

SUPPORTED ACCOMMODATION

YOUNG PERSON'S GUIDE

Change

TLC TEAM

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MISSION

To enhance the knowledge, skills and abilities of young people to enable a **Transformation** towards independent adult life by making positive **Life Choices** that enhance their opportunities to succeed.

We achieve this by providing supported accommodation in a safe and homely environment that promotes empowerment, independence and choice, whilst enhancing daily living skills”



Yousaf Nisar

Yousaf Nisar
Director

SUPPORT

WE WILL HELP YOU DEVELOP SKILLS IN PREPARATION TO LIVE MORE INDEPENDENT AND INTEGRATE INTO THE LOCAL COMMUNITY.

THE WAYS IN WHICH WE SUPPORT YOU MAY INCLUDE PROVIDING ADVICE, PROMPTING OR ASSISTANCE WITH:

- Budgeting
- Meal planning, shopping and cooking
- Domestic upkeep
- Maintaining the security and safety of your property
- Opportunities for employment or voluntary work
- Opportunities for education and leisure
- Registering with GP, dentist and optician
- Maintaining / developing community links and relationships
- Cultural as well as religious/belief support
- Support with disabilities and access issues to provide further independence
- Advice and guidance relating to your individual rights and signposting to professional services for additional support



ACCOMMODATION

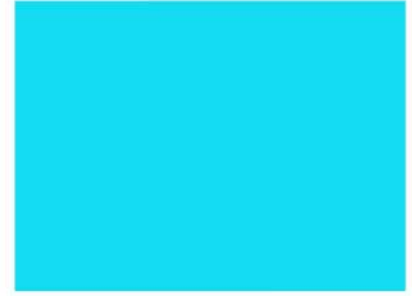
AT TLC WE CREATE ENVIRONMENTS THAT YOU CAN CALL HOME.

WE TRY OUR BEST TO MAKE OUR HOMES APPEALING, AND WELCOMING FOR EVERYBODY THAT COMES TO VISIT US.

- The physical environment of the accommodation is designed for your convenience and comfort:
- The buildings and grounds are maintained in a safe condition.
- Toilet, washing and bathing facilities are to a very high standard.
- Any specialist equipment required for you is identified and actioned.
- Safe, comfortable individual rooms/apartments.
- The premises are kept hygienically clean, and free from unpleasant odours, with systems in place to control the spread of infection.
- Individual support for the up-keep of your own accommodation with the appropriate support.



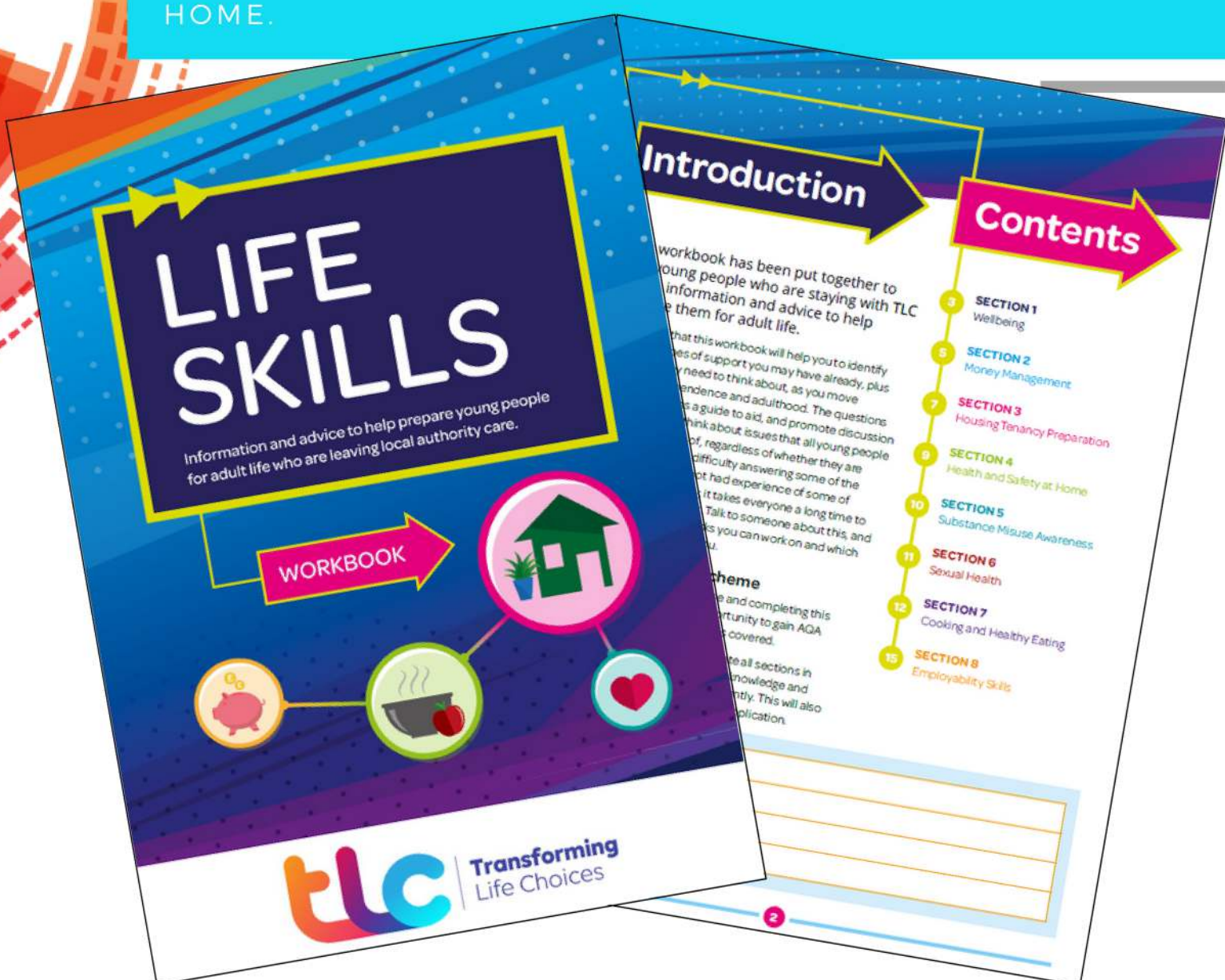
ACCOMMODATION



LIFE SKILLS AND EDUCATION SUPPORT

OUR LIFE SKILLS PROGRAMME IS DESIGNED TO HELP YOU EXPERIENCE SUCCESS, RAISE YOUR ASPIRATIONS, DEVELOP AND YOUR SKILLS AND KNOWLEDGE, AND START TO BUILD UP YOUR CV. WE WILL ACHIEVE THIS THROUGH REGULAR KEY WORK SESSIONS THAT FOCUS ON KEY AREAS OF ADULT LIFE.

YOU WILL RECEIVE SUPPORT FROM A DEDICATED TEAM OF SUPPORT WORKERS WHO WILL GUIDE AND ASSIST YOU WITH YOUR EDUCATION, TRAINING OR EMPLOYMENT PLANS. WE WILL SUPPORT YOU TO ACCESS A RANGE OF OPPORTUNITIES BOTH INSIDE AND OUTSIDE OF YOUR HOME.



HOUSE RULES

TO ENSURE THE SAFETY AND COMFORT FOR YOU AND OTHERS, WE HAVE CREATED AND AGREED A SET OF HOUSE RULES FOR EACH OF THE PROPERTIES.

YOU ARE RESPONSIBLE FOR COMPLYING WITH THESE RULES.

HOUSE RULES

***If you do not follow the rules your placement could be at risk of closure!**

1. Visitors and other residents are **not allowed** in your bedrooms.
2. Guests can be allowed in communal areas, **if agreed by support workers**.
3. **No alcohol or illegal substances** allowed on the premises (You should not bring other substances onto the premises that may be legal but may have a negative effect on health and behaviour).
4. You should follow any **health and safety** advice given, and not put yourself or others at risk.
5. **You must take care of the furniture and fittings** provided.
6. You are responsible for keeping your bedroom and the communal areas clean and tidy.
7. Use of **loudspeakers** are **prohibited** for the comfort of all young people and neighbours.
8. **You are responsible for your own belongings**. You should ensure that your personal property is kept safe from loss or damage. Your door should always be kept locked, as TLC Team Staff **will not be held liable**.
9. Staff can **conduct a room search, if necessary**, as and when required. Staff can search rooms **even if you are not within the unit**.
10. Any **prescribed medication** should be **kept safe** and not taken into shared areas.
11. **No offensive weapons** should be brought onto the premises.
12. **You must respect staff and other residents**, verbal, or physical abuse will not be tolerated.
13. If you eat/prepare food, you should ensure that the **kitchen is left clean and tidy, and all rubbish is thrown in the rubbish bins provided**.

I have read and understand the House Rules which I will abide by.

Young Person's Signature

Manager's Signature

GOVERNANCE

EQUAL OPPORTUNITIES

TLC TEAM ABIDES BY EQUAL OPPORTUNITIES LEGISLATION AND COMPANY POLICY. TLC TEAM DOES NOT DISCRIMINATE IN ANY WAY ON THE BASIS OF RACE, RELIGIONS, GENDER, DISABILITY, SEXUAL ORIENTATION, MARITAL STATUS OR AGE IN RELATION TO STAFF AND YOUNG PEOPLE.

A COPY OF OUR CURRENT EQUAL OPPORTUNITIES POLICY IS AVAILABLE ON REQUEST FROM THE REGISTERED SERVICE MANAGER.

CHILD PROTECTION AND SAFEGUARDING

TLC TEAM IS FULLY COMMITTED TO SAFEGUARDING THE WELFARE OF ALL CHILDREN AND YOUNG PEOPLE.

IT RECOGNISES ITS RESPONSIBILITY TO TAKE ALL REASONABLE STEPS TO PROMOTE SAFE PRACTICE AND TO PROTECT CHILDREN FROM HARM, ABUSE AND EXPLOITATION. TLC TEAM ACKNOWLEDGES THAT IT IS OUR DUTY TO ACT APPROPRIATELY TO ANY ALLEGATIONS, REPORTS OR SUSPICIONS OF ABUSE.

PAID STAFF AND VOLUNTEERS WILL ENDEAVOUR TO WORK TOGETHER TO ENCOURAGE THE DEVELOPMENT OF AN ETHOS WHICH EMBRACES DIFFERENCE AND DIVERSITY AND RESPECTS THE RIGHTS OF CHILDREN, YOUNG PEOPLE AND ADULTS



USEFUL CONTACTS

THE FOLLOWING ADVOCACY AND SUPPORT SERVICES ARE AVAILABLE TO YOU IN ADDITION TO TLC TEAM SUPPORT

THE NUMBERS BELOW MAYBE USEFUL TO YOU IF YOU REQUIRE ADDITIONAL HELP OR ADVICE

Citizens Advice Bureau - 03442 451282

Citizens Advice Brent helps people to resolve their money, legal and other problems by providing free, independent, confidential and impartial advice regardless of their backgrounds or circumstances.

Social Services - 01274 438900

Children's Care Services.

Children Complaints Department - 01274 435269

Children's Care Services.

Ofsted - 0300 123 4666 or enquiries@ofsted.gov.uk

Ofsted's role is to make sure that the support provider is following all its legal requirements and take action if necessary.

The Children's Commissioner - 020 7783 8330

The Children's Commissioner, Dame Rachel de Souza, promotes and protects the rights of children, especially the most vulnerable, and advocates for their views and interests.

Connexions Bradford - 01274 377800

Connexions Bradford Advisers offer support to find work, confidential help and support for a wide range of issues.

Youth Offending Team - 01274 436060

Bradford & District YOT identifies the needs of each young offender by assessing them and addressing the specific problems that make the young person offend.

NSPCC - 0800 1111

You can contact Childline about anything. Whatever your worry, it's better out than in. We're here to support you and help you find ways to cope.

FRANK - 0300 1236600

Honest Information about Drugs

Emergency Dentist/Doctors - 111

You can call NHS 111 if you urgently need medical help or advice but it's not a life-threatening situation. You can also call NHS 111 if you're not sure which NHS service you need.

Emergency Service - 999

Emergency services and rescue services.

Crimestoppers - 0800 555111

Anonymous reporting of any crimes and criminal activities

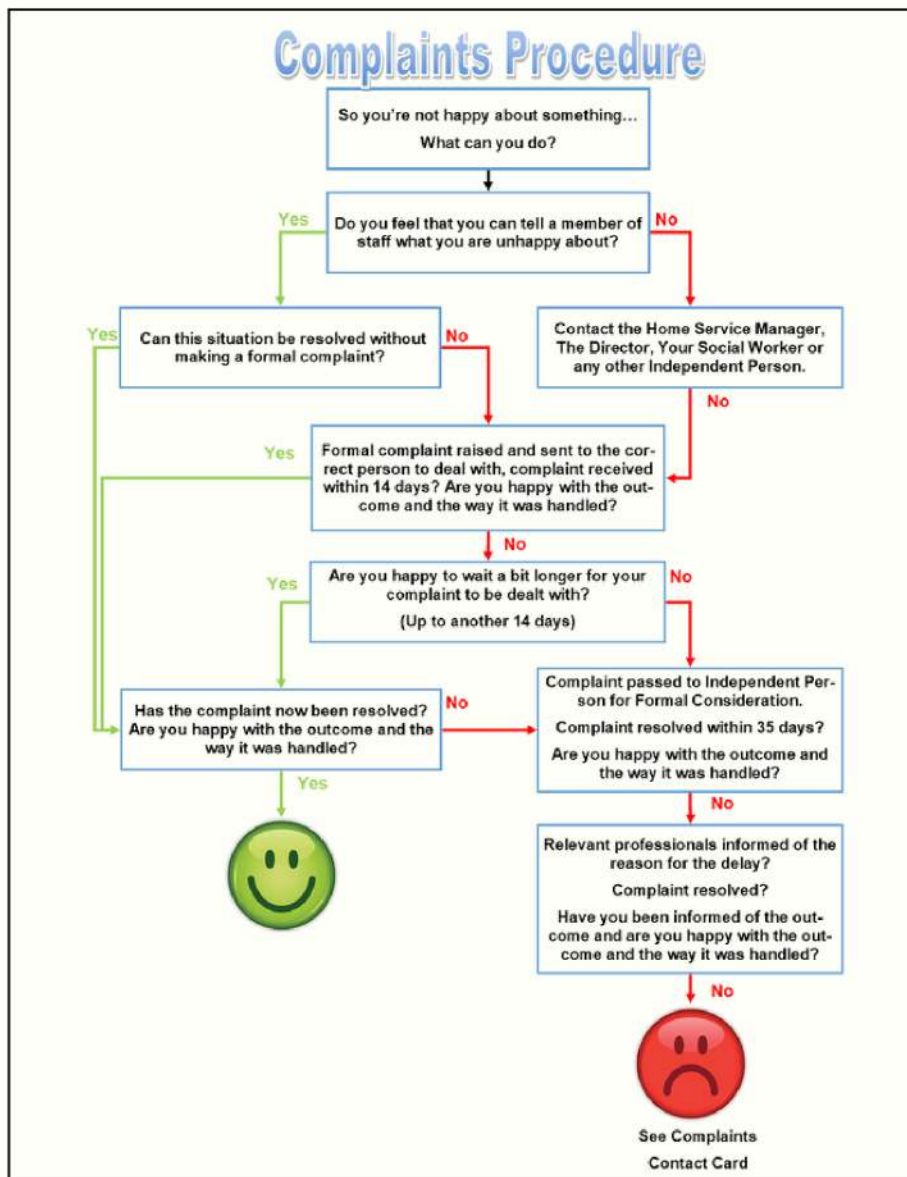


COMPLIMENTS & COMPLAINTS

WE WELCOME EVERY OPPORTUNITY TO MONITOR AND IMPROVE OUR SERVICE, HAVING A “COMPLAINTS AND COMPLIMENTS” POLICY AND A CLEAR PROCEDURE FOR RESOLVING COMPLAINTS IS ONE WAY OF ENSURING OUR COMMITMENT TOWARDS CONTINUOUS IMPROVEMENT.

ANY PERSON WISHING TO MAKE A COMPLIMENT OR A COMPLAINT CAN USE THE CONTACT CARDS AT THE BACK OF THIS BOOKLET TO INFORM US OF THEIR VIEWS.

IN THE EVENT OF A COMPLAINT YOU CAN FOLLOW THE PROCEDURE BELOW.



CONTACT CARD

COMPLIMENT OR COMPLAINT

DATE

CONTACT NUMBER

NAME

EMAIL ADDRESS

ADDRESS

NAMES OF PEOPLE INVOLVED

DETAILS OF ISSUE

SUBMIT TO KEY WORKER/HOUSE MANAGER ONCE COMPLETED

CONTACT CARD

COMPLIMENT OR COMPLAINT

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CONTACT NUMBER

NAME

EMAIL ADDRESS

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NAMES OF PEOPLE INVOLVED

DETAILS OF ISSUE

SUBMIT TO KEY WORKER/HOUSE MANAGER ONCE COMPLETED



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