



ALL SEASONS

Young People's Guide



Welcome To Your New Home


Here at All Seasons, we all understand that moving into a new home can feel really overwhelming and is a huge change. You might have lots of questions, mixed emotions, or even feel unsure about what to expect. That's completely okay.

This guide has been written just for you. It's here to help you understand what life is like at All Seasons House, what to expect, and how we'll support you every step of the way.

All Seasons House is more than just a place to live. It's a safe, supportive, and welcoming home where you can grow, be heard, and work towards your future. We believe in building real relationships, being open and honest, and helping each other through life's challenges.



Contents

- 
- 1** Meet the Team
 - 2** What makes All Seasons special?
 - 3** What you can expect
 - 4** What you can expect cont.
 - 6** Education & Our Community
 - 7** Care Plan & Progress
 - 8** Your First Week
 - 10** Confidentiality
 - 11** Further Support Available

Meet the Team

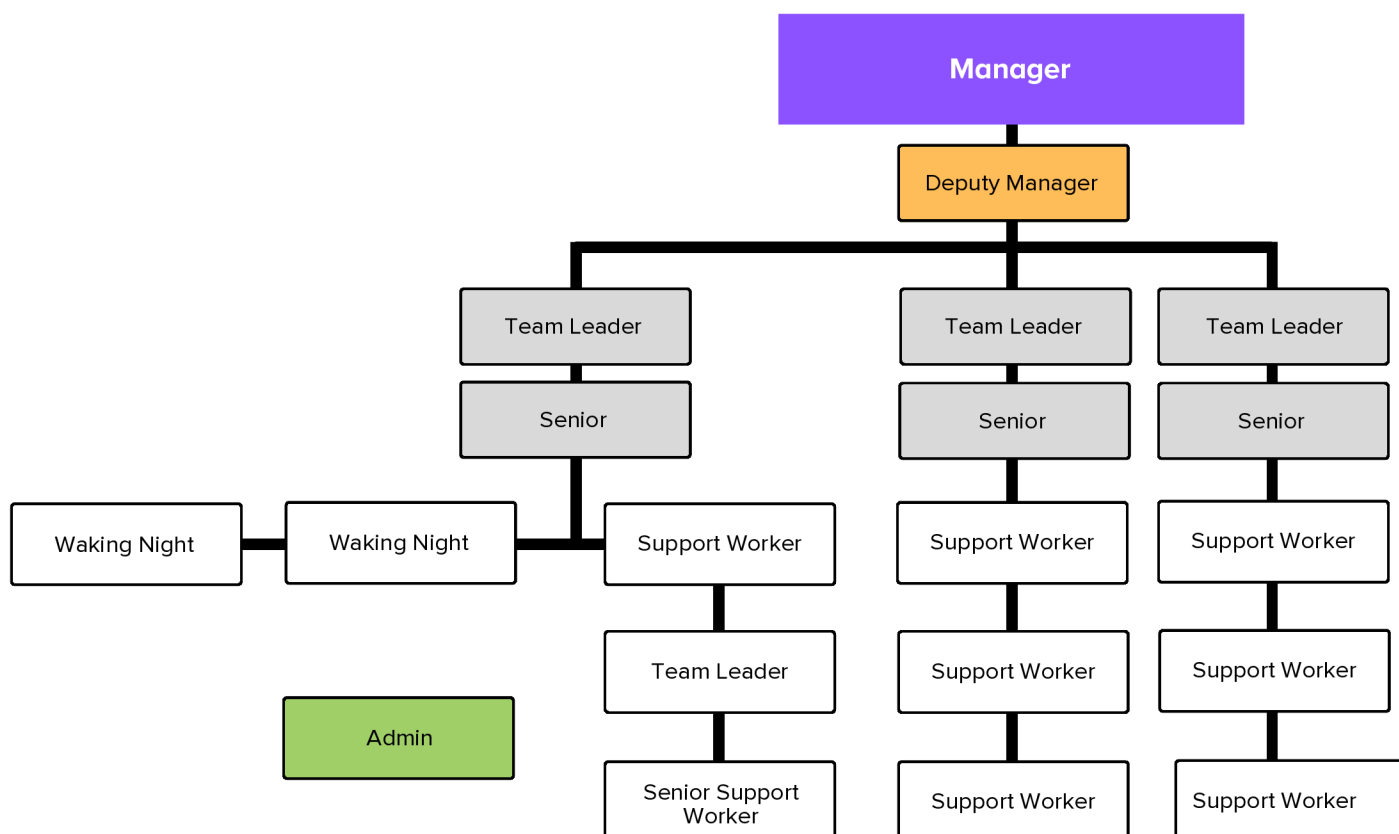


Hi, I'm Siân, the Registered Manager here at All Seasons House. I have managed a number of different homes over the years and have lots of experience of supporting young people.

My job is to make sure that you feel safe, happy, and supported every single day. I'm here to listen to your ideas, help you with any challenges, and make sure we have lots of fun activities for everyone to enjoy. I work with our amazing team to create a warm and caring environment where you can learn and grow.

All of us are here to listen, support, and help - so please don't be afraid to talk to any member of the team.

At All Seasons, we have a team of adults who are here to care for you and support you 24/7. Each young person will have a dedicated keyworker who will help you settle in, get to know your routines, support your emotional needs and work with you to plan your goals and future.



We know that many young people living in care have faced difficult experiences. That's why everything we do is based on a trauma-informed and PACE approach (Playfulness, Acceptance, Curiosity and Empathy). We don't judge - we listen, support and believe in your potential.

All Seasons House offers a home for 6 young people between the ages of 12-18. As a group of adults we are here to make sure that you have everything you need to be safe, healthy and happy.

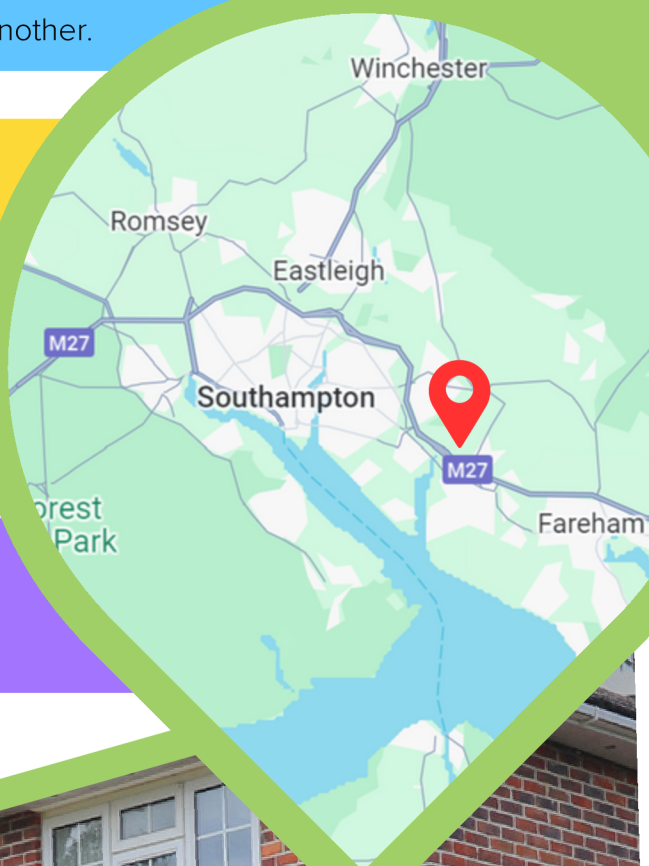
All of the adults here will work with you to build strong, healthy relationships and everyone will respect your views, choices and identity. All of us have our own story and we believe in the importance of respecting one another.

We will support you to develop real-life skills that help prepare you to move towards independence in a way that suits you.

We recognise that Family & Friends are important and we wish to support you to maintain and build on those relationships so you can get the most out of the time together.

We welcome young people of all backgrounds, cultures, identities, and beliefs. Everyone deserves to feel proud of who they are.

What makes All Seasons Special?



What You Can Expect

Your Bedroom

- Your room is your own space. You can decorate it so it feels comfortable and personal to you.
- Adults will respect your room and won't enter without good reason - unless it is to keep you safe or for health & safety reasons.
- Bedrooms are private spaces - no-one else should enter without your permission.



Daily Life

- You will have a routine that includes education, meals, free time, and rest. Weekends and holidays are really flexible.
- Meal times are usually shared together as a community. You'll help plan balanced meals and can take part in meal prep and cooking.
- You'll be supported to have a healthy lifestyle - this includes good sleep hygiene, eating well and taking care of your environment.



Your Friends & Family

- We will support you to stay in touch with family members if that is what you choose and is part of your plan.
- Your friends are welcome to visit the home and we will support you to attend activities offsite with friends too.
- We want you to be open with us about your relationships and we encourage you to chat to us if there is ever anything you are struggling with in any of your relationships.



Fun & Activities

- We encourage and support regular hobbies. We also do trips, holidays and group activities.
- We'll help you keep up with any clubs, sports or hobbies you enjoy and you are more than welcome to suggest any new ideas.
- Everyone takes part in planning - your voice matters.



Independence & Allowances

As you get older, we'll help you build independence step by step.

- Pocket money is based on age and can increase with bonuses for chores or goals.
- Clothing & toiletries - You'll receive regular allowances and support to manage your spending.
- We will support you to learn budgeting, food shopping, cooking, using public transport and other life skills.

12-13 years old - £10

14-15 years old - £12.50

16 years old - £15

17+ years old - Independence Allowances



Extra Allowances



- Clothing allowance is £60 a month this does not include things like school uniform and we can often give extra money for sporting/activity clothing.
- Toiletries allowance is £10 every two weeks for males and £12.50 for females (this extra allowance is to cover the cost of feminine hygiene products).
- There are lots of things we do not have rigid allowances for like haircuts, gifts for friends & family and other cultural events that will all have a cost element that can be discussed & agreed with your keyworker
- For young people aged 17 and over, you will have an independence allowance. Your keyworkers will be encouraging you to be working towards budgeting for things like food shopping, phone bills, clothing and toiletries and will work out a sum of money that you have to try and stick within. This may change on a regular basis depending on how well you manage this.

Wi-Fi



All the bedrooms have their own WIFI connection that are specific to you. WIFI access will only be given to young people who display that they are able to keep themselves and others safe online. Specific rules around WIFI are not rigid and will be different for everybody depending on a number of factors including how well you are sticking to sleeping routines.

Going Out



It is important to make arrangements with staff when you are going out and to let us know where you are going and when you will be home. It is important for us to know you are safe and well and we can trust you to keep in touch with us if your plans change. If you are ever in any trouble when you are out we will always be able to support you and keep you safe.

Travel



We have cars we can use to take you where you need to go depending on their being a car available. We will always support and encourage you to use public transport, for young people working towards independence using public transport will be part of your normal routines. In the past we have supported young people to get drivers licenses and do CBT tests. We can also support young people to get bicycles, we can also get bus/train passes under certain circumstances.

Holidays



We plan and encourage young people to go on group holidays and short breaks away together to a variety of different places, in the past we have been on activity holidays like camping and we have even had young people visit Spain for a beach holiday.



Education & Your Future

We believe in supporting you to succeed at school, college or work placements - whatever your path.

- All young people 16 and under are expected to attend school daily.
- Over 16s must be in some form of education, training or work.
- If mainstream school isn't the right fit for you, we will work with your social worker to find the right education or support.
- You will have access to a study space and IT equipment to support your studies.

We will always help with your education, whether that's homework, extra support or finding the motivation to stick at it.

Being Part of Our Community

All Seasons is a shared home. We all have different backgrounds, stories, and personalities – and that's something we celebrate.

- You'll take part in weekly community meetings to talk about the home, plan fun stuff, and share ideas.
- We treat each other with respect, kindness and empathy.
- We'll support you to express your identity and culture and to challenge discrimination.

We believe that healing happens in safe, accepting and empowering spaces.



Your Care Plan & Progress

Everyone at All Seasons has a care plan. You'll help create and update yours so it makes sense to you.

- You'll have monthly meetings with your keyworker to check how things are going.
- We set personal targets with rewards (up to £30 a month!) to celebrate your progress.
- You'll be part of all of your important meetings like reviews and planning sessions, with support to prepare for these.

We want you to understand your care, speak up and be part of your journey.

If Something Goes Wrong

Nobody is perfect. If something goes wrong - we don't shout or shame. We support, guide & help each other grow.

- We use restorative approaches to help you understand what happened and how to move forward.
- We focus on making things right, learning from mistakes, and keeping relationships strong.
- You'll know what the house rules are, and we will always explain any consequences clearly.

Support Available

We understand that life can be overwhelming sometimes. Whether you're feeling low, anxious, or just need someone to talk to, your keyworker and other adults are here for you.

We also have links with therapists and mental health professionals who can support you through Fair Ways Therapeutic Hub.



Your First Week

You'll be shown
round the home

You'll meet with
your Key Worker

You'll meet the
other young people

We'll talk meals,
routines & Wi-Fi

You'll help plan your
bedroom set up

YOUR choice
Takeaway Night!

This can look a little different for everyone and we want to take things at your pace. We also know that it can be a little scary not knowing what to expect when you first move in. So here are some of the typical things you will do in your first week at All Seasons...



Data Protection & Confidentiality

We take confidentiality very seriously and everybody has private or sensitive information that they would not want other people to know about. Your keyworker will explain to you about why, how and when your information will need to be shared with other people and we will ask for your & social workers consent to do so

The staff team will have access to information about your experiences before coming to live with us. These include documents about your past that will help us to best support you moving forward. The information we have access to will also allow us to get to know you better. Every day we will write reports about your wellbeing and this information also helps us to make sure that you are receiving the best care possible. Your documents will be stored in a locked cupboard in the staff office. You are able to access these documents when you wish to, just ask a member of staff to get your file.

Safety

The home uses an alarm system on all of the young peoples bedrooms and the exterior doors in the home. This system is only used at night time to ensure that young people do not leave the house without anybody knowing, and to ensure everybody's safety. It is not loud or disruptive but simply alerts the staff in the home that young people have opened these doors. We do not have any CCTV and no personal data or information is recorded using this system.





Who else can I talk to?

All Seasons House is part of Fair Ways. Adults at Fair Ways are also always happy to listen to you.

Fair Ways Office

Fair Ways, Building 1000, Western Road,
Portsmouth, Hampshire, PO6 3EN

Advocacy

If you ever feel your voice isn't being heard, an advocate can help speak up for you. They're totally independent from the staff and social workers, and they're here just for you. You can ask any adult here to help you get in touch with one

The Who Cares Trust

Tel: 0207 017 8901

In care or a care leaver? Looking for help and advice? Talk to 'Who Cares' in confidence.

FRANK

Tel: 0800 77 66 00

FRANK is a free service that offers advice, counselling and information on drugs and alcohol. It's totally confidential and there's lots of information on their website - talktofrank.com

V.C.C - Voice for Children in Care

Tel: 0808 800 5792

V.C.C are a small charity that support children in care. They want to ensure that all children in care feel safe and supported. They can help you to get your voice heard if you feel nobody is listening to your problems.

Website: www.voiceyp.org

Sometimes there may be a problem that you don't feel able to share with someone you know. You may want to talk to someone who is not from Fair Ways.

Childline

Tel: 0800 11 11

Childline is a free and confidential telephone service for young people, where the staff are specially trained to listen to your problems and give you advice on what to do next.

The Children's Commissioner

Tel: 0207 783 8330

The Children's Commissioners job is to ensure that you are getting the high standard of care and support that you deserve.

Independent Reviewing Officer (IRO)

Tel:

Your Independent Reviewing Officer is also able to listen to you and help you say things that you may not feel able to. Your Supervising Social Worker will be happy to put you in touch with your IRO.

Ofsted

Tel: 0300 123 1231

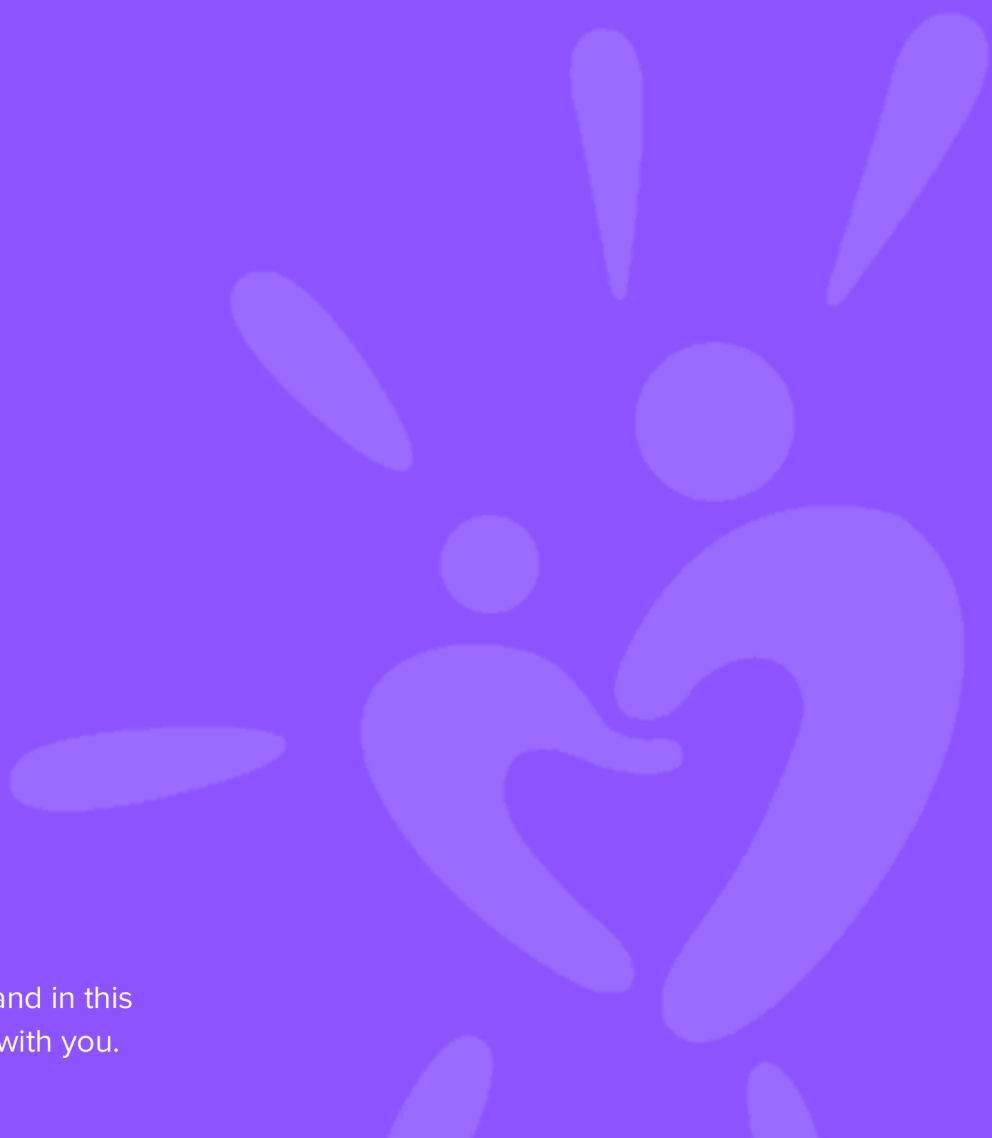
Ofsted, Piccadilly Gate, Store Street,
Manchester, M1 2WD

This guide is just the beginning. We'll talk you through it when you arrive, and we are always here to explain things as you go.

You are not alone here.

We believe in you. We'll support you. And together, we'll help you shape a future you're proud of.

Welcome To All Seasons House!



If there's anything you don't understand in this guide, ask an adult to go through it with you.



My Book

I have read my book and had anything I am not sure about explained by a member of All Seasons house staff.

Signed:

Date:

Key Worker Signed:

Home Manager Signed:



Updated on 28/03/25

Fair Ways, Building 1000, Western Road, Portsmouth, Hampshire, PO6 3EN



www.fairways.co



Fair Ways



@FairWays_



023 8023 0400