

# SYCAMORE HOUSE YOUNG PERSONS GUIDE



WELCOME FROM  
THE MANAGER OF

# SYCAMORE HOUSE



Welcome to Sycamore House, my name is Chris, and I am the manager of this home. I have worked with young people for over 13 years now which I really enjoy. My aim here is to make sure you are kept safe and cared for in a homely, nurturing environment. My team and I would like each child in the home to be able to fulfil their goals and support them in doing so. Lastly, I want you to be happy and enjoy your time living with us, however long that may be.

There may be times we disagree on things but if we work together, we will find a way for you to accomplish great things. We have lots of sports and activities to offer you and if we do not have something that you are interested in, we will try to find something you like and arrange it for you. I am part of a team of experienced people who are here to listen, support you and help you to understand how to keep yourself safe.

We do this job because we enjoy working with young people like you and hope to be a positive influence in your life. We understand that everyone is different, and it can be scary coming to live in a new home, but we are here to support you.

This will be your home for a short time or maybe a long time but either way all we ask is that you give us a chance to support and help you to reach your goals. Details of how to contact me or Keith Riley, Responsible Individual, are on the back page

THESE ARE SOME OF THE QUESTIONS

# WE EXPECT TO BE ASKED

BY YOUNG PEOPLE WHEN THEY MOVE IN

## **What posters can I put up?**

We know that most young people want to put up pictures of their favourite stars, football teams, and celebrities. However, we do not allow pictures that show violence, drugs or inappropriate images.

## **Can I watch television in my room?**

Yes, you can have a television, this is a comfort for most young people.

## **Will I have my own bedroom?**

All young people have their own room and you will have a key. There may be rules around who is allowed in your bedroom, but that's a conversation we will have with you directly.

## **Can I bring my personal belongings?**

Yes, we think it is important that you bring your personal items to the home. Most young people like to personalise their room with pictures and books etc.

## **Can I bring my mobile phone?**

Phones are allowed, you will be expected to use your phone responsibly, hand it in during school time and before you go to bed.

## **What time do I have to go to bed?**

Bedtimes are something that we will discuss and agree on – your bedtime will be age appropriate and usually between 7.00pm and 10.00pm

## **Mealtimes**

Mealtimes are not set; we try to be like any other family and have some routine but we are flexible and encourage eating together.





# KEY WORKING

Each young person is allocated a Key Worker who will make sure that all your day-to-day needs are met. For example: you receive the appropriate health and medical care, talk to your social worker and youth-worker and arrange home-visits when needed. They will also help you develop your living skills and prepare you for leaving care, but most of all they are there for you to talk to and confide in if needed.

### **Am I allowed to smoke?**

For the benefit of your own health and in line with the law you will not be allowed to smoke inside or anywhere within the house grounds. If you have permission from your social worker or parent then you may, at certain times, smoke outside the building in an agreed area. However, if you are a smoker then staff will help you to give up, together with support from the local GP or Nurse.

### **What if I use illegal drugs?**

We are committed to providing a healthy and safe place for all the children and young people who live there. Therefore the use or storage of illegal drugs in the homes is not allowed. We have a zero tolerance policy towards illegal drugs. You have the right to privacy for yourself and your property, however, if staff believe you are carrying drugs members of staff will carry out any searches.

### **Do I get pocket money?**

What you receive is dependent upon your age. We also provide you with the opportunity to earn more money by completing extra chores or tasks around the house.

### **Will I get money for clothes?**

Everyone receives a monthly allowance for clothing.

### **Can I make telephone calls?**

Yes, you have the right to make calls to people that are important to you. This will be according to the direction and approval of your Social Worker.

### **Do I have to wear a school uniform?**

If you attend a school where uniforms are worn then you will have to wear one along with everybody else.

### **What happens if I break the rules or mess up?**

Staff will discuss this with you and listen to you before making a decision about any consequences. Behaving poorly or breaking rules can result in sanctions below. Loss of free/trust time, loss of privileges e.g. not allowed to go on a trip or out for a treat. Sanctions are not intended to be a punishment, they are put in place to encourage young people to behave positively and succeed. We want to provide a homely and welcoming place for you to live in and we think it is important for everyone to respect the home furnishings inside it. If you intentionally damage or break something in the home, you will be expected to pay for or help repair it.

# CHARTER OF RIGHTS

AS A YOUNG PERSON YOU HAVE  
THE FOLLOWING RIGHT TO:

- Have your personal dignity respected.
- Be treated as an individual.
- Have personal independence, personal choice and responsibility for your actions.
- Have your religious, cultural and emotional needs promoted and respected.
- Be treated fairly by those around you.
- Have an advocate or advisor present when your care is planned or reviewed in meetings.
- Be spoken to when changes are to take place and have your say.
- Be supported to complain when you need to.
- Be involved as fully as possible in the writing of your own care plan before and during your stay.
- Stay in touch with people that are important to you and hobbies you enjoy.
- Be able to request to look at your file and what has been said about you.
- Always be valued and listened to.

## Advocacy

Staff can also arrange an independent advocate to come and meet with you. An advocate ensures that the views, wishes and feelings of young people are heard when decisions are made about their lives. Advocates are independent of the home which means they don't work for us or must do what we say.

The advocate will ensure that you have a voice in decisions that are made about your life and, they play an important role in helping you access services that you may need, this may be a school, a social worker or somebody else. Remember, it is your right to contact an advocate.





# USEFUL INFO

**Home Contact Number:** 01634 969660

**Email:** sycamore@ahgroup.org

**Home Managers Name:** Chris Bishop

**Direct Dial:** 01634 969660

**Child Line:** 0800 11 11

**NSPCC:** 0808 8005 000

**Kent Multi Agency Partnership:**

03000 421126

**Independent advocate – Coram Voice:**

0808 800 5792

**Children’s Commissioner:** 0800 528 0731

**Her Majesty’s Chief Inspector of  
Education, Children’s Services and Skills:**

Amanda Spielman

**Ofsted:** 0300 1231 231

Textphone / Minicom Users: 0161 618 8524

**By Post:** Ofsted, Piccadilly Gate, Store Street,  
Manchester M1 2WD

**Responsible Individual:** Keith Riley

**Direct Dial:** 01843 808454 / 07955 439155

**Acorn Homes Head Office:**

73-74 Maple Leaf Business Park  
Ramsgate, Kent, CT12 5GD

**Tel:** 01843 808454

**Email:** info@ahgroup.org

**Web:** www.ahgroup.org

**Your Local Authority Tel No:**

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**Your Local Authority Address:**

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**Your Social Worker Name:**

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**Social Workers Contact No:**

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**Independent Reviewing Officer Name:**

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**Independent Reviewing Officer Contact No:**

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