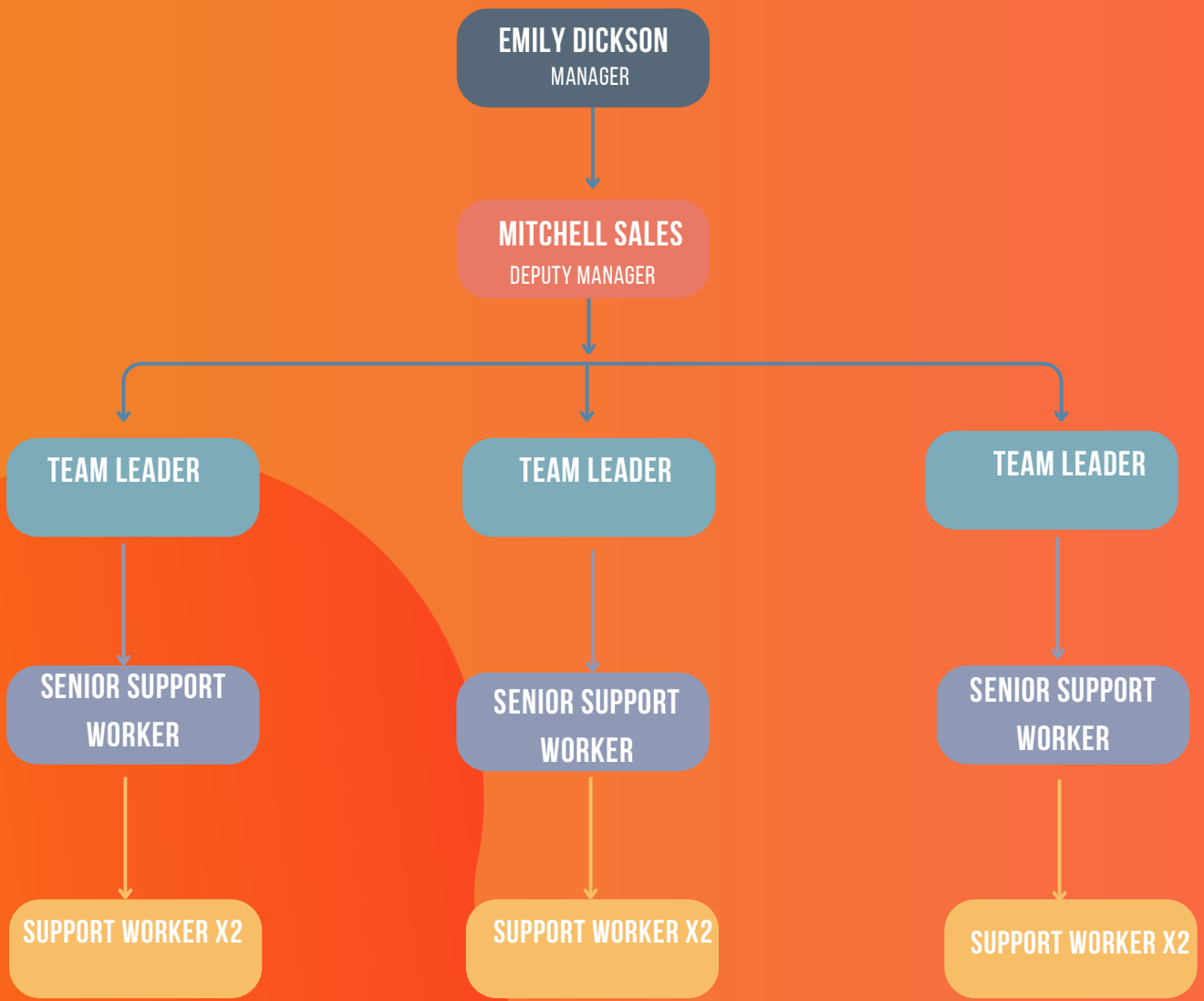
FairWays

BIRCH GROVE YOUNG PERSON WELCOME GUIDE



OUR STAFFING STRUCTURE

BIRCH GROVE STAFFING



🌟 Welcome to Birch Grove 🌟

How We Can Make This a Great Home Together

At Birch Grove, we want everyone to feel safe, happy, respected and supported. These simple expectations help make our home a positive place for everyone.

💙 Be Respectful

✅ Speak kindly to staff and other young people
✅ Respect other people's feelings, belongings and personal space
✅ Treat everyone fairly, even if you disagree with them

🏠 Look After Your Home

✅ Keep your bedroom tidy
✅ Help keep shared areas clean
✅ Join in with simple daily jobs like helping with meals or tidying up
✅ Take care of furniture, equipment and your belongings

😊 Look After Yourself

✅ Attend activities, education and appointments
✅ Shower regularly and look after your personal hygiene
✅ Eat well and stay active
✅ Ask for help when you need it

🤝 Work With Staff

✅ Talk honestly with staff so they can support you
✅ Join in with key work sessions and house meetings
✅ Work towards your goals
✅ Let staff know if you are worried, upset or struggling

🔒 Help Keep Everyone Safe

✅ Follow house rules and routines
✅ Follow fire safety instructions
✅ Do not bully, threaten or hurt others
✅ Tell staff if you feel unsafe or if someone else needs help

🌈 Get Involved

✅ Try new activities and experiences
✅ Have fun and build friendships
✅ Celebrate your achievements
✅ Be yourself and help others feel welcome

💬 Remember...

You have the right to be listened to, treated with respect and feel safe.
You also have a responsibility to treat others with respect and help make Birch Grove a happy and safe home for everyone.

Our Simple House Expectation:

⭐ Respect Yourself • Respect Others • Stay Safe ⭐

WHAT OUR HOME OFFERS

Birch Grove offers a home for 3 young people – usually between the ages of 11-18 - we do however consider younger ages dependent on each individual's needs. Our home is set up for short term stays.

As a team, we are here to make sure that you are well cared for and comfortable at Birch Grove. We will make sure you have food, drink and enough rest. We are here to provide you with a safe home where you are free from harm and danger. We will make sure you have access to medical support for all your health needs. The team will provide first aid and guide you on keeping healthy.

We are a team and invite you to be part of our team. As a team we aim to give you a feeling of belongingness and wish to build meaningful relationships with you. We aim to support you to make appropriate friends in and out of the home and have positive relationships. We are here to ensure you are respected by others and you respect them too.

We are here to support you to get to know yourself better, understand all the changes that you will go through as you grow older and help others know and understand you better.

We will actively promote your development, which means we will support you in your day to day activities with our outdoor education provision or formal education. We will make sure that you attend these activities or school and provide any support you may need. We are here to help you discover your future dreams and help you achieve these.

We will actively involve you in your care planning, taking your views into account while supporting and working with you to understand your placement, and decisions that may be made.

THE ACTIVE OFFER

Every young person who comes to stay at Birch Grove has the opportunity to communicate in the language of their preference.
In Wales, there is a legal obligation for young people to be given the 'Active Offer'. This means that you will be given the chance to have the service that we offer at Birch Grove in Welsh.

This 'Active Offer' means that you do not have to ask to be communicated in Welsh you are automatically offered it.
This ensures that you can feel comfortable communicating with staff and that we can provide the best possible support.
You can choose whether you want to be spoken to in Welsh, have your paperwork in Welsh or both it is totally up to you.

KEY WORKERS

The team will help you to settle in the home and support you to start building positive relationships. You will have several staff working with you as well as a key worker. Your key worker will be there for you to actively talk to and support you to plan and shape your care in line with your needs. They will support you to identify problems you might be experiencing and see how best you can solve them.

They will aim to build positive and trusted relationships with everyone involved in your care.

There are many staff that will work with you to carry out your assessments, identifying your needs and objectives that you want to achieve. Your key worker will make plans to help you achieve your goals, add motivations to reward you for positive behaviours and support you to deal with behaviours that have been unhelpful to you in the past.

The key worker will arrange appointments and attend appointments and meetings with you when they are available, if not they will make sure you have support from the team.

You will have 2 key work sessions a week, please feel free to talk to the rest of the team if you have any concerns if your key workers are not available.

FairWays

CHILDREN'S RIGHTS- THE 7 CORE AIMS

Have developed a flying start in life and the best possible basis for their future growth and development

Have access to a comprehensive range of education, training and learning opportunities including acquisition of essential personal and social skills

Have a safe home and community that supports physical and emotional wellbeing

Have access to play, leisure, sporting and cultural actives

Is not disadvantaged by child poverty

Children are listened to, treated with respect, and are able to have their race and cultural identity recognised

Enjoy the best possible physical and mental, social and emotional health, including freedom from abuse, victimisation and exploitation

OTHER PEOPLE YOU CAN CONTACT

- INDEPENDENT REVIEW OFFICER (IMO)
- CHILDLINE, 0800 1111
- POLICE - 101, 0845 045 45
- CHILDREN'S COMMISSIONER FOR WALES- ROCIO CIFUENTES, 08088011000
- NATIONAL DRUGS HELPLINE - 0300 123 6600
- MENTAL HEALTH SUPPORT - 111
- CIW INSPECTORATE BODY- 0300 7900 126
- INDEPENDENT ADVOCATES, TGP CYMRU - 01982 552450, 0800 085 8471
- MEIC (INFORMATION ADVICE AND COUNSELLING) - 0808 802 3456
- SOCIAL WORKER

Advocacy	Compliments	Complaints		
You have the right to access the independent advocate who could provide additional support for you in relation to a complaint	How to tell us is things have gone well: Fair Ways welcome any positive feedback too! If you have been particularly happy with something please let us know so we can pass on your compliments. To let us know please either talk to a staff member of choice or complete our feedback form.	Not happy?	Do you have a problem?	Are you worried?
Voice Voice Ability is an independent national charity committed to empowering children and young people in care. They are an advocacy service that could provide you with support. Their freephone number is 0300 303 1660		Are you unhappy about what is happening to you?	Can't solve your problem?	Do you want someone to listen?
		Do you have a complaint?	Do you feel left out or picked on?	Do you think you're unfairly treated?

If you do have a complaint we will provide you with verbal and written feedback and the outcome of the complaint

How to make a complaint

1. You can ask for a complaints form at any point during your stay here or make a verbal complaint
2. Your complaint will be passed to shift leader and manager (if your complaint is against the manager then this will be looked into by the Responsible individual)
3. You can talk to an advocate about this (TPG advocacy service)
4. Your complaint will be looked into, and a letter will be given to you to explain that we have acknowledged your complaint (this will be resolved within seven days)
5. Once you complaint is looked into by the manager, social worker and any other third party agencies an outcome will be decided.
6. You will then receive a letter to let you know the outcome
7. If you are unhappy with the outcome, you can appeal

BULLYING

At Fair Ways we recognise that bullying can come in all different types, and anyone can be a bully or get bullied. We have a zero-tolerance approach towards bullying at Birch Grove and the staff team will fully support young people to feel safe. This is achieved by staff challenging any behaviours that they see as bullying or discriminatory behaviour, and ensuring that anyone who is feeling bullied is supported. We will also look at key work sessions to recognise how bullying behaviour impacts others .

At Fair Ways, we promote the well-being of all of our young people and fully value their right to lead a fulfilling and meaningful life.

If you feel bullied then we would like you to talk to staff and support will be offered. If you feel that staff cannot help, then there are advocates available. The number for these are on page 7.

POCKET MONEY & CLOTHING AND TOILETRY ALLOWANCE

You will be given your pocket money every Saturday morning. This money is for you to spend how you wish within reason. This will be put in your pocket money wallet once your room is cleaned.

11 years old - £4.00
12 years old - £4.50
13 years old - £5.00
14 years old - £5.50
15 years old - £6.00
16+ years old - £6.50

Please note that deliberate damage to property will be paid out of your pocket money, up to one third can be deducted each week.

You will receive money for clothing and toiletries every Saturday. You will receive £10 per week for toiletries.
You will receive £20 each week for clothing; this can be saved up if you wish. There is no limit to how much you save however it must be spent on clothes only. Staff will keep your money safe and support you when shopping.
Incentive - Each week you will also be rewarded with incentive money for positive behaviours and achieving set goals. This can be up to £14 per week.

ACTIVITIES

There is a wide range of activities available for you to participate in. Some activities include: -

Swimming
Gym
Football
Arts and Craft
TV, videos and games consoles
Board Games
Snooker
Cinema
Trampoline Parks
Arcades

You will be encouraged to continue any hobbies or interests you have while living at Birch Grove. Please talk to your key worker about activities you would like to do or try so that arrangements can be made for transportation etc.

It is expected that you will attend daily activities between 10:00 – 15:30/16:00, unless you are in full time education. Our activity instructor from Fair Ways Outdoor Adventures will complete an induction with you in the first 2 weeks of your stay. The activities will include Coast Steering, Gorge Walking, Mountain Biking, Walking, Climbing, Bush craft, Paddle Boarding and Canoeing. We will ensure you have everything you need for these activities including walking boots and your own activity pack.

HEALTH CARE

It is important that you have and maintain good health whilst staying here. We will make sure that you eat a balanced diet, have an opportunity to do activities in the evenings and that you receive regular check-ups at the doctors, dentist and opticians. You must attend these appointments and staff will support you on these visits.

If you are feeling unwell, staff can help by giving you some medical attention like a pain killer or by making an appointment with the G.P.

We do not allow any alcohol or drugs at Birch Grove. We recognise that many of you may already be smokers/vapers when you arrive at Birch Grove. We will attempt to discourage this and support you to give up. You are not allowed to smoke/vape anywhere in the house, or without your parent's consent.

If you need advice on contraceptive or other sexual health matters, this can be arranged by yourself if you feel you can or by discussing with staff, who will make relevant appointments.
We have staff C-Card trained which means they can also provide free confidential sexual health advice and support to you.

DAILY ROUTINE

Monday to Friday you will be given a 'wake up call' as you will be going on activity or education, it may be that your 'wake up call' will be earlier if you wish following a discussion with staff.

Breakfast is the most important meal of the day and you will be encouraged to eat well before you leave for activities. You are welcome to cereal/toast or any other preferred breakfast choice. This is time dependent so please, if you would like a cooked breakfast, make time for this in your morning routines.

Shower routine will be discussed with you when you first arrive. We expect you to shower at least once a day and certainly after exercise or getting messy while out.

EVENING ACTIVITIES

After activities we will have a discussion around how you would like to spend your evening. You may choose to visit the gym, swimming, participate in a sports club eg football, tidy your room, relax, read, watch TV, listen music.
It may be a good opportunity for a key work session.
You will be encouraged to assist with helping with dinner preparations such as:
Laying the table
Loading the dishwasher
Assisting with cooking
Clearing the table

Dinner will be between 17.00-18.00.

In the evening, we will all sit together for our main meal. These meals are prepared by staff or yourself and include everyone's favourite dishes. Meals are discussed at the house meetings which occur on a Friday and a weekly menu will be created based on your likes and dislikes.

On your return to the house, it is expected that you are settled in your bedroom by the stated bedtime, unless you have been given an extension. This is dependent on age. Bedtime extensions at weekends are negotiable with staff.

BEDTIMES:

Staff will discuss this with you on arrival :)

FIRE SAFETY

Just like at school and work places we have a fire alarm that we need to test regularly. We will organise regular drills to test the system. We often involve the young people in the fire tests so that you can become aware of what to do in the event of a fire.

When you arrive you will be shown how to leave the building safely in an emergency.

Fire is dangerous – we insist that you do not smoke anywhere but the designated area.

FAMILY AND FRIENDS

We would like it very much if your family and friends are able to visit you at Birch Grove. In the same way we hope you are able to keep old friendships as well as make new ones. Any visitors to the house will be invited guests who have contacted the staff prior to their arrival.

We have a phone for you to use if you wish to contact your family or social worker please just ask staff for the phone and we will ensure this is provided when available.
The house phone is to remain downstairs and not to be taken to your room.

Cards, letters, photos can be written and sent to family and friends please ask staff if you need any assistance with this.

YOUR BEDROOM

Living with other young people can at times be challenging. Your bedroom is your private/peaceful place. You can keep your possessions safe if you choose in your safe keeping drawer in the office but if you require these items you will need to ask staff to retrieve these for you. You can decorate your room with posters, bedding, other accessories to personalise this to your own style and staff will take you shopping to make your space feel more like you.

You will be expected to keep your room tidy throughout the week and a thorough clean will take place on Saturdays which includes changing bedding, turning the mattress, cleaning your bathroom, putting washing on and cleaning all surfaces.

You are not allowed to enter other young persons rooms as this is their personal space. If you would like to spend time with the other young person residing in the home there are communal areas to do this. This is to ensure we are keeping you safe.
At night, your bedroom door alarm helps us keep you safe. This is because staff sleep at night and are not awake all the time. The alarm lets us know if you need support or if you leave your room, so we can check that you are okay. We never want you to feel trapped. If you need us during the night, simply open your door or knock, and a member of staff will be there to help you.

If the staff suspects that you have been under the influence of drugs or smoking in your room, a room search will be carried out.

Take care when lending friends clothes etc, as we cannot be responsible for loss or damage.

I HAVE READ THE WELCOME BOOK THROUGH WITH MY KEY WORKER/STAFF MEMEBER

MY VIEWS OR CONCERNS ARE...

SIGN

NAME

STAFF SIGN