



South Tyneside Council



Henderson Road Children's home - Young People's Guide

Reviewed April 2023

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This booklet has been designed especially for young people to help you get to know what we do Henderson Road Children's home.

There are probably a lot of things that you would like to know about the home and this booklet will hopefully attempt to answer most of the questions you might have – as well as some things you hadn't thought about.

Feel free to ask about anything you don't understand, the staff will be happy to help. If there is anything you think we should include in this guide that we haven't already, then please let us know. No one is more suited to inform this guide than you, the young people who live here.

There are many different reasons why young people come to live here. You will need some time to settle in but remember all the young people who stay here had a first day too and everyone will help you to get used to being here.

So, if you're not too bored already and you want to find out more...read on.

Henderson road Children's Home is a large house with bedrooms for up to 4 young people who are aged 11 to 17 years. There are six bedrooms in the house, two of which are for staff. There will always be two staff overnight in the home.

Henderson Road is situated in Simonside. We are close to a big Tesco supermarket, and we are also on a bus route and close to two metro stations, so it is easy for you to get out and about while you're living here.

Simonside is in South Tyneside, we have lots of lovely places to visit close by including the beautiful coastline and beaches, Haven point and Temple Park leisure centres, the Word local library, the Customs House theatre and cinema, Simonside outdoor centre, the dunes bowling and arcades and many other attractions including parks, cinemas, restaurants, and museums. We will get to know your likes and interests and plan lots of nice things to do and places to visit.

What can Henderson Road do to help you?

- When you come to stay with us, we will create a care plan which is individual to you, this will outline how we will care for you and what we will help you with. We will work with you, your care team, and your family to make sure we are all working together to help and support you.

We will-

- Help you to make good choices and improve your relationships with your family and friends.
- Help to support you and your family to recognise your strengths and enable you to use them.
- Help you to feel safe, secure, cared for and listened to.
- Help and support you by offering the opportunity for you to develop and learn life skills, meet new people, and have new experiences.
- Help you with your problems whether this is for example around relationships or understanding your feelings and emotions.
- Help you find places in the community that you can access and enjoy.
- Support with difficult situations, give advice, and support to help you overcome problems.
- Help you to learn new skills for when you move on from Henderson Road such as cooking, cleaning and laundry tasks, shopping, managing money and making appointments for example with the doctor or dentist.

We aim to-

- Provide a safe and happy home for you to live
- Involve you in all decisions that affect you
- Support & advise you about your education and health

What is the home like?

Aside from your own bedroom, there are a number of other rooms to use in the house. We hope that you like the deco, we have listened to young people and used their ideas to design the rooms so that they are cosy and homely, and we would love you to give us more ideas for how we can improve the home and make it even better.

We have a Cosy room – this room is small and has a sofa and also 2 comfy gaming bean bags. There is a PS4 in here and a selection of board games and Lego.

Next door to the cosy room is our activity room. This is a bigger room with a large table. Ideal for arts, crafts and playing board games. We also have a selection of arts and crafts material in this room including pens, paints, and a large chalk board.

The living room has a large sofa and a large Smart TV with Netflix and DVD player. We have lamps to make the room all cosy for movie nights. Attached to the lounge is our Sunroom which looks out into the garden. This a lovely bright room with comfy sofas to chill and enjoy the sunshine. There is also a door in the sunroom which opens out into the garden. Mark B has recently painted the sunroom and added some local landmarks, he got some young people to help him with this, we would love for you to be involved with further artwork for the house.

We have a kitchen where we prepare and cook our meals. We enjoy cooking and baking at Henderson Road and would love for you to get involved in this. It's ok if this isn't your thing because we will cook for you. We are lucky enough to have our own resident chef, Mark B, he cooks us some lovely meals and bakes amazing scones! Following on from the Kitchen is our dining room. We love to sit

together to eat our tea where we can chat about our day and spend time together.

We have a lovely big garden at the back of the house which is perfect to spend time in the Spring and Summer. We enjoy playing games outside and having BBQ's. We have recently been doing work in the garden and we are still looking for ideas on how to make this better.

We want you to feel at home and relax in your home. There are only two areas downstairs that may be restricted. One is the office, we need to keep this locked when there is no one in there because we need to keep certain items safe and also, we want to make sure that confidential information stays safe.

We usually keep the laundry locked when not in use also. This is because we store our sharp knives in there and also cleaning chemicals. We can open this when you need to use it however.

What are the bedrooms like?

Everyone has their own bedroom when they live here. You will also get a key so you can keep your bedroom locked. The staff also have a key for your room just in case you lose yours or for emergencies. The rooms are all nicely furnished including bed, chest of drawers and TV on the wall. There is then a rail or a wardrobe to hang your clothes. All bedrooms have their own en-suite shower room and toilet for privacy. Before you come to Henderson Road or shortly after you move in, we will arrange a shopping trip to pick items to personalise your bedroom. You may also bring belongings with you to make sure you are comfortable in your new room.

It is really important that you look after your room and make sure you keep your things safe. You will have a lockable safe in your

drawer to keep anything of value safe – however if you'd rather, staff will be happy to keep things in our safe.

Is there internet?



There is Wi-Fi which will enable you to access the internet we just need to keep you safe while using the internet and there are certain restrictions in order to prevent you accessing sites which could cause you any harm. Staff will work with you to ensure that you have all the skills you need to keep yourself safe online. Staff will discuss the use of the Wi-Fi when you first come to live with us, and we will ask you to read and sign our e-safety agreement.

What is the food like?



When you first come to live at Henderson Road, we will talk to you and try to find out what sort of food you like. If you have any special dietary needs or are allergic to anything, tell the staff who work with you and they will try to find the foods which are suitable and things you like.

All young people need a healthy balanced diet. We like to encourage young people to try new foods as well as enjoy the foods that they are used to. We also encourage you to help out in the kitchen and even learn to cook for yourself.



Young people are encouraged to plan their menu with staff and if there is something on any day that you don't like, you can have something else. All you have to do is let the staff know what you would prefer to eat instead.

We tend to have take-away night once a week also.



Who will wash my clothes?

Our staff are here to care for you and this means we will help you to do your washing and look after your clothes and bedding. We will help you to learn how to do your own washing and ironing as you grow up but this will depend on your age and ability. Don't worry if you don't know how to do your own washing staff are here to help.



Will I get any pocket money?



Everyone who lives at Henderson Road gets pocket money. How much you receive and how this is paid to you depends on your age and individual circumstances. This will all be explained to you when you first move in.

Clothing, Footwear and Toiletry Allowance

You will also receive a monthly allowance for clothing and toiletries. This will be-

- £48.00 per month clothing and shoe allowance
- £12.00 toiletry allowance (although basic toiletries are also available at Henderson Road)

We can also provide travel passes and phone tops, again this will be individual to your own need.

Activity and Leisure

At Henderson Road, we have a variety of things available to keep you busy and entertained. As well as arts and crafts, we have lots of books, board games, card games, Netflix and some outdoor games. We also have a PS4 console.

We like to get out and about and offer a range of activities and days out. More so during the weekends and school holidays. We like to know what you are interested in so we can plan activities you will enjoy. We plan individual activities as well as activities as a group. This can include things in the local area as well as further afield such as theme parks, city trips, farms, zoos, museums, concerts, sports games and a whole lot more.

We also like to support any hobbies you may have as well as you develop new ones. All you have to do is let us know what interests you and we will do our best to help. We have links to sports clubs, gyms, swimming clubs, horse riding, cadets, guides to name a few.

When can I see my family and friends?

It is really important that you stay in touch with your family and friends if this is positive for you and we are happy to help you in any way we can:



We have a landline phone at Henderson Road, one in the office and one in the activity room which you can use to ring friends and family.



- If you haven't got a mobile when you arrive, we will make sure we get you basic one so that we can keep in touch with you if you go out and also so that your friends and family can keep in contact. We do ask all young people that they hand their phone to staff, at bedtime, who will keep it safe for you. This is to ensure you enjoy a good night's sleep in readiness for the following day's activities, outings or school. Staff will ensure your phone is given back to you the following morning as soon as you wake up.



Family and friends can visit you at Henderson Road we just ask that you check with us first just so we can sure we don't have everyone's friends and family visiting at the same time.

Are there any rules?

Just like every home, we have some rules at Henderson Road which everyone must stick to including the staff. The rules are in place to make it safe and happy for everyone to live here. If you do not respect the rules staff may consider giving you an opportunity to complete reparation- (to repair, fix or improve a situation.) This will always be explained to you first so that you can understand what they are not happy with.

Examples of reparations are:

- Doing a chore
- Paying back money from your pocket money if you damaged something, although you will be offered the opportunity to make things better by fixing broken things or doing other tasks if you agree.
- If you make a mess – cleaning it up
- If you damage the home - helping to fix or redecorate things



be kind

We have a zero tolerance of bullying at Henderson Road and measures in place if you ever feel this is happening to you. We would encourage you to speak with any staff member or a trusted person (teacher, social worker, family member or friend) if you feel this is happening to you both in and out of the home. Bullying will not be tolerated in any form, such as:

- Verbal
- Physical
- Emotional
- Direct/indirect (meaning Name calling to peers/staff)
- Cyber bullying
- Being unkind about other people's differences

Any incidents of bullying will be dealt with by following our Anti-bullying Policy.



We do not allow smoking in Henderson Road – either young people or adults. This also includes vaping. It is not only bad for your health; it is not fair for those around you who don't smoke. We will help anyone who smokes to get some help and support to give up.



What time is bedtime?

Your bedtime will depend on your age and your routine. By 'bedtime' we mean settling to your room for the night. You can watch TV or read as long as you are winding down for the night.

Who works at Henderson Road?

Meet the team...



My Name is Debbie Rodden and I am the Manager at Henderson Road. I enjoy running, going for long walks and going to the Cinema. I like pamper nights and love Italian food.



My Name is Janine Henson, and I am the deputy manager at Henderson Road. I enjoy long walks, and visits to the beach and the countryside. I love theme parks and I love animals.



My name is Nicola Robson I love going for walks and drives while chatting and listening to music. I like watching a good series and movies. Anything that makes me laugh or cry, but I don't like scary ones. I enjoy cooking but I'm not always great at it (it's the effort that counts).



My name is Greg Bevan. I love my job and I enjoy getting to know children and young people learning about their interests and hobbies. I am a keen football fan, and I am a Sunderland supporter! I love animals and I have a dog "Eddie the Pomeranian" who comes with me to work at Henderson Road.
My favourite food is Indian, and I always order a chicken Tikka Masala. I could eat Indian food every night.



My Name is Amanda Clark. I love listening to music of all kinds as it makes me happy. I love being outdoors doing stuff and walking my dog Hetty 🐕 I'm interested in people and love listening to their stories about life 🙋 I enjoy a good movie and will watch anything, although you might see me hide behind a cushion if it's a horror 🎬 I love Italian food and Italy is my most favourite country in the world 🍕



My name is Lee Henry. I like having a laugh and have some terrible 'dad jokes' 😊

I enjoy keeping fit, I like to do this by running and going to the gym. I also enjoy photography, reading, walking my little cockapoo, and drinking coffee ☕.



My name is Mark Pendleton. I am friendly, enjoy a good laugh and love to try new things. I enjoy camping, cycling and sports. I have lived in South Shields for over 30 years, and originally, I am from Colchester.



My name is Mark Blyth, I am a very creative person and love doing things crafty and arty I am a great listener. I love cooking and making new and exciting recipes. I have a great sense of humour and love seeing people laugh and having fun. I have a passion for music and you will always find me singing my head off.

Alongside the humans, we also have some pets that live at Henderson Road.

We have 2 Guinea Pig called Teddy and Dusty who live here. We also have 2 rabbits called Bert and Ernie who live in the garden, and they love seeing new faces especially if you have some treats. Our pets are very loving and playful.



Teddy is always squeaking especially first thing on a morning; I think he is asking for cucumber which is his favourite.



Dusty is the youngest of our pets he will be 1 this Summer. Dusty and Ted have become very good friends. Dusty loves spinach and leafy greens these are his favourite.



Bert and Ernie live in the garden. They like to spend their days playing out, but we have to keep an eye on them as they are very good at escaping!

What is a keyworker?

When you come to live with us, you will be allocated a key worker.

With your Key Worker, you will:

- Be supported with any problems you have in dealing with relationships and problem solving.
- Be supported with your health needs.

- Be supported in developing your education, training, or seeking employment.
- Receive help in improving contact and relationships with your family and friends.
- Be encouraged to discuss issues when things aren't going so well.
- Celebrate when things are going well.
- Having fun and enjoying yourself!
- Be supported to attend your meetings.
- As you get older you will receive help with working through a programme of life skills You will hear us refer to this as **GRAL-Getting Ready for Adult Life**.

Education & Training

We will do everything we can to make sure you get all of the support and help you need to further develop your education, attend training, find employment and reach your ambitions: We work with lots of providers including colleges and apprenticeship providers, so we will try and find what's best for you. We understand that you may not know what you want to do, so we can speak to other professionals who can help.



- We will make sure you have all the things you need for college/training/work (like pens, books, correct clothing etc.)
- We will go to all of your open days.
- We will help with any revision/homework.
- We will help sort out difficulties/problems you may have.
- We will encourage you and celebrate effort and successes.

If you're not in education, work or training there is help available from services such as ILAC, The Place, Princes Trust and Connexions (to name only some) who can help you find the right route for you.



We love to hear about and celebrate your achievements, no matter how big or small - and we will try to do this as a group as often as we can.

We'll also seek additional educational support from 'The Place' (Project for Looked After Children's Education) if you would like help to you improve / achieve your goals.

Your Health

We think that your health is important, and we will do everything we can to make sure you are fit and well.

If you need to see a doctor, dentist, optician or sexual health advisor we will support you in making appointments and go with you if you would like us to.



All young people who are looked after are invited to have a health assessment – this is something that is carried out by either a doctor or nurse. It's a good thing to have, but you only have to have it if that's okay with you.

Being healthy is also learning about what's good for you and what's not so good. We have good links with a service called Matrix who can offer help and advice around alcohol or drug use and a Nurse in respect of sexual health; both these services can attend the home or arrange appointments for you at their service.

We can even help you relax if you're feeling stressed or tired by arranging a massage or a facial for you by trained professionals called Holistic Therapists, or by undertaking a yoga session, just let us know.

If you have any worries about your health, don't be frightened to talk to staff about it – we will be happy to listen and see what can be done to sort things out.

Some young people need additional support to help them work through life events and experiences. Support is available from the Children and Young People's Service (CYPS) staff will go with you to any appointments made if you want them to. Our staff team

work closely with a clinical psychologist, and she helps us to care for you in a nurturing and caring approach. We have monthly discussions with her to ensure we are looking after you in the best way possible. We work in a way to help you recover from any early life experiences which may cause you difficulties in your life. We understand some things you have lived through can affect you as you grow and develop, and we want to help with these.

Identity

We treat everyone as individuals and celebrate differences. This is what makes the world interesting. We are strong believers in treating everyone as equal. We also understand that for some young people this can be a challenging time when trying to figure out who they are whether this is through their sexuality, race, cultural difference, religion, backgrounds, abilities, appearance or even individual likes such as music, fashion styles, friendship groups (the list can go on).

If you need any support or to build your networks around things such as your sexuality we are here to help, if you or the team feel you may benefit from other services such as support groups, we can point you in the right direction. Sometimes it helps being with people who are on a similar life journey to you.

We know being in care can impact the way young people think of themselves and those around them. It is important for us to help and support you in understanding your past and how this can influence who you are today.

South Tyneside Council offer a life story service using different artists from a company called Blue Cabin. If you are not already known to the service, we can help with this. We also see the benefit of life story work and would support you with this alongside this service or with your social worker.

We know that people can have different beliefs which can negatively affect the way people feel about themselves. We would always positively support and challenge negative views and behaviours.

Safety

Henderson Road has specific policies in place to deal with any child protection issues that may need to be addressed. The team in the home are familiar with the policies and understand what has to be done if there are concerns.

The team are trained to notice signs that might mean a young person may be at risk. They receive regular training and are supervised by managers. Henderson Road has a member of staff, who is a Deputy Manager, and she takes lead responsibility for any child protection concerns. This person is called the Designated Safeguarding Officer (Janine Henson).

If you tell a member of staff of any concerns or staff members are concerned about your safety, this member of staff or the manager, (Debbie) will inform your social worker and the Local Authority Designated Officer and a meeting will be arranged quickly to talk about it and make arrangements to keep you safe.

There might be other people invited to the meeting such as, teachers, police, parents or other people who might know you. The team at Henderson Road will support you every step of the way!!

Missing from Home

It's really important that if you want to stay with family or friends for an overnight this will need to be agreed by staff and your social worker.

If you fail to return at the time, we are expecting you, and we can't contact you and find out where you are – we will have to inform the Police to help us find you and make sure you are safe.

This is something we must do - so please, if you're going to be late home, let us know. You can contact Henderson Road by phone on 0191 4552016.

All of our young people who have been missing will be offered a return home interview, this is an opportunity for you to talk to an independent person who does not work at Henderson Road. The focus of this interview is to ensure you are safe and well and to look at reasons why you were missing to see how they can help and to prevent you becoming missing again.

If you feel that you are not happy at Henderson Road for any reason, and feel the need to run away, there are lots of people you can talk to. Any member of staff, not just your key worker, would be happy to listen to you or if you would like to speak to somebody who does not work at Henderson Road, you can telephone them in private on your mobile, if you have one, or you can ask the staff to contact them for you.

There is a list of useful telephone numbers at the end of this guide. We will always try our best to make your time at Henderson Road a safe and happy time.

Consultation with Young People

At Henderson Road we think it is very important that you are as involved as much as possible in what happens in your home. When you come to Henderson Road, you and your key workers will plan out everything you need to do for the following three months; this is called the residential care plan. You can write your own plan out and you can say everything you would like to do and who you would like to help you.

Group meetings

We meet monthly with all of the young people to discuss all sorts of things that are happening, this might include:

- Plans for activities or outings
- Issues that some people aren't happy with which are causing problems.
- Plans for our home that we want you to help with (like choosing new furniture, décor etc.)
- Discussing the rules of the home.
- Sharing positive experiences and things which are working well so we can do more of it!

Group meetings are generally arranged by the staff but if you would like to have a group meeting, just ask the staff and this will be sorted for you. We would love the young people at Henderson Road to arrange the group meetings themselves with the help of staff, but it's up to you.

Your Plan, Meetings and Important People



Whilst at Henderson Road, the staff team have to write down things that you have done during the day and also anything that has been said in your meetings etc. This information is kept in your personal file on the home's computer and is called Daily

Recordings. This information is confidential, and no other young person will see it. We make sure of this by locking it away in a safe place or store on the computer database (protected). You can discuss looking at of your files with your Key Worker, but you must give them some notice as sometimes we will need to speak with your social worker around this. Some information you will not be able to read which is known as third party information-this can be explained to you further.

The aim of this is to record things that are important in your life from your point of view. This will help you and us be clear about your opinions and wishes and how we care for you whilst you are living here.

What are "Care Plans"?

Care plans are plans of the care you can expect to receive whilst living here at Henderson Road. They will include a plan of actions

that will help you enjoy and achieve during your time here at Henderson Road.

Meetings

There will be meetings held with you quite regularly, however we do understand that attending these meetings can make you nervous, but it is really important that you are part of them – after all, it is about you. Your keyworker will attend the meetings with you and if appropriate, your parents will also be invited to attend.



One of the meetings is called a Review – this meeting is to make sure your Plan is right, and you are getting all of the support and help you need. Before the review, you will be able to share your views, which asks you about how you feel about things.

Your Social Worker

Staff work closely with your Social Worker and you will see them popping into visit you or attend meetings as these can sometimes be at the home.

Your Social Worker will work with you and your key workers throughout your time here to discuss your future options regarding where you might move on to. They will also continue to support you once you have left Henderson road .

Henderson Road will offer you some support (if you want it) when you have left. Any support you receive from Henderson Road will be included in your Plan when you leave – but even if you don't want any, you can always pop in for a 'cuppa and a chat' or discuss any problems we might be able to help you with.

Your Independent Reviewing Officer (IRO)

The person in charge of your review is called the Independent Reviewing Officer (IRO); they will come and see you before your review takes place to see how you are doing. The IRO will ensure that all your wishes and feelings are taken into consideration in all aspects of your care and ensure that everybody is doing what they said they would, to help you. If you want to, staff will support you to chair your own review, invite the people you would like and set your own agenda, you can even say where you would like your meeting to be held. You can contact your IRO by calling 0191 4545021 or by writing to the Children's Standards Unit.

Advocacy

An advocate is someone who can support you in ensuring that you are listened to. It might be about things like:

- Wanting some help in getting something stopped, started or changed.
- Decisions that are being made that you don't like.
- Helping you make a complaint.

NYAS are independent from Henderson Road and offer a confidential service, so they will keep what you say private unless you or someone else is in danger. You can contact them free on 0800-616101 for help or advice.

Complaints, Compliments and Questions

If you are really happy about something in our home, we really want to hear about it, equally, if you feel unhappy about anything – please talk about it to a member of staff if you can. Most things can be sorted out quickly and easily – remember if we don't know what's troubling you, we can't help.

If you feel you can't talk it through with staff, it's important that you do discuss it with someone. You could try talking it through with a member of your family or social worker. Or we have a suggestion box that can be used to suggest things.

We do have a formal complaints procedure, which is easy to follow. You will be given some complaints forms when you arrive in your welcome pack and there are always spare ones around the home (so you don't even have to ask staff for one). The complaints form shows you all the people you can talk to if you wanted to make or complaint or you can fill out the form, put it in an envelope and post it through the office door with Debbie's name. You can contact the complaints officer on the following address; Customer Services Manager, Children, Adults and Families, South Shields or by ringing 0191 427 1717.

If you do make a formal complaint, the complaints officer will contact you quickly and ask you if you would like an advocate to help you work through the problem. The advocate does not work for us – so is totally independent; they can help you explain what the problem is and what you want done about it.

The advocate works for NYAS, which is the National Youth Advisory Service. They are independent from Henderson Road and offer a confidential service, so they will keep what you say private unless you or someone else is in danger. You can contact them by calling 0800 616 101.

You can also get advice and assistance from the Children's Commissioner for England, by contacting them on: 0800 528 0731, or e-mail adviceteam@childrenscommissioner.gsi.gov.uk or by writing to The office of the Children's Commissioner, Sanctuary Buildings, 20 Great Smith Street, London, SW1P 3BT.

Inspections

All children's homes get inspected every year by Ofsted and we never know when they will arrive. Our inspector is called Claire Webster and she will check we are taking care of you properly and doing everything we should be doing. Claire would really appreciate it if when she's here, you would have a chat with her and tell her what it like to live here.

If you ever want to contact Claire yourself about something, the contact details are at the back of this guide.

Regulation 44 visits

This is another visitor who comes to Henderson Road every month our inspector is called Steve Graham . Steve calls each month and checks that things are being done correctly and make sure you are being properly cared for. They will ask you how you feel about things if you're around at the time and they may ask if they can have a look at your room – if that's not okay with you, then they won't go in.



Independent Visitors

At Henderson Road, staff will help you get involved with the independent visitor scheme, if you want to. They are a group of volunteers working for Action for Children, who will spend time with you, choose activities and fun days out together, listen and

respect you, because they only want what's best for you and to make a positive difference. You can ask staff to help you or contact them yourself on 0191 230 3682.

Useful Contacts

| | |
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| Henderson Road | 0191 455 2016 |
| Action for Children | 0191 230 3682 |
| ChildLine | 0800 11 11 |
| Complaints Officer | 0191 424 4679 |
| Connexions | 0800 328 1898 |
| CYPs | 0191 566 5500 |
| Grapevine | 0191 451 6180 |
| ILAC Team | 0191 427 2830 |
| Independent Review Officer | 0191 454 5021 |
| LADO | 0191 424 7430 |
| Local Safeguarding Partnership | 0191 454 5021 |
| MESMAC NORTH EAST/SHINE | 0191 233 1333 |
| Matrix | 0191 497 5637 |
| NSPCC Helpline | 0800 800 500 |
| NYAS (advocacy) | 0800 616 101 |
| PLACE | 0191 427 3490 |
| Social Work Teams | 0191 427 2830 |
| Ofsted (Children's Services Regulator) | |
| Telephone | 0300 123 1231 |
| Website | www.ofsted.gov.uk |
| Email | enquiries@ofsted.gov.uk |