



# Manor Farm Cottage

## Children's Guide



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# Welcome to Manor Farm Cottage

Everyone at Manor Farm Cottage is here to help look after you during your stay with us.

As well as your own social worker, you will also have 2 key workers aiming to build positive and trusting relationships with you and all the important people in your life.

There may be many different reasons why you are staying with us and your length of stay will depend on your circumstances. We understand that you may be feeling nervous or worried about moving to a new home, and it helps to have someone to talk to about your worries.

In this guide you will find lots of useful information about the kind of things to expect during your stay at Manor Farm Cottage. We hope that your stay is a happy one and that you make lots of new friends and amazing memories!

We want you to have a great time with us and for you to be happy. So if there's something you need, please talk to anyone in the team - we are all super friendly!

The adults at Manor Farm Cottage and your social worker are here to listen, so if there's anything on your mind, please feel free to talk to us. Together, we can try to come up with the solution that's best for you.

At the back of this guide, you will find our telephone number and address, should you wish to contact us. You will also find some other useful phone numbers, in case you would like to speak to someone outside of Manor Farm Cottage.



# Meet the Team



**Alanta**



**Kelly**



**Chris**



**Chrissy**



**Mike**



**Marnie**



**Ellie**



**Abbie**



**Jamie**



**Gregg**



**Maria**



**Pawel**



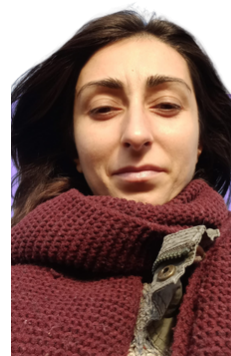
**Beth**



**Melisa**



**Amber**



**Paula**



**Sophie**



**Chloe**

# About Manor Farm Cottage

We invite you to be part of our community at Manor Farm. We all work towards helping everyone feel like they belong, are accepted and have trusting relationships.

We will help you to explore your own feelings, identity ('who you are') and what makes you passionate in life.

Manor Farm Cottage offers a home for 5 young people. As a group of adults we are here to make sure that you have everything you need to be safe, healthy and happy.

Everyone living at Manor Farm Cottage is expected to attend school and we will support you to enjoy your school time and get the most out of it!

Friends and family are important and we can help you build on your relationships so you can get the most out of the time together.

Manor Farm Cottage has a statement of purpose which describes the aims and objectives of the home and how we work. Your keyworker will go through this with you in your first session, so that you are fully aware of everything that's in it. Everything will be explained to you so that you know what the home has to do to make sure you are having the best possible care.



# The Tree House Model of Parenting of Parenting



# Your Keyworker & Activities

## KEYWORKERS/STAFFING

You will have a Keyworker and co-worker while you live at Manor Farm Cottage. Your Key / co-workers are very important to you as these are the people that will make sure you are having all appointments that are needed and they will be your first point of contact for communication, arranging contacts with family & friends for you and attending all your meetings and writing the reports.

## CULTURE & ACTIVITIES

We celebrate different cultures from around the world in the home and take part in cultural evenings and days of celebrations. We will always strive to accommodate your religious beliefs and any needs that you may have. If you don't practice a religion but feel in the future that you would like to, then you can discuss this with your keyworker. We have a range of young people and adults from different cultures and it is important that we respect each one and don't hold this against them just because they are different and not from the same culture as you.

You will have the opportunity where you can have up to two hobbies a week, this could be swimming, football, trampolining, scouts, girl guides or any other hobbies that you may like to take part in. We also undertake a range of activities as a home such as cinema, bowling, ice skating, and day trips out.

Once a year we will go on holiday together. Recently we attended Skern Lodge Activity Centre in Devon and enjoyed kayaking, climbing and surfing!



# Behaviour

We have high expectations for behaviour in Manor Farm Cottage. We expect everyone in the home to behave in line with the community values and to treat each other and the home with respect.

We have a zero-tolerance policy on Bullying here at Manor Farm and would like to explore the reasons and feelings behind this behaviour with you, to help you express yourself in a more positive way. We believe in the importance of relationships and if there is any break in relationships we will be here to support you to rebuild them.

## Rewards & Consequences

### REWARDS & POCKET MONEY

We use a points system at Manor Farm, you earn points for set targets each day. This helps you keep on track of your routines and be recognised for great behaviour as well as earn extra rewards such as later bedtimes, takeaways and the chance to earn extra pocket money.

You will receive money on a weekly and monthly basis.

- You can earn pocket money each week dependent on your age.
- Monthly allowance for new clothes
- Monthly allowance for toiletries

If you behave really well you can earn additional money on the reward system

-If you behave really well you can get extra rewards on the weekly rewards system. The system we have in place helps you to stay focused on your education, positive interactions with other community members, and daily routines. Adults will give you a lot of support to ensure you can achieve your weekly rewards. The rewards may include later bed time, extra tech time, extra paid activity, opportunity to earn extra pocket money, and takeaway.

### REWARDS & POCKET MONEY

There may be times when you receive a consequence due to your behaviour. This may be an earlier bedtime, to reconcile with a peer or staff member, or loss of an activity for example. If you cause any damage and break things then you may have to contribute to the cost of repair and undertake a reparation job.





# Things we will provide for you

## Food

We will help you to make sure you are eating a healthy, balanced diet. We will do all we can to ensure any dietary needs linked to your religious beliefs are met. If you enjoy cooking and want to learn recipes or learn about nutrition we would love to explore this with you. You will get a chance to choose what you want on the food menu each week at our community meetings.

## Clothes

You will receive £60 each month for clothing; this can be saved up with the help of staff.

There is no limit to how much you save however it must be spent on clothes only. This can be spent at the weekend; staff can accompany you whilst you are shopping.

## Toiletries/Personal Care

You will receive money for toiletries every month. You will receive £30 per month for toiletries; this can build up to a maximum of £60.

## Activities

There is a wide range of activities available for all young people to participate in.

Activities include:

- **Swimming • Gym • Holidays • Arts and Craft**
- Use of local Leisure Centre
- **Local Youth Clubs**
- Ice Skating
- Local sports clubs

You will be encouraged to continue any hobbies or interests you have while living at Manor Farm Cottage.

**Please talk to your key worker about activities you would like to do or try so that arrangements can be made for transportation etc**

## Your Own Space

You will have your own bedroom & somewhere to keep your things. You will be able to decorate and personalise your room so you feel settled in it.

## Pocket Money

You will be given your pocket money every Saturday morning. There is more information about this on the next page

## Health & Advice

We will register you with the local dentist, optician and GP. We will make sure that you are upto date with all of your routine check-ups with the dentist and optician. You will also have a LAC health assessment once a year. We make sure that all young people take part in regular exercise, and also have a balanced diet, so that you can remain fit and healthy.

Drugs and alcohol are not allowed at Manor Farm. We do not encourage smoking and we will support you to quit if you do smoke.

# Pocket Money

You will be given you pocket money every Saturday morning. The pocket money will be given once your room is cleaned and you have put your clothes in the wash. This money is for you to spend how you wish providing they are legal and age-appropriate!

**6 years old - £2.50**

**7 years old - £3**

**8 years old - £3.50**

**9 years old - £4**

**10 years old - £4.50**

**11 years old - £5**

**12 years old - 6**

**13 years old - £7**

**14 years old - £8**

**15 years old - £10**

**16 years old - £10**

**17 years old - £10**



# Family and Friends

## **It is important for you to connect with your friends and family**

There may already be a plan in place that lets you know how you will stay in contact with your family. This may include telephone calls or seeing your family at a suitable place.

If you would like to change the way that you have contact with your family please talk to the adults in Manor Farm Cottage or social worker.

We can discuss with you whether this is possible and, if so, will work towards making the changes. If there is a reason why your contact plan cannot be changed, then we will talk to you and try to help you understand the reasons why.

We also understand that you may have friends that you wish to keep in contact with and where it is possible, we will always try to support you with this.



# Family and Friends

It is important that you have and maintain good health whilst at Manor Farm Cottage. We will make sure that you are offered a balanced diet, have an opportunity to do activities and that you receive regular check-ups at the doctors, dentist and opticians. You must attend these appointments as they are very important, but don't worry, staff will support you on these visits.

If you are feeling unwell, we will help by contacting your doctor and giving you medicine if necessary. If you have been prescribed any medication, we will ensure that you continue to get it.

We do not allow any alcohol or drugs at Manor Farm Cottage. We recognise that many of you may already be smokers when you arrive at Manor Farm Cottage. We will attempt to discourage this. You are not allowed to smoke anywhere in the house.

If you need any advice or information on health matters, sexual health matters or anything you can talk to anyone in the team. If helpful we can arrange for you to talk to someone independently if you want to.



# Education

It is expected that you will attend school, college or work experience. We want you to learn new skills, and improve on the things that you are already good at.

It may be that school has not always been a pleasant experience for you, and you may have missed out on some opportunities. Don't worry – between us all, we want to ensure you are at the right place for school, college or work experience where you feel safe and comfortable and able to reach your potential.

**We want you to have fun, make new friends and try new things while you are learning. We will help support you in school and will have regular contact with your teacher. We will ensure that you have everything you need for school – uniform, pens, paper, calculator etc.**

When children have been excluded it means they will have 09:00 – 15:00 education time at Manor Farm Cottage and are not provided any paid activities or privileges during the school day

If you think of something you might need for your education just ask!



# Daily Routine

## A TYPICAL DAY AT MANOR FARM

7-8am: Wake up

7.30 - 8.15am: Breakfast

9.00am: Go to school / College

3.00pm: Finish school / College

5.30pm - 6.30pm: Evening Meal

# Daily Life at Manor Farm

## Bedtimes Guidelines Weekdays:

6-7 years old - 7:30pm

8 years old - 7:45pm

9 years old - 8:00pm

10 years old - 8:15pm

11 years old - 8:30pm

12 years old - 8:45pm

13 years old - 9:00pm

14 years old - 9:30pm

15 years old - 10:15pm

16+ years old - 10:30pm

## Bedtimes Guidelines Weekends:

You can get a chance to achieve a later bedtime on weekends if you have a great week!

6-7 years old - 7:45pm

8 years old - 8:00pm

9 years old - 8:15pm

10 years old - 8:30pm

11 years old - 8:45pm

12 years old - 9:00pm

13 years old - 9:15pm

14 years old - 9:45pm

15 years old - 10:30pm

16+ years old - 10:30pm



# Complaints or Compliments



## What you can do...

If you have any anxieties or worries, please share them

- If you have a problem or complaint - talk to a member of staff of your choice
- They should be able to listen to you and help you sort out your problems
- They can provide you with the complaints / compliments form to complete
- All staff will be able to give you help and advice on lots of things that may worry you. They will also help you until any problems or complaints are sorted out

## But what if...

- Staff cannot help you?
- You are still not happy?
- You want to take your complaint further?



## You can...

- Talk to someone you trust
- Talk to your social worker, or their manager
- Talk to the Fair Ways Manager
- Write down the things that are worrying you and send it to the complaint officer at your local council



# Complaints or Compliments

## What happens next?

- The person you tell will try to help.
- Sometimes, it is not possible to put things right straight away.
- Usually, telling somebody can help.
- Talking may stop your problem getting bigger.
- Don't forget - you have the right to withdraw your complaint at any time



## People you can talk or write to:

Sometimes, there may be a problem that you don't feel able to share with anybody you know. You may want to talk to someone who is not linked to Fair Ways in any way



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



There is also a group of people you can talk to called Help at Hands, which are part of the Children's Commissioner. Their job is to ensure you are getting the high standards of care and support you deserve.



0800 528 0731



<https://www.childrenscommissioner.gov.uk/help-at-hand/>





# Here to listen, Here to help

During your stay with us we would love to know about the things that you like and if there are things that you are not happy about. It is our hope that you can share these feelings with us.

We understand that sharing your feelings may be difficult and we will work hard to help you feel able to talk. Remember, we are here to listen and want to make things as positive as possible for you.

## How to tell us if things have gone well?

Fair Ways welcome 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 your choice or complete a Complaints / Compliments form.



## You have the right to access an independent advocate who could provide additional support for you in relation to a complaint

'Voice' 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 and their freephone number for young people is:



0808 800 5792



[www.voiceyp.org](http://www.voiceyp.org)



# Contacting Fair Ways

Manor Farm is a part of Fair Ways. Adults at Fair Ways are also always happy to listen to you.

The Fair Ways office telephone number is:  
02380 230 400

Fair Ways office address:  
Fair Ways  
Building 1000  
Western Road  
Portsmouth  
Hampshire  
PO6 3EN

## Who are Ofsted



Ofsted is a group of inspectors whose job it is to make sure children are safe, happy and well cared for in places like schools and children's homes.

Ofsted may visit the home to talk to staff and may also want to talk to you if you allow them. This helps them understand it is like to live here and see if there is anything that can be improved. It is there way of ensuring you get the best care and support possible.

## Other Useful Contacts



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

You can call 'Who Cares' on 020 7017 8901 between 10:30am - 3pm, Monday to Friday, or email them at [advice@thewhocarestrust.org.uk](mailto:advice@thewhocarestrust.org.uk).



FRANK is a free service that offers advice, counselling and information on drugs and alcohol. It's totally confidential and there's also lots of information on their website: [www.talktofrank.com](http://www.talktofrank.com)

03001236600



Coram Voice are a 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 that nobody is listening. [www.coramvoice.org.uk](http://www.coramvoice.org.uk)

08088005792



## **My Book**

I have read my book and had anything I am not sure about explained by a member of Manor Farm staff.

**Signed:**

**Date:**

**Key Worker Signed:**



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



[www.fairways.co](http://www.fairways.co)



Fair Ways



@FairWays\_



023 8023 0400