

WHAT TO DO IF YOU HAVE A PROBLEM..!

If you need to make a complaint there are always staff to talk to about any problem you may have, if you want to write a complaint you can do this on a complaints form which all staff can give you.

You can talk to;

- Friends/Family
- Our Independent People at WKS (Hoppy) 07387 708119 (Liz) 07756 066878 e-mail : independent@wkrs.co.uk
- Group Staff
- Key Worker
- Mr Mackenzie – Head of Department
- Your Teacher or TA
- School Nurse
- Ms Thomas – Principal/Head of Care

If you feel you cannot talk to any of these people, talk to your parents/guardian or Social Worker if you have one.

E Safety policies are adhered to. E-devices may be used at staff discretion. Parents/carers should be aware that 4G access on devices will be monitored by staff and with parental support.

If you need advice or help you can contact the following people;

CHILDLINE 0800 1111 Ofsted 0300 123 1231

Children's Commissioner Tel: 0800 528 0731 Email : help.team@childrenscommissioner.gsi.gov.uk

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

<http://www.familytreewirral.co.uk/wp-content/uploads/2011/03/Leaflet-10-Services-for-Children-Young-People.11.pdf>

Information is also available on our web site – www.wkrs.co.uk

GREASBY HALL FARM Welcome to YOUR group!!

Our staff are qualified and experienced residential childcare workers. There is always a senior member of staff on duty and on call during the night. We maintain a high staff ratio across all of the groups providing a consistent caring and supportive environment in which our young people are able to thrive.



You have your own bedroom, which you can decorate with posters, photographs etc. Staff and other pupils will respect that this is your own private space. You may bring in your own electrical items and to ensure their safekeeping, they can all be locked away. We have a lounge and a kitchen/dining area where we prepare all our meals.

• Changing Children's Lives •

Community House - Mission Statement

In our house we try to create opportunities to help young people develop and build on their social and independent life skills. Every child matters here and we want everyone to enjoy their time with us.

Young people are encouraged to interact positively and to take responsibility for their own behaviour and environment. Our Going for Gold points can earn you prizes for positive behaviour.

Emphasis is placed on learning to show consideration towards others and developing a more mature outlook in preparation for life after school/college when you need to be more independent.

An environment of mutual trust, respect, tolerance and understanding of others is continually encouraged. This leads to a young person improving their self-confidence and self-esteem.

We discuss with our young people a variety of options and activities within both the residential settings and in the wider community.



Activity plans are agreed and all are risk assessed and supervised by staff.



You will have a key worker who is there to help you and to listen and support you, but you can talk to any of the staff. There may be other things you are not sure of Please just ask someone.

BED TIMES – Bedtimes are planned by age. We have staff on duty during the night to make sure you are safe and well. We talk to you about fire drills to make sure you know what to do in an emergency.

BATHROOM / SHOWER – There is a private bathroom for you to use though most rooms are en-suite. You can choose to shower / bathe in the morning or evening and are encouraged to shower / bathe every day. If you need any help we will make sure you have it.



Your Day

The day starts at:

- 7.30am Wake up and get dressed in uniform or college clothes.
 - 8.00 Breakfast.
 - 8.20 Tidy your bedroom, brush your teeth. Some free time and get things ready for school.
 - 9.00am School starts.
 - 3.30pm School finishes. Residential group time. Change into casual clothes.
 - 3.45pm Snack
 - 4.00pm Additional Learning time/Key Work Sessions.
 - 4.30pm Activity or Life Skills
 - 5.30pm Evening meal.
 - 6.00pm Evening Activity Session.
 - 7.30-9pm Drinks/snacks. Baths/showers. Planned by age.
 - 8-10pm Relaxing and bed time. Planned by age.
- Everyone has a bath or shower morning or evening.*