

Young persons welcome  
pack and guide.

Young persons name:

Date of arrival:

Address:



Welcome to Start Again Project,

While you are here we want you to feel comfortable and at home. If there is anything you need or are unsure of please just ask your support worker.

**Your support worker name is:**

You will be allocated your own room, this will include all the necessities. If you find anything that is not to your satisfaction please contact a member of the team who will be happy to assist you.

Upon arrival you will be allocated your own food cupboard and storage space in the fridge/freezer.

A member of staff will show you how to use the washing machine and cooker.

Your support worker will do some cooking sessions with you and this will help to develop your skills.

The staff will show you around the property including the bathroom, the bathroom is shared so please don't soak in the bath for hours in case someone needs the toilet. Please clean the bathroom after you have used it.

The house needs to be kept clean and tidy. This is the responsibility of you and other young persons, please wash up after yourself.

You will be expected to have at least one session a week to discuss your progress and level of support.

We will register you with the local GP, dentist and opticians and support you to attend. If you would like to attend these appointments independently, staff will give you suitable directions, methods of transport and times.

If you have ongoing illnesses not in need of medication, medical attention or become unwell throughout the night please let us know as soon as possible.

If you want help with sexual health appointments staff will support you on this. There is a number for the local sexual health clinic located in the useful numbers form. Staff will accompany you to appointments if needed and also we can order self testing kits in some local areas, please ask a member of staff if this is something you would prefer.



You will be given the duty number in case of emergency this will be with your list of contacts.

We expect you to buy your own food although we do stock some basics and emergency food parcels, although please do not expect these to be accessed on a regular basis.

You are responsible for your own belongings, so if you allow other young people into your room or do not lock your door, even leave items in the communal areas and they go missing, we are not responsible.

We carry out room check on a four weekly basis, this is to ensure there is no damaged or broken furniture and all electrical sockets are working etc, This is done for your own safety. We will give you notice of checks. If you wish to rearrange the time or day this is possible. If you refuse we will enter your room with 2 members of staff , checks are carried out by your social worker and a member of management.

Included in this pack there is a drill document, please read this and sign to say you understand,

If you will be staying overnight please let us know as if we can't get hold of you we will have to report you missing to the police.

If you have any problems please speak to your support worker or a manager, they will try to assist you , you can also contact your social worker. We do not want you to ever feel like you can't not complain as it is your right to do so, we would not end your placement if you have a complaint. There are complaints and compliments form which enables you to raise any issues etc.

We also expect that you are in college or training, if for any reason you are not we will encourage you and help you to access courses or employment of your choice. Your support worker is there to help and advise you including employment searches and cv writing.

GP Address:

Dentist Address:

Education:

## Getting to know you

Please can you tell us something about you and what you like ?

Favourite item of clothing?

Favourite food?

On a scale of 1 - 10

Do you get on well with others?

Do you like your own space?

Do you like trying new things?

Do you have lots of energy?

Can you concentrate for more than 15 minutes at a time?

If you have a problem, how easy do you find it to speak to someone?

If you have a problem do you keep it to yourself ? yes/No

Do you have a hobby? If not, would you like to take one up?

In order to keep you safe and to keep all others in the house safe there has to be house rules.

We have a list of acceptable behaviours and unacceptable behaviours that carry consequences.

So here goes

Acceptable:

- Please speak up if there is a problem you need help with
- Please speak up if you are struggling with any tasks
- Please say if you do not agree with anything that is asked of you
- Please speak to your worker if you feel threatened by any other person
- Please do not lend or give any money to any other young person
- Please tell your worker if any other young person encourages you to do anything you are not happy to do including drinking smoking, taking drugs, criminal activity or meeting people you do not know
- Please clean up after yourself
- Be respectful to anyone in the house
- Attend your key working sessions
- Please keep music to a minimum
- Please keep noise down at nighttime
- Please keep your address safe from people you know.

Unacceptable behaviours

- Drug and alcohol on property
- Smoking in the building
- Bullying of others
- Assault on others
- Deliberate criminal damage



- Bringing visitors to the house that are not agreed or assessed
- Overnight stays
- Verbal abuse including racial gender or abilities
- Theft and damage of others property
- Encouraging other of criminal activities outside the property

### Consequences

Any of the above can result in a written warning and or discussion with social as to whether you are able to manage with part support that we offer, Serious incidents can result in placement ending.

### Esafety

Please read and sign to say completed

- I will keep myself safe when using the internet
- I will not give out any personal details online such as name address
- I will not arrange to meet any persons from the internet
- I will not use offensive language or behaviours
- I will not access any unauthorised sites.
- I understand that I will also not disclose any other young persons details.
- I will not use the internet for bullying

Name

Signed

Date

## **Fire evacuation**

- **Upon discovering a fire please raise the alarm**
- **If the fire alarm goes off please make your way to the nearest exit**
- **Exits will be clearly marked.**
- **Please do not stop to collect belongings**
- **Please make your way to the designated point for roll call**

**I have read and understood the above statements.**

**Name:**

**Date:**



## Contract

Please read the outline below and confirm that you will adhere to the contract set out below.

- I agree to follow all codes of conduct
- I agree to be mindful of other young persons
- I agree to engage in weekly keyworking session
- I agree to ensuring my own and others safety
- I agree to engage in education and training
- I agree to attend health appointments
- I agree to attend any meetings
- I adhere to visitors rules

Name:

Sign:

Date