questions you may have.

This agreement is an important document that outlines key information, such as rent payment details, our expectations, and the rules. We believe in being open and honest and want to ensure that you have a clear understanding of what is expected of you and what you can expect in return.

The agreement helps to create an environment where you feel safe, respected and supported. By signing the agreement, you become an important part of our community.

Our support team will be there every step of the way, making sure you feel comfortable with our agreement and addressing any concerns you may have. We believe in open communication, so please feel free to discuss any questions or suggestions you might have.

We aim to provide a supportive space where you can focus on your personal growth and wellbeing. We want you to know that your voice matters, and we are here to listen and support you throughout your stay with us.

We want all young people to enjoy and achieve while they are here; every young person has an individual agreement that they sign up to before they move in.

We do this to ensure that young people come here because they want to and are committed to getting the best out of living here.

Like you, all young people who stay here commit to sticking to these rules while living here.

We believe in equality and fairness for everyone. Everyone has a right to be treated with respect, and we encourage tolerance for each other. By working together, we can build a community where differences are celebrated.

We want everyone to feel safe while living here. To do this we need to work together to ensure you get the most out of your stay with us. We have mentioned some expectations already. The expectations below form part of your agreement under the section rules of the project.

Respect

We expect all young people, visitors, and staff to treat each other with upmost respect. We encourage anyone to report any behaviours that are felt to be disrespectful, discriminatory, abusive. Dismissive or disrespectful behaviour is not tolerated.



Religious observance

Everyone has the right to practice their religion, free from persecution and discrimination. We do our best to enable and support your religious practice.

Behaviours

The following behaviours are not acceptable:

- **Fighting, violence and aggression; this includes swearing at or insulting each other or staff.**
- **Bullying; physical, sexual or verbal assault; racial/religious abuse.**
- **Stealing – taking anything which belongs to someone else.**
- **The use, storage or distribution of illegal drugs.**
- **Any criminal behaviour from young people or visitors on the premises.**
- **Inciting others to such behaviours.**

We know that everyone messes up sometimes, but there are consequences for breaking the rules of your agreement. If you do break your agreement, we will discuss this with you and allow you to put things right. We will work with you to plan how you can behave differently with support from the team and these will be agreed upon with you as part of your plan. In some circumstances it may be necessary for us to use our warnings procedure, for the police to be involved, or for us to end your agreement. The team will go through this with you in depth on the day you move in and there will be lots of opportunities for you to ask questions, check in, and to change your behaviour.

Staff offices and rooms

You may not enter staff offices and rooms. Please knock and wait for a staff member to respond.

TV

Our communal televisions are for everyone to enjoy. If you have your own TV, you will need a TV licence. If you haven't got one, we can support you in getting one.

Protecting you

If any staff member becomes concerned that your behaviour suggests you may need protection or may present a risk of harm to other young people, they will follow our safeguarding procedures. This will involve contacting others involved with your support including your social worker if you have one. If safeguarding procedures are necessary, we will talk this through with you and discuss what we will do together to help keep you safe.

Drugs

Any use of or possession of illegal substances, including psychoactive substances, or drug paraphernalia is not permitted on the premises. If you are found to have drugs or drug paraphernalia on the premises this will be regarded as a breach of your agreement and will be dealt with under our warning procedure. The police will usually be contacted for behaviour that is not terminated at the request of staff and is deemed to be putting you, someone else, or the property at risk of harm or damage.

Alcohol

Alcohol may only be consumed within individual flats. Alcohol is not permitted in the public areas of the building. Visitors who have been drinking heavily may be refused access. Visitors who appear to be under the influence of alcohol or other substances may be asked to leave with immediate effect and/or emergency services may be called. Smoking – smoking is permitted in individual flats or outside the building in designated areas where bins have been provided so you can safely extinguish and dispose of cigarettes. Smoking in internal shared or communal areas is not permitted.

Weapons

As part of our attempt to provide a safe environment, we do not permit weapons on the premises. The definition of weapons includes knives, any bladed implement, replica weapons, BB/air pistols, or anything used as a weapon such as a baseball bat. To ensure the safety of all, staff will inform the police if anyone is found to be carrying, storing, or using a weapon on the premises.

Staying connected: what we do if you go missing

We want you to feel secure and protected during your stay with us.

To begin with, we will provide you with the phone number for your foyer and our Customer Service team (for out of hours calls), which you can save on your mobile device. This way, you will have direct access to us whenever you feel lost, or if you won't be able to return as planned. We are here to support you, and you can reach out to us anytime you need help.

While you are free to come and go, it is important for us to work together to ensure your safety. We may have some agreements in place to help guide you on how to stay safe while you are out and about. These agreements might include specific conditions regarding the times you return to your home.

We understand that these conditions are put in place to protect you and maintain a secure environment for all residents.

In the rare event that we become concerned about your wellbeing - for instance, if you haven't returned as agreed or haven't been seen when expected - we may need to report you as missing. Our primary concern is your safety, and we will take appropriate actions to ensure that you receive the necessary support. If the police are involved, they will deal with the situation accordingly and, whenever possible, work towards returning you to your home.

We are committed to your wellbeing and will do everything we can to ensure that you feel secure and protected during your time with us.

Your information: what we keep and why

We understand that having information about you can feel a bit daunting, but please know it is important we keep it.

One of the reasons we keep records is to help us understand your unique needs, strengths, experiences, and progress. By maintaining accurate and up-to-date documentation, we can tailor our support to meet your needs and goals.

Additionally, we have a legal obligation to keep records while you are in our care. This requirement ensures that we adhere to relevant laws and regulations, guaranteeing your safety and wellbeing. Some of the documents we maintain include:

Personal information form: this document collects essential details about you, such as your name, contact information, and background information, helping us provide personalised support.

Support plan: your support plan outlines the goals, aspirations, and specific support needs identified during your stay. It acts as a guide to tailor our assistance to help you.

Incident reports: these records document any significant incidents or concerns that may arise during your time with us. They enable us to address and resolve issues quickly while ensuring the safety of everyone involved.

Progress notes: progress notes capture your achievements, milestones, and any challenges you may encounter along the way. They serve as a valuable tool to monitor your growth, track your development, and how well you are being supported.

Please be assured that all information collected is treated with the utmost confidentiality and used solely for the purpose of supporting you. We respect your privacy and will manage your records with care and sensitivity.

If you have any questions or concerns about the records we keep, please let us know.

Your support plan: reaching your goals

Assessing risk: staying safe together

To ensure we can help you reach your goals, we will work closely with you to develop a personalised support plan. If you have a social worker, you may already have already created a pathway plan that highlights your goals; this plan will form the foundations for us to support you.



We are here to provide a safe and nurturing environment where you can thrive. We understand that everyone has unique circumstances and challenges, and we are committed to tailoring our support to meet your specific needs.

We will explain this process in more detail during your stay. Your involvement is important to create the support plan. We will actively involve you in putting together the plan, as it is about your unique needs, strengths, aspirations, and preferences. Remember, the support plan is all about you! Your thoughts, opinions, and wishes matter. We want you to feel comfortable and empowered, so we will always get your feedback on everything included in the plan. It's a joint effort that aims to provide you with the support you need to thrive.

The support plan will outline what lies ahead and the steps we need to take together to achieve your goals. It will include the assistance and support you require, your desired outcomes, and any necessary changes that can help foster your growth and wellbeing. It may also include potential risks or behaviours, ensuring that we create a safe and nurturing environment for you.

We want you to know that this plan is not set in stone. It can be changed as needed. We will regularly review and update the plan with you, ensuring it remains relevant and grows with you.

To help ensure your safety and wellbeing, we create personalised risk assessments and risk management plans. These assessments are designed to look at any specific issues or challenges you may be facing. They are all about you and your journey towards safety and growth.

We believe in your involvement in creating these risk assessments. We will work with you to ensure that your voice is heard, and your thoughts are considered. It's not about making plans for you, but rather making plans with you.

They are living documents that can be updated and adjusted as needed, ensuring they remain relevant to your situation as it develops.

We want you to feel empowered and take an active role in your own safety and wellbeing. By involving you in creating your risk assessments, we want you to feel like you are in control and working with us. Together, we will develop plans that consider your goals, strengths, and areas for growth, empowering you to navigate your journey with confidence. Our dedicated team is here to support and guide you along the way.

Progress: recording your journey

Privacy matters: your confidentiality



We want to ensure that your time with us is well-documented and that your progress and achievements are recognised. That's why we keep case notes that capture important details about your day-to-day experiences.

In your case notes, we record your activities, accomplishments, and attendance in employment, training, or education. It's a way for us to track your progress and share updates with those supporting you such as your social worker. This allows them to stay informed about how your stay is going and the positive steps you are taking.

You can discuss all the records we have and we will show you how you can access and review them. We will be there to provide guidance and support, ensuring that you have a clear understanding of the documentation and how it relates to your progress and support. Our goal is to create an open and supportive environment where your achievements and growth are acknowledged and celebrated.

We understand that privacy and confidentiality are important. We want you to feel safe and secure, knowing that your support records are managed with the utmost respect and confidentiality.

Rest assured that your support records are private and confidential. We have strict protocols in place to ensure that your records are not shared without your explicit permission. They are securely stored, digitally accessible only to authorised colleagues who are responsible for keeping the information private.

Our staff members are not allowed to share your records with anyone else without your consent. We respect your right to privacy and understand that your information is personal and sensitive.

However, we recognise that there may be times where it could be beneficial to share certain information with others involved in your support. In such cases, we will always seek your consent before sharing any details.

There may be instances where sharing information is necessary to ensure your safety or the safety of others. In urgent situations, where there is a need to protect you or others from harm, we may need to share relevant information without seeking consent. However, these situations are rare and carefully managed with your best interests in mind.

We are here to support and advocate for you. If you have any questions or concerns about the confidentiality of your records or the sharing of information, please don't hesitate to discuss it with us.

Viewing your records: accessing your information

Your future planning: meetings and conversations



We believe in transparency and promoting your active involvement in your journey. As part of that commitment, you have the right to review the records we keep about you.

If you would like to review your file, we will work with you so that you can do that. It is important you understand the information we keep about you. Your feedback that our records reflect your experiences and progress helps to ensure you are happy with this.

Please feel free to express your interest in reviewing your records to your youth development worker. They will guide you through the process and address any questions or concerns you may have. We are committed to supporting you in every aspect of your stay, including your access to information and involvement in your own record-keeping.

Your active participation is crucial in shaping your future and ensuring that your needs are met in our supported accommodation. We believe that your voice matters, and that's why we encourage and value your involvement in any meetings held about you.

Conversations may cover various important topics related to your wellbeing and progress, such as discussions about your future, work or education, housing, benefits, and independence. Your attendance and input in these meetings are essential to ensure that your goals and aspirations are heard and taken into account.

Your youth development worker is here to provide support throughout these meetings. They are dedicated to assisting and empowering you in expressing your thoughts, opinions, and wishes. Whether it's helping you prepare for the meeting, providing guidance during the discussion, or ensuring that your ideas are accurately represented, they will support you.

We believe in your potential, and we want you to have an active role in shaping your future. By participating in these meetings, you can have your say on decisions that directly impact your life. We are here to support and advocate for you, ensuring that your opinions and wishes are respected.

Please feel free to discuss any concerns or questions you may have about these meetings with your key worker. They are here to guide you through the process and provide the necessary support to help you confidently express yourself.

Our purpose: making a difference



We are here to provide you with the support and guidance you need to stay safe and work towards a secure and stable future. We understand that each person's journey is unique, and we recognize that many young people who come to us have faced challenges in their lives.

Our main focus is on your progress and helping you move forward towards your goals. We want to create a nurturing environment where you can leave the past behind and concentrate on building a positive future. Our purpose is to assist you in your personal development, empowering you to overcome obstacles and achieve your aspirations.

We understand that you may need specific support during your stay with us. Whether it's understanding and processing your past experiences, ensuring your safety, or working on plans for your future, we are here to help you in any way we can. Our dedicated team is committed to providing the necessary support, guidance, and resources tailored to your individual needs. Your wellbeing and growth are our top priorities. If there are specific areas you would like support with, please don't hesitate in telling us. We are here to listen, understand, and provide the support you require.

Our purpose is to be by your side, offering guidance, care, and encouragement every step of the way. You are not alone in this, and we are excited to see you progress and achieve your goals in our supported accommodation.

Fire safety: important tips to remember

Your safety is our priority. We want to ensure that you are well-prepared in case of emergencies, including fire incidents. That's why we will conduct fire drills during your time here.

If you ever hear the fire alarm, it's crucial to follow the procedure. Please remember these two golden rules that will help keep you safe:

- 1. Leave the building immediately. Your safety is our top priority, and it's essential to evacuate the premises as quickly and calmly as possible. Don't hesitate or try to handle the situation on your own. Head towards the nearest exit and move away from the building swiftly.**
- 2. Once you have safely exited the building, make your way to the designated fire point, which will be displayed in our notices. This is where we will gather to ensure everyone is accounted for and to receive further instructions from the staff.**

By following these two golden rules, you will be taking important steps to ensure your safety and the safety of others.

We have fitted alarms within all flats and the wider building, and they are checked regularly. If you notice any have been damaged or covered, please let us know.

We will conduct regular fire drills to familiarise you with the evacuation procedures and help you feel confident in handling such situations. Our dedicated staff will be there to guide you through the drills, answer any questions you may have, and provide support throughout the process.

Your safety is a joint effort, and we are here to ensure you have the knowledge and resources to stay safe. If you have any concerns or questions about fire safety or emergency procedures, please don't hesitate to reach out to our staff.

Staying healthy: your wellbeing matters

Visitors: welcome friends and family



We understand the importance of maintaining a balanced and nutritious diet within a budget. Our aim is to empower you to make healthy choices and develop valuable skills in meal preparation.

Our dedicated staff will support you in the kitchen, ensuring that you have the skills and knowledge to create delicious and nutritious meals. Whether you need guidance with basic cooking techniques or specific recipes.

We understand that everyone has unique food preferences and dietary needs. If you have specific food preferences, such as being vegetarian, or if you follow a special diet for religious or cultural reasons, we will collaborate with you to create a healthy and personalised menu.

We want to create a welcoming and supportive environment that allows for meaningful visits from your family and friends. We understand the importance of maintaining connections and we want those who are important to you to visit.



You can have guests, who will need to complete a guest form. You will find a couple of guest forms in your welcome pack. If you need more, please ask us. Please only invite those that you know and trust.

We hope guests feel safe and are treated with respect while here and expect the same in return. Guests will be provided with a copy of our expectations, and we expect them to follow them as we expect our residents to. Guests must sign in and out. Your youth development worker will let you know if there any any specific visiting hours you will need to follow.

Due to the nature of our supported accommodation guests under the age of 16 are not allowed. However, we know that there may be times when you need more than one guest or someone under 16 to visit, such as celebrations, family visiting, and special events. Please come and chat with us and we will do our best to ensure we are inclusive, supportive, and help you maintain the important connections you have with your family and friends.

We welcome you having an overnight guest. You will need to complete our overnight guest form to book your guest in. You will find a couple of forms in your welcome pack. If you need more, please ask us.



Advocacy: what it is and when you need it

We want to ensure that you have the support and guidance you need during important meetings and decision-making processes. That's why we want to ensure you have an advocate if you want one. An advocate is an independent person who can provide valuable support and represent your best interests.

An advocate does not directly work with us, so they are independent and can view your situation with fresh eyes. They can be a great source of support, especially during meetings about your support and when significant decisions are being made about your life.

We will have a discussion with you about the benefits of having an advocate and help you understand how they can assist you. If you decide that having an advocate would be beneficial, they will arrange for you to have one.

Having an advocate means you have someone who will stand by your side, ensuring that your voice is heard, and your rights are protected. They can provide guidance, help you understand the process, and ensure that your perspectives and wishes are accurately represented.

The choice of having an advocate is entirely up to you. We want to empower you to make decisions that feel right for you. If you believe that having an advocate would give you added support and reassurance, we are here to make that happen.

Please feel free to discuss your interest in having an advocate with your youth development worker. They will guide you through the process, answer any questions you may have, and work towards arranging the support you need. We are dedicated to ensuring that you have the necessary resources and assistance to navigate important discussions and decisions with confidence and support.

Due to the size of some of our accommodation, we need to limit the number of overnight guests in the building at any one time. To ensure you can have an overnight guest, we ask you complete all documents in good time before you want them to visit, at the very least 24 hours before. When we are at full capacity, you will be informed and asked if you can select another day. Overnight guests can stay for up to three nights Monday to Sunday.

To ensure the safety of everyone, we encourage guests and residents to report any behaviours that they feel are unacceptable or make them feel unsafe. We will try to

resolve any issues and, if appropriate, may ask someone to leave. We may refuse access, call emergency services, or ask someone to leave if they are not meeting our behaviour expectations or are under the influence of alcohol or other substances and we feel they may be a risk to themselves and others.

Our aim is to support and facilitate your contact with family and friends, if it aligns with the agreed-upon arrangements. We recognise that maintaining these connections can be crucial for your wellbeing, and we are here to help make it happen.

Your feedback: speak up and be heard

Your voice matters to us, and we genuinely want to hear your thoughts and ideas. We value your feedback and believe that it plays a crucial role in making our supported accommodation the best it can be. We have created several opportunities for you to express your opinions and contribute to the improvement of our community.

Once a month, we provide a dedicated time for all residents to meet with our staff. This is an opportunity where you can openly share any concerns, suggestions, or ideas you may have. We encourage you to speak up and let us know if there's anything you feel needs to change or improve. Your input is incredibly important in your experience within our community.

In addition to the monthly meeting, we provide various channels for you to provide feedback. During your support sessions, you'll have plenty of opportunities to discuss your thoughts and aspirations. We also offer feedback forms, annual surveys and other forums where you can share your perspectives in a constructive and positive manner.

We actively encourage you to bring your thoughts and wishes into our community, as your active participation helps us thrive and continuously improve. Your feedback is an essential part of creating a welcoming and supportive environment that feels like home when you are here.

We genuinely want to hear from you and ensure that your home is a place where you feel comfortable, valued, and supported. Your feedback helps us make informed decisions and implement positive changes that benefit everyone.

Together, we will work towards making our supported accommodation a place where you feel truly at home, with a strong sense of belonging and a supportive community that thrives through your feedback and contributions.



Making a complaint: we are here to listen

We try to get things right the first time, and when we do it's great when you let us know. We love receiving positive feedback and that way we can keep it up. If we get things wrong, we want to put complaints right as soon as possible, so we need to hear about these things too. We want to assure you that your concerns and wellbeing are our top priority.

Our promises to you:

- We will listen to your complaint and make sure that we understand your concerns.
- We will try to put things right straight away.
- We will respond to your complaint in a positive, open and timely way. We will treat with respect and courtesy.
- We aim to resolve complaints as quickly as possible but recognise that there are some occasions where it might take a little longer to resolve the problem. If this is the case, we will let you know. We will also let you know in writing what we have agreed.

If something worries you, we strongly encourage you to reach out and chat with us or any staff member you feel comfortable with. Your wellbeing is important to us, and we are here to support you.

If you require any further information relating to our Customer Feedback Policy, please contact our **Service Improvement team on 0300 123 8080**

You can also record compliments and complaints at:

- livewest.co.uk/raising-compliments-and-complaints
- Service Lead – Young People and Registered Service Manager: Jenny.endean@livewest.co.uk
- Head of Supported Housing: David.davies@livewest.co.uk
- Director of Neighbourhoods: James.Reseigh@livewest.co.uk



If, for any reason, you prefer to make a confidential complaint, we have made it easy for you to do so. You will find complaint forms conveniently placed around the unit that you can complete and submit to the manager. If you prefer, you can also email or call the director or your social worker to voice your concerns.

Please rest assured that any complaints you make will be treated in strict confidence. We respect your privacy and will respond to you in writing within 10 working days. We want to ensure that you feel heard and that your concerns are addressed appropriately.

We want to ensure that you feel supported throughout the complaint process. If you would like an advocate to help you or speak

You can also make a complaint direct to your PA or to the Children's Commissioner confidential complaints line help at hand:

- childrenscommissioner.gov.uk/help-at-hand/
- **Freephone: 0800 528 0731**

You can also make a complaint directly to Ofsted if you have concerns about the quality of support you are receiving:

- [Email enquiries@ofsted.gov.uk](mailto:Email.enquiries@ofsted.gov.uk)
- **or call them on 0300 123 1231**

on your behalf, we will assist you in arranging that support.

You will never face consequences or be in trouble for making a complaint. It is absolutely your right to do so, and we respect and value your feedback. If you are not happy with the process or have any further concerns, please feel free to speak to your social worker or any of the individuals mentioned at the end of this guide. We are here to address your concerns and provide the necessary support.

Your wellbeing and satisfaction are our priorities, and we are committed to ensuring that your stay in our supported accommodation is supportive, nurturing, and free from any worries.

Your rights and entitlements

We try to get things right the first time, and when we do it's great when you let us know. We love receiving positive feedback and that way we can keep it up. And, if we get things wrong, we want to put complaints right as soon as possible, so we need to hear about these things too. We want to assure you that your concerns and wellbeing are our top priority.

Young people's rights come from laws including the Children (Leaving Care) Act 2000 and the Children and Young Persons Act 2008. In April 2018, another law, the Children and Social Work Act 2017, came into force, meaning that most care leavers should now receive support from Children's Services up to age 25.

Rights and entitlements can be confusing and lengthy, but we are available to ensure you get the help and support you are entitled to and need. Living in supported accommodation does not mean that you lost your Looked After Child status but that you continue to be supported under one of the following categories. There are different categories of support depending on your age and when you came into care.

Categories of support - there are four different groups of leaving care status:

1. **"Eligible child" is someone aged from 16 to 17 years old and still in care.**
2. **"Relevant child" is someone aged from 16 to 17 years old who used to be in care.**
3. **"Former relevant child" is someone aged from 18 to 25 years old who used to be an "eligible child" or "relevant child".**
4. **"Qualifying care leaver" is someone aged from 16 to 25 years old who was in care for less than 13 weeks after their 14th birthday.**

Some young people who live here fall into one of these categories depending on their journey. If you are an eligible child, you are technically still in care and join us to continue your transition to adulthood. If you fall into another category, we will support you with your rights.

If you are an eligible child, it means that Children's Services must:

- Listen to your wishes and feelings.
- Appoint you with a personal adviser (PA).
- Make an assessment of your needs.
- Prepare a care plan and a Pathway Plan.
- Review your care plan and Pathway Plan.
- Pay for your accommodation.
- Pay for your subsistence.
- Visit you regularly.
- Provide an independent advocate.

If you fall into the other categories, we will ensure your rights and entitlements are discussed and agreed upon at the meeting where your placement is planned and that you know what you are entitled to and who will provide it.

Pathway plan

After your 16th birthday, Children's Services must ensure your needs are assessed within three months. You will collaborate with them to create a pathway plan for your future. The pathway plan should outline the support you will receive, including accommodation, financial support, health, wellbeing, contact with family and friends and arrangements to keep you safe.

Reviews

You will be entitled to have your pathway plan reviewed every six months. A review must happen before any significant change concerning your future is made. All reviews must be chaired by your Independent Reviewing Officer (IRO).

Visits

Children's Services need to stay connected with you to ensure things are going well.

They must visit you:

- **Within the first week of every new placement.**
- **At least every six weeks.**
- **After the first year of your move and, if your placement lasts until you are 18, at least every three months.**

Financial support

As you are a looked-after child, Children's Services will continue to support you financially. The amount will be agreed with Children's Services before you are placed with us. The money you receive supports your practical needs, from food, clothing, and transport, to help you live more independently. You may also be entitled to grants for further education and funding which your key worker will support you with.

As you transition to adulthood, Children's Services must continue supporting you with their Local Offer. This offer defines what support they will give you. We will ensure that we know your rights and entitlements during any transition you make from supported accommodation to independence.

Homeless young people

If you come to live with us because you have been homeless and Children's Services have placed you with us, you will be assessed as a child in need and gain looked-after status. You will be entitled to be kept safe and supported, including support related to education, health, financial support, contact with your family and friends (if you want that) and any other needs you have. Your key worker will help you to access your rights and entitlements. Advocacy - You have the right to be involved in any decision that affects you. You should be involved in every aspect of your placement and plans. Children's Services must support you by providing access to an advocate, and we will help you access one if you don't have one already.

Useful contact: reach out for support

You can contact any of the following numbers to make an independent complaint or raise a concern about your support.

- Ofsted: **0300 123 1231**
- Children's Rights Director: **0800 528 0731**
- National Youth Advocacy Service: **0808 800 5792**
- Children's Legal Centre: **020 7713 0089**
- Children's Commissioner: **020 7783 8330**
- Help at Hand: **0800 528 0731**