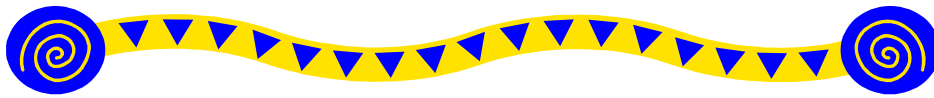


\*\*\*\*\* COMMUNITY HOME  
CHILDREN & YOUNG PERSONS GUIDE



31 Pant Morfa Porthcawl  
CF36 5EN  
Tel: 01656 782914

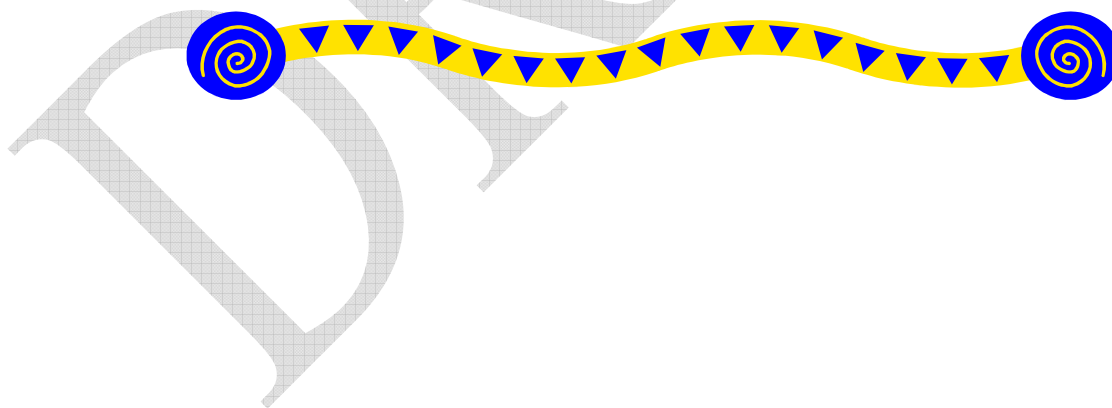


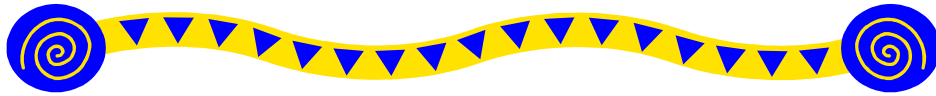
HELLO! 😊

&

WELCOME TO \*\*\*\*\* COMMUNITY HOME

This guide will hopefully answer some of your questions and help you feel welcome and enjoy your time spent at \*\*\*\*\*

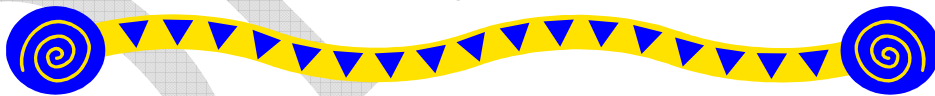


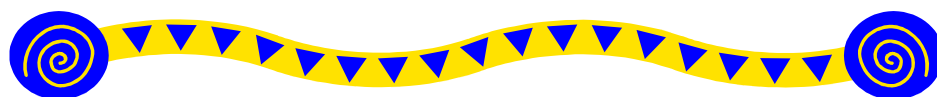


On arrival you will be welcomed by staff on duty who will show you around and help you to unpack and settle in.

Your Social Worker will need to complete some documentation with the staff and some of our procedures will be explained to you. For example, what to do in the event of a fire or what to do if you wish to make a complaint.

A member of staff will help you make a list of the clothes that you bring to ensure your clothing does not get mixed up with those belonging to the other children & young people.



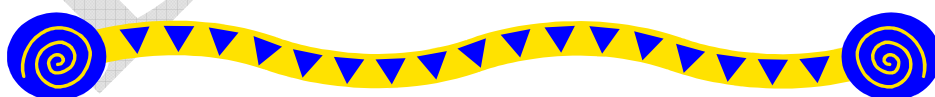


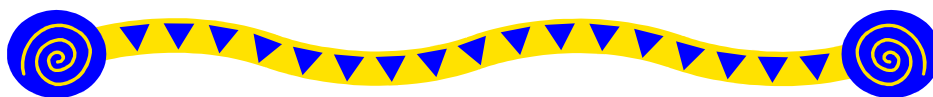
\*\*\*\*\* Community Home is situated in the seaside town of Porthcawl. It provides a home for children & young people who, for whatever reason, cannot live with their family. The home accommodates 4 children / young people in full-time placements aged between 11-15 yrs of age at the time of their admission.

On admission you will be allocated a Link Worker who will help you settle in and understand the procedures and rules. Your Link Worker will also take a special interest to try to help and support you.

During your stay you will have a personal care plan which will inform you and the staff of your individual needs. It will be reviewed and updated on a regular basis.

You will be supported and encouraged to have your say about decisions in your life. Staff will listen to you and are committed to ensuring your stay is helpful and pleasant.





## Daily Routines at \*\*\*\*\*

### Getting up for school



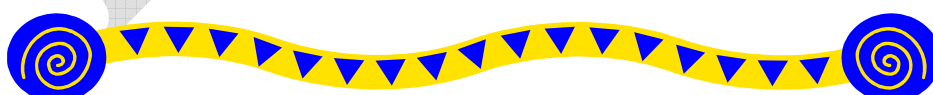
Every child / young person is expected to be up and ready in time for school. Please open your curtains and make your bed before leaving for school. If you struggle to get up, staff will be there to give you a call if needed to ensure you get to school on time.

### Meal times



Staff and children / young people eat together.

Meals are a social occasion and it's an ideal time for everyone to catch up on what's happened in the day. There is always a choice of food and you will not be made to eat food you do not like. Staff will advise you on a balanced diet.

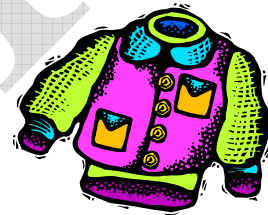




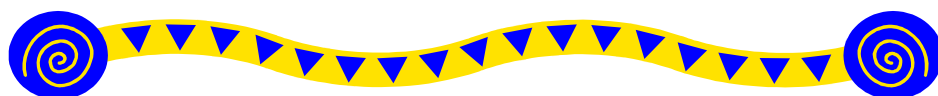
## Personal Care

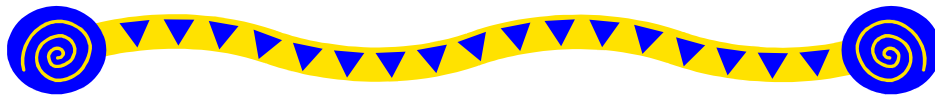


You will take responsibility for your own personal hygiene. Toiletries and personal items will be provided if you need them. Please bath or shower regularly. Staff will give you a gentle reminder if you don't! No aerosols are allowed upstairs for personal use, due to safety reasons all aerosols are kept in the office.



Change your clothes regularly and underwear everyday. Everyone is expected to take their own responsibility for bringing dirty items of washing down to the utility room, if you are able or old enough you will be encouraged to do your own washing, if not staff will assist in getting it done. Clean clothes can be collected from the utility room and returned to your room to be put away.





## Bedrooms and Bed times

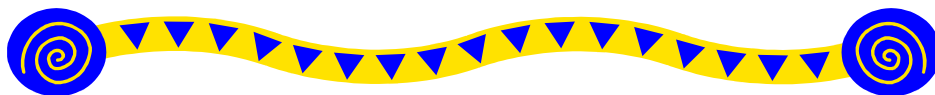


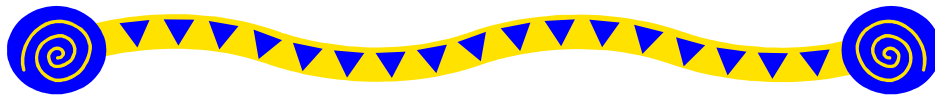
Bedrooms are your responsibility, it's your personal space. Televisions and stereo's are allowed, you are asked to consider other children / young people when playing music or listening to your TV. Your bedtime will depend on your age. Lights out and TV's off at 10 pm during school times. Staff will remain upstairs at bedtime to give anyone a gentle reminder if you forget to switch things off.

## Smoking



Bridgend County Borough Council has a **NO Smoking Policy**. It is against the law to smoke under the age of 18 yrs and more importantly it is bad for your health and can cause long term health problems. We will therefore support and encourage you to give up if you do smoke. If you do smoke then you must not smoke on the premises of the home. For safety reasons you will be expected to give any lighting materials to staff at night, if your parents or carers are opposed to you smoking then any smoking materials will be destroyed.





## Keeping Safe and Healthy



You will be encouraged to keep yourself safe, fit, and healthy. If it is possible you will keep your same Doctor, Dentist and Optician, if that is not possible staff will register you with one in the area.

## Telephone Calls

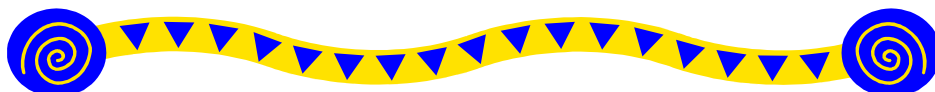


Telephone calls to your family, friends and social worker can be made any time upto 9.30 pm. However to help reduce the phone bill please try to make social calls after 6 pm. A cordless phone will be made available for you to use in private, although how many calls and the time spent on the phone will be monitored to ensure fair usage. You are allowed a mobile phone, but you will be asked to switch it off at bedtime.

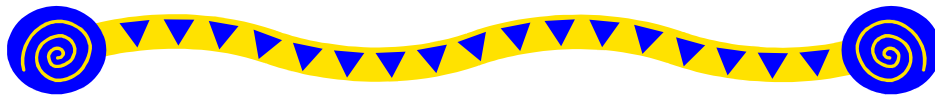
## Seeing Your Family



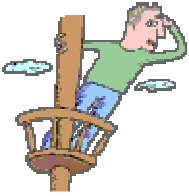
You will be supported in your wish to have contact with members of your family unless there are important reasons why this is not possible.







## Reporting of Children & Young People Absent

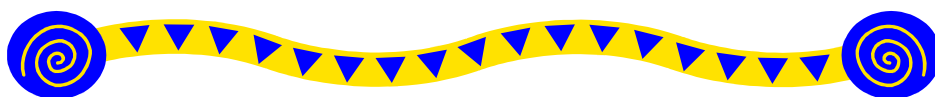


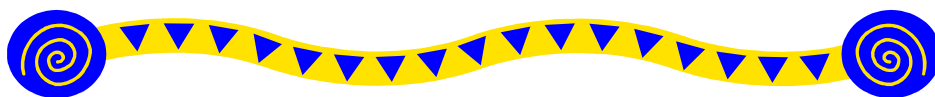
If you go out it is important that you inform staff of your intended whereabouts for your own safety and to enable staff to keep in touch. If you fail to return at an agreed time and your whereabouts are not known staff will try to locate you, they will also inform the police, your family, social worker and the Emergency Duty Team that you are absent without authority. If you are still absent after an hour staff will consider reporting you missing to the police.

## Pocket Money



The amount of pocket money you have is guided by your age. It is given out on a Saturday morning after you have cleaned and tidied your bedroom. If you wish staff can keep your money safe in the office, if you receive it, it is then your responsibility.





## Sanctions



Sanctions will be given when behaviour is unacceptable. Some of the sanctions you may receive if you misbehave include:

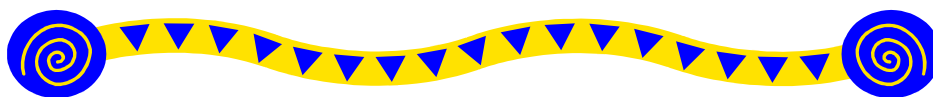
- Doing additional chores.
- Paying to replace something you have broken or damaged.
- Being put on daily pocket money
- Losing privileges, such as not having the TV or music on in your room.
- Missing out on trips or activities.

## Making a Complaint



If you are unhappy about something that happens during your stay, discuss this with someone you trust, this could be your Social Worker, Link worker or another adult. You can also use the complaints procedure, which will be explained to you when you arrive. Staff will take your complaint seriously and help you.





## Having Your Say

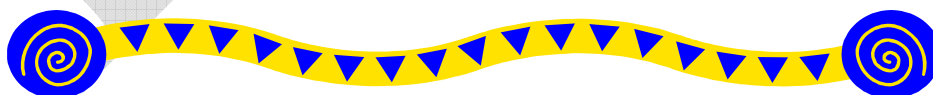


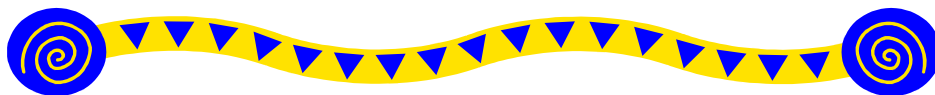
During your stay we will hold regular children & young people meetings, everyone is encouraged to take part and offer suggestions about your stay to make it a positive experience. You can also speak with your Link Worker or any other member of staff on a one to one basis if you prefer.

## Bullying Policy



Bridgend County Borough Council has a Bullying Policy and bullying will not be tolerated in the home. Children & Young People who have been looked after have put together an anti-bullying contract and you will be issued with a copy of this and be expected to abide by it. If you feel you are being bullied you must speak with a member of staff.

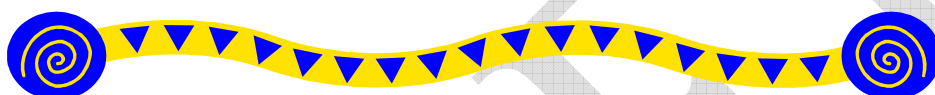




## Activities



You will be actively encouraged and fully supported to continue with or take part in suitable activities and hobbies you have an interest in.



If there is anything you don't understand or would like to know more about your stay at \*\*\*\*\* please ask a member of staff. That's all; I will leave you with this thought!



"A child / young person seldom needs a good talking to as a good listening to"



# Useful Information

## Advice and Support

**Children's Commissioner for Wales <http://www.childcom.org.uk/>**

A Children's Commissioner is someone who speaks out and stands up for children and young people's rights. They make sure that children and young people get what they need and deserve.

To get in touch with them



**0808 801 1000**

Or text 80 800 start your message with COM



Bridgend Social Services  
01656 642200

**NSPCC**  
CHILD PROTECTION  
**HELPLINE**  
0808 800 5000

[www.NSPCC.org.uk](http://www.NSPCC.org.uk)



If you want to email  
[advice@childcomwales.org.uk](mailto:advice@childcomwales.org.uk)



[www.ChildLine.org.uk](http://www.ChildLine.org.uk)

### Care and Social Services Inspectorate Wales

We work in all parts of the country making sure that young people being cared for are well looked after.

CSSIW

South West Wales Regional Office Unit C, Phase 3  
Tawe Business Village  
Phoenix Way  
Swansea Enterprise Park  
Swansea  
SA7 9LA

**Telephone:** 01792 310420

**E-mail:** [cssiw.sw@wales.gsi.gov.uk](mailto:cssiw.sw@wales.gsi.gov.uk)

**Web:** [www.csiw.wales.gov.uk/](http://www.csiw.wales.gov.uk/)



Bridgend Advocacy & Conflict Resolution Project  
Freephone  
0800 328 7289

Bridgend County Borough Council  
Complaints Officer

Tel: 01656 642253

Email:

[childrenscomplaints@bridgend.gov.uk](mailto:childrenscomplaints@bridgend.gov.uk)