

# 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) 07557 020514 (Liz) 07756 066878  
e-mail : [independent@wkrs.co.uk](mailto:independent@wkrs.co.uk)
- Group Staff
- Key Worker
- Mr Hastie
- Your Teacher
- TA
- School Nurse
- Mr Sim

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

Staff will let you contact home using the community phone. You can bring a mobile phone to school, but it must not be taken to class.

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 :  
[advice.team@childrenscommissioner.gsi.gov.uk](mailto:advice.team@childrenscommissioner.gsi.gov.uk)  
<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](http://www.wkrs.co.uk)



## 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.

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 have a weekly group meeting where we discuss and make plans about the running of the group. You decide which activities you would like to participate in for the following week.

Popular choices are Youth clubs, dark walk, computers, swimming, adventure playground at school, bike rides, cookery, crafts, photography, sports barn, DVD nights and Shopping trips. The activity plan is agreed by all and is posted on the notice board each Monday.



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.



## YOUR DAY

The day starts at:

- 7.30am Getting up time. Washed etc
- 8.00~8.20 Breakfast.
- 8.20~8.30 Tidy your bedroom, brush your teeth. Free time and get things ready for school.
- 8.30am Travel to school. Take all necessary equipment, not forgetting additional learning work.
- 8:45am Arrive at school

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3.30pm Meet at the reception to be taken to the house

3:50 Snack

4pm Additional learning time

4:30PM Afternoon Activity Slot.

5:30/ 6.00pm Evening meal.

6.30pm Evening activities.

7:50PM Evening snacks.

8:00 PM Bedtime routines start



### Bed Times

Bedtimes are dependent on age and behaviour and start from 8pm until 10pm. We encourage all young people to have a shower/bath each day. Staff are on duty during the night to make sure you are safe and well. We also have CCTV in the corridor during the night. We talk to you about fire drills to make sure you know what to do in an emergency.