Inicio
SUPPORTED ACCOMMODATION

Welcome Guide

Echo™
Evaluate Change
Harness Outcomes



Begin with inspiration.

INICIO GROUP | Inicio SUPPORTED ACCOMMODATION | Echo | MY PATHWAY Journey to Independence | healthy minds

Inicio

SUPPORTED ACCOMMODATION







CONTENTS

Welcome to Your New Home....4
A Little About Us....5
Our Vision:....5
Our Mission:....5
Our Values....6
Life in Your New Home....8
Our Life Skills Programme:....17
Echo & Getting Involved:....18
Some Services You May Find Useful....20
People Who Support Me:....22

WELCOME TO YOUR NEW HOME

Welcome to your new home, I just wanted to say how grateful we are that you have chosen us as your new home. Moving into a new place can feel like a big deal, sometimes exciting, sometimes confusing, sometimes a bit scary, and honestly, all of that is completely okay.

However you're feeling right now, you're not on your own. Inicio is more than just a place to stay. It's your space. Your room or your flat. Your chance to breathe a little, settle in, and feel safe. We want your new house to feel like home for you, somewhere you can relax, laugh, shut the door and have your own time, or chat when you need to. There's no pressure to be anything other than yourself. You'll get to know the team and your keyworker soon, and you'll see they're here because they care.

They're not here to judge you or take over your life. They're here to support you with whatever matters to you, whether that's sorting out practical stu , talking things through, building your independence, or just having someone available when things get a bit much. Your goals, your ideas and your choices always come first. You set the pace; we walk alongside you.

Everyone's journey is di erent, and we respect that. You don't have to have everything figured out. You don't need to be perfect. You're allowed to make mistakes, to grow, to try again, and to find what works for you – we are here for all of that. This is a place where you're listened to, where your voice matters, and where you're treated with respect. It's also important that you do the same for those around you also.

If there's anything you need, or if something doesn't feel quite right, you can always talk to us. We're here to help, to support, and to make sure you feel comfortable and cared for. You can also email us at echo@inicio-group.co.uk.

So, from all of us; Welcome to your new home. We're really glad you're part of our community and the Inicio family.

- David Pineros Thompson, Inicio Group CEO



A LITTLE ABOUT US...

OUR VISION:

To protect, nurture, and enrich the lives of children, young people, and families.

OUR MISSION:

Our mission is to enhance the lives of children, young people, and families by:

- Creating safe, welcoming, and beautiful spaces that establish a sense of belonging.
- Building trusted, lasting relationships built upon transparency and respect.
- Providing clear, consistent care and support tailored to individual needs.
- Offering education and learning opportunities to empower a brighter future.

Ensuring the voices of children, young people and families remain at the heart of every key decision we make.





OUR VALUES



“Believe Impact is Possible”

Means thinking you can make a difference and then actually trying to do it. It encourages everyone to take steps to make good things happen and reminds us that we are all responsible for making a positive change.



“Communicate Effectively”

Means talking and listening in a way that is clear and easy to understand and adapting your style of communication to meet the needs of others. This helps everyone work better together and solve problems more easily. Good communication makes a team stronger and helps get things done.



“Embrace Self-Improvement”

Means always trying to be better than you were before. It is about learning new things and fixing your mistakes. This helps you grow as a person and makes you more valuable to a team. It is all about wanting to improve and taking steps to make it happen.



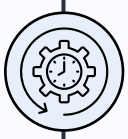
“In Diversity there is Strength”

Means having different kinds of people, with various backgrounds and ideas, makes a group stronger. Diverse teams can solve problems better and come up with creative solutions. Different people bring different strengths, and together they can achieve more.



“Be Accountable”

Accountability is a quality that should be owned by us all, regardless of role. A culture of accountability makes a good individual great, and a great individual unstoppable.



“Consistency is Key”

Means delivering the same good practice over and over again and sticking to your goals, even when it’s tough. Being consistent helps you build habits, make progress, and show others that you are dependable.

WHAT WE AIM TO DO FOR YOU:

We are a registered Supported Accommodation for young people age 16 plus.

We know that moving into a new home can feel different for everyone. You may feel nervous, unsure, excited, worried, or you may not know how you feel yet. That is okay. You do not have to explain everything straight away, and you do not have to trust everyone immediately. The adults who support you will take time to get to know you properly and understand what helps you feel safe, listened to, and respected.

Our aim is to make this home feel calm, caring, and welcoming. We want you to feel that this is a place where you matter, where your views are taken seriously, and where adults do what they say they will do.

We Aim To:

- Help you feel safe, cared for, and valued.
- Listen to what matters to you and include you in decisions about your support.
- Support you to build confidence, independence, and everyday life skills.
- Help you keep in touch with family and people who are important to you, where this is safe and right for you.
- Support you with education, training, hobbies, and your personal goals.
- Help you enjoy positive activities and experiences, both at home and in the local community.
- Support you to understand your feelings and find safe ways to manage difficult moments.
- Help you feel proud of who you are, where you come from, and what you can achieve.
- Support you to prepare for your next steps, in a way that is right for you.

We believe every young person should feel important, valued, and able to be themselves. We want your time living here to help you feel more confident, more settled, and more hopeful about what comes next.



LIFE IN YOUR NEW HOME

How is my home chosen?

Before young people move into one of our homes, checks are carried out to make sure the home and local area are suitable. This means looking at things nearby, such as schools, health services, shops, parks, activities, and places you may enjoy visiting.

This helps us make sure the home is not only safe and comfortable, but also in an area where you can access the things you need and have opportunities to enjoy your time outside of the home.

Will I have internet and phone access?

We understand how important it is to stay connected. You'll have internet access at home through broadband. To set it up, just scan the QR code or ask any member of the support team to help you connect your devices.

You'll also need a phone to keep in touch with your support network, which may include family, friends, your social worker, and your keyworker. If you don't have a phone or if yours isn't working, don't worry. We have a house phone available for you to use, especially for those important calls.

What items are provided in my personal space?

Your room is your personal space within the home - a place where you can feel safe, relaxed, and comfortable. We want it to feel like your own, and the adults who support you are here to help you make that happen. Here's what you'll find in your room:

- **Furniture: You'll have essential furniture like a wardrobe, drawers, bedside table, bed, and mattress.**
- **Soft Furnishings: Your room will have soft furnishings such as a bedside lamp, mirror, bin, clothes maiden, and a washing basket.**
- **Bedding: We provide you with a duvet, pillows, a bedding set, mattress protector, and a bundle of towels.**
- **Toiletries: To get you started, we offer essential toiletries like deodorant, shower gel, a toothbrush, a body puff, and toothpaste.**
- **Fridge/Freezer: You'll have access to a fridge/freezer in your room.**
- **Small Safe: We provide a small safe for you to keep important or valuable items secure.**
- **Welcome Hamper: We've prepared a welcome hamper for you, including a pen, notebook, water bottle, and some sweet and chocolate treats.**
- **Welcome Guide: You'll receive a welcome guide to help you get settled.**
- **Youth Charter: This document outlines your rights and expectations while staying with us.**
- **Allowance Card: This card is used for your weekly allowance, which you can spend on essentials and enjoy some leisure activities.**
- **Welcome Guide & Statement of Purpose: You'll receive a welcome guide and a copy of our Statement of Purpose to help you get settled and understand your entitlements.**

Your support team will assist you in visiting local shops to purchase food and other supplies using your pre-loaded balance.

We provide cooking equipment and utensils to help you build your cooking skills. If you need support with any of these items, just ask a member of your support team, and they'll be happy to help. It's important to take care of these items, clean them, and use them appropriately. Additionally, we can provide extra cooking equipment to support your dietary or cultural needs.

To help you develop independence, you'll have access to cleaning products and equipment. On occasion, the support team may request access to your room to perform a deep clean of the carpets using a carpet cleaner called a rug doctor to maintain high standards.

What spaces will I share with others?

We all share some spaces, like the lounge, kitchen, and bathroom. We all help to keep these places clean and tidy. The support team helps with cleaning, but it's also your responsibility to clean and tidy up after yourself.

The support team checks regularly to make sure everything's clean and working well. If you notice something that needs fixing or cleaning, just let a member of the support team know.

Remember, this is your home, and you're free to relax in the lounge. We've got lots of stuff for fun like books, games, art supplies, TVs, and even Netflix. While you enjoy these things, let's be considerate of each other and keep a friendly atmosphere for everyone.



Can I enter the support team's workspace?

Just like you, the support team needs their own private space. They have their office and sleep room, which are off-limits to young people. This is to make sure that everyone's information stays private and confidential.

If you ever need help from the support team, you can always knock on their office or sleep room door and wait for them to answer. They're there to help you, and this way, we can make sure your information stays private while you get the support you need.



How is the home and my belongings kept safe?

Taking care of your room and belongings is your responsibility. When you leave your room, make sure to lock it. If you forget, and something gets lost, damaged, or taken, it's not the support team's responsibility to replace. Keeping your key safe is important because if you lose it, you might have to pay to get a new one.

The support team goes to bed at 11:30pm every night, but you'll have your own key to get in if you come back later. Just remember to lock up again once you're in.

We use ring cameras on the front door and around some external areas of the property for your safety and the safety of others. We don't use CCTV within our homes out of respect of your privacy except for points of entry/exit, and around the external parts of our homes.

We really care about your safety, and these things help keep your home and belongings safe too.

What is a new home agreement?

A new home agreement acts as a shared agreement between you and Inicio. It sets out what we both expect from each other. When you sign it, we're saying we both agree with these expectations. It's important that we work together to ensure a positive living environment.

We understand that understanding the details of this agreement might take some time. If you ever find it hard to do what's in the agreement, don't worry. We're here to help you. But just so you know, not keeping up with the agreement can lead to consequences, such as a warning.

How will I receive my finances?

You'll receive your money every Wednesday. How much you get depends on your entitlement. There are two main ways to get it.

The first way, which we think is great for managing your money, is to have it put right into your own bank account. If you don't have one, don't worry – the support team can help you set it up.

If you can't get a bank account or it's difficult, the second option is a Yordex Card. It's like a prepaid MasterCard. You can use it to buy stuff online or in stores using your PIN. Just a heads up, you can't take cash out with this card because it costs us money. But if you ever need cash for something, just tell a support team member, and they can help.

If you ever need extra money for things like clothes, you can ask your social worker to send it to you using your chosen payment method or have it paid directly to you.

We'll also teach you how to budget your weekly allowance. It should cover things like food, cleaning stuff, and personal care items. Plus, there should be a bit extra for things you like.

How will I be involved in my support planning and meetings?

When you join us, we get some info from your social worker to create plans for your support and safety. In the first 7 days, our aim is to work together with you to make sure these plans really fit your needs. Because, honestly, you know yourself better than anyone else. These plans are all about you, so it's important that you help create them.

We know meetings can sometimes feel overwhelming, but being part of the planning process gives you power. These meetings are yours, and our team is here to help when you need it, making sure you can share your feelings.

Even though you've just moved in, it's important to think about the future. Maybe you'll want to live more independently when you're ready. Your future is important, and we're here to support you every step of the way.



What is an advocate and how can they help?

An advocate is someone who's here to support you. If you ever need help expressing your thoughts and feelings or talking to important people, you can ask for a child advocate. You can do this through any member of the support team or your support worker, and it's your right to have access to one.

Advocates are like good listeners. They help you talk to the right people about what you're thinking and feeling. They can join you in meetings to make sure your voice gets heard and help you understand what's going on. They'll also explain your rights, show you how to raise concerns, and connect you with other services that can help. It's important to know that all advocates have rules to make sure nobody is treated unfairly because of things like age, race, culture, religion, language, disability, or who you love.

You can find contact info for these services near the end of this guide and on the notice board in your home. We want you to have a voice and get the support you need while you're with us.



Who are my support team and what should I expect from them?

Your support team are carefully selected through a rigorous recruitment process to ensure they are the right fit to provide you with the support you deserve.

We are committed to providing you with consistency in your home. Your support team follows a rotating schedule, available from 8am to 11pm each day. They rest during the night and are back awake at 8am the next day.

You will also have a supported accommodation manager who manages the home. They are available throughout the week and oversee the performance of the support team to ensure they can best support you.

We have a bank team that helps cover shifts, so you will see some familiar faces. We use agency staffing only as a last resort. You can even join in on interviews for new support workers and ask any questions you may have.

Your support team will help you get familiar with the local area by showing you around, visiting important places, and teaching you about public transport. You will have a designated keyworker who will conduct keyworking sessions with you.

Every week, you'll discuss your goals and plans with your keyworker and create a weekly planner for keyworking sessions and appointments. These sessions are designed to build your knowledge and skills.

Part of becoming independent is using public transport. Your keyworker will support you in accessing trains and buses, as well as help you budget and get a bus pass.

We believe that starting your day with a good breakfast prepares you for what's ahead. You can join our breakfast club, available every day with different options, including fruit, cereals, toast, and more.

On Sundays, we have group meals where you can socialise with others and enjoy a meal cooked by the support team. During our ECHO® Our Voice Sessions (you'll learn about these later), you can suggest ideas for group meals.

Your bedroom is your private space. The support team will only enter your room if they have concerns, and they will always announce themselves by calling your name and knocking before entering. Your privacy is important to us.

Who can we support?

We are experienced in supporting a broad spectrum of young people, and our homes are suitable for young people aged 16 and 17 under The Supported Accommodation (England) Regulations 2023, as well as young adults aged 18 to 25. We would always ensure the ages of young people do not place them at risk and have a 3-year age gap limit in each home.

Our homes are suitable for male, female and gender fluid/nonbinary young people, and our support teams are experienced in supporting young people that identify as being part of the LGBTQI community.

British born children looked after, and non-British born separated children are all able to access the accommodation and support provided by Inicio.

We can also support non-physical low-level disabilities, social emotional and behavioural difficulties, child sexual exploitation, child criminal exploitation, anti-social behaviour, self-harm, eating disorders, special educational needs, and attention deficit hyperactivity disorder.

Our support is not based on 'one size fits all' and is tailored to the individual. All needs will be assessed based on each young person looking to move into one of our homes to ensure we can meet their needs within supported accommodation and support them in their journey to independence.

How will my culture and religion be supported?

We really value your culture and religion. We're all about celebrating diversity and have strict rules against any kind of racism or discrimination. If there are ever any concerns about these things, we legally must address them.

Your safety, feeling at home, and overall well-being are important to us. We work hard to make sure everyone feels included and respected.

We also love living in a diverse country, and we celebrate different festivals all year round. We want everyone to join in and feel equal and together.

To make sure we respect your cultural and dietary needs, we provide special cooking equipment like knives for halal food. We'll even help you find local butchers and stores that have what you need.

Your well-being and the things that matter to you are important, we're here to help however we can.

How will I be supported with education, employment, or training?

We are committed to supporting your goals and encourage your engagement in education, employment, or training opportunities.

Within your home, we have a dedicated workstation to help your studying, keyworking, and any other paperwork, along with providing access to devices like tablets or laptops. We're keen to support you in gaining qualifications and training, offering structured "AQA" worksheets that lead to accredited certificates, valuable for your CV and future applications.

Additionally, you have the chance to attend various training courses, such as First Aid, to develop your knowledge and skills. Your "My Pathway; Journey to Independence®" programme, containing nine sections designed to develop independence skills will be completed with support during your keyworking sessions.

If there is a particular AQA unit you would like to complete or course you would like to attend, talk to your keyworker to see what we can offer.







Can I have guests?

We believe it's important for you to have guests to maintain your relationships with your support network. Generally, your guests are welcome between 3:30PM and 10:00PM from Monday to Friday, and from lunchtime onward until 10:00PM on Saturday and Sunday. We understand that you might have education, employment, or training commitments, so we can be flexible with these hours based on your schedule. Just discuss it with your keyworker.

Please remember that your guests are your responsibility. If they behave inappropriately, they may not be allowed to return. Since you share the space with other young people, we have a couple of expectations:

Sign your guests in and out: This helps us keep track of who's in the building in case of an emergency. Please ask your guests to bring some ID to assist with this.

Keep the shared areas clean and tidy and be considerate when using the communal spaces so that everyone can enjoy their time.

If you show that you can meet these expectations when having guests over, we can work together, if you wish, to plan overnight stays. Overnight stays are planned on a night-by-night basis and require collaboration with your support team for planning.



What time should I be home for?

We ask that you're back home by 11pm and settled in your room by 11:30pm. This helps everyone, including you, other young people, and the support team, get a good night's sleep to prepare for the next day.

What is an Absence Agreement?

An Absence Agreement is a personalised plan that we create with you, your keyworker and Social Worker when you first arrive at the home. It's unique to you and tells the support team what to do if you don't come back home. Your Social Worker may also discuss and agree on a curfew time with you. This plan also mentions how many times you can stay overnight away from home, and where, all to make sure you stay safe, and things work well for you.

What would happen if I caused damage?

We know accidents can happen, and things might sometimes get broken. But we don't tolerate anyone intentionally breaking, damaging, or stealing someone else's stuff. If you deliberately damage our property, there will be consequences like making things right or participating in restorative practices. Depending on the situation, it could also result in a positive behaviour reminder.

What would happen if I caused harm to someone?

We all live and grow together in this home, and it's important to treat each other with respect and care. We understand that sometimes disagreements or

frustrations can happen, but deliberately causing harm to someone is not acceptable. If this happens, we will address it together through restorative practice. This means talking about what happened and understanding how it affected others,

Warning- change to positive behaviour reminder

If your behaviour is unsafe, disruptive, or doesn't follow the expectations in this guide, staff may give you a Positive Behaviour Reminder (PBR). We will explain what the concern is, why it's an issue, and what support can be offered to help improve the situation.

Most concerns will start with an informal conversation, but if things do not improve, formal written reminders may be used. You and your social worker will receive a copy. Our aim is always to support you to reflect, learn, and move forward positively.



What does reparations and restorative practice mean?

Reparations mean that you'll be responsible for covering the cost of the things that got damaged or stolen. We'll work out an agreement with you and your Social Worker, to figure out how much money you'll pay back and how we'll spread those payments. The money will come directly from your weekly allowance once we have an agreement in place.

We also have a restorative approach, which means you'll have a chance to learn from your mistakes. For example, it could involve you helping the team fix what's broken, going with a team member to buy a replacement item, or even helping repaint damaged walls, depending on the situation.



Why would I receive a Positive Behaviour Reminder?

If you're behaving in a way that doesn't match the rules in this guide, it could lead to a positive behaviour reminder. The warning would say which behaviours we think are not okay, why they're not okay, and how it can improve. We'll also tell you what kind of help we can offer you to improve your behaviour. The positive behaviour reminder will say how long it's in place for, and we'll give a copy to you and your social worker.

How will you keep me safe?

Our homes have a strong culture of safeguarding where you will be heard, feel safe and respected, and have opportunities to contribute to the company's development and decision-making to improve our practices. All members of your support team are trained and equipped with the necessary policies and procedures to handle any concerns or worries you may have correctly.

If you ever experience something that doesn't feel right, please don't hesitate to talk to your support team. We will do our best to provide guidance and support and connect you with relevant services if necessary. In addition to your support team, you can also speak with your social worker or other professionals if you wish.

To support your safety and the safety of others around you, we have a duty to report any concerns we may have about your risk of harm. This can be related to various factors.

You have the right to live in your home without facing discrimination, and we have a zero-tolerance policy towards any form of discrimination.

Our world is diverse and multicultural, and we are committed to being a safe place for you and everyone else who needs it. We support a diverse group of young people with a range of religious and cultural beliefs and needs. While we have made efforts to be prepared and equipped to meet your needs, we are also open to doing more. Just let us know how we can help.

We sometimes need to carry out checks around the home to make sure everything is ok. This could be a weekly home check, or a health and safety inspection. We will always give you notice of any check (unless there is a serious and immediate risk to your safety or the safety of others). We ask that you allow work that needs to be completed to be done without restrictions or disruption.

What must happen to keep me safe?

To ensure your safety, there are several important things to know:

- Smoking: If you smoke, each of our homes has a designated outdoor area where you can smoke and safely dispose of smoking materials. However, we are committed to helping you reduce or quit smoking altogether. Smoking, whether it's cigarettes or e-cigarettes, is not allowed inside the home. If you choose to smoke inside, it not only breaks our rules but also poses risks to yourself and others. Your time with us may be placed at risk if you continue to smoke indoors. Your support team will not provide tobacco or smoking devices of any kind.

- Fire Safety: We carry out weekly checks to support the safety of your home. You will be involved in evacuation drills when you move in and on a monthly basis to familiarise yourself with the procedures in case of a real fire. We ask that you maintain tidy personal spaces and keep doors and exits free from obstructions. This is important to prevent accidents and ensure clear exit routes in case of a real fire.

- PAT Testing: When you arrive, we'll ask for a list of your electrical items. This helps us arrange for testing to ensure they are safe, as required by law. This testing is repeated every 12 months to maintain safety standards.

- Sharp Knives: Kitchen knives are available for use when cooking. If you show that you cannot use them responsibly, a member of the support team will assist you while using them.

- Bedroom Checks: Every Tuesday, a member of your support team will carry out checks of your personal spaces. These checks are not meant to be intrusive but are essential to ensure the home is safe and clean for your well-being. They will also include inspecting your furniture and ensuring you have all the necessary items. Any deliberate damage to your belongings may require you to replace them using your own funds.

What does the law say?

The law applies to everyone, and your support team always follows it. This means they will take action if they believe someone has broken the law. We believe that everyone should respect and live within the boundaries of the law, and we will address any behaviour that we believe goes against this.

We understand that you may need support and guidance to follow the law, and we are committed to doing everything we can to keep you and everyone else safe and supported.

It's important to note that drugs, alcohol, and illegal substances are not allowed in the house under any circumstances. If any of these are found, they will be removed.

To buy and sell alcohol, cigarettes, or vapes you must be 18 years old. If you are 18 or older and are found buying alcohol, cigarettes, or vapes for someone under 18, you could face a conviction and a substantial fine. This could also place your stay with us at risk. It's important that we all look out for

each other's safety.

If you are struggling with substance misuse, your keyworker can help you access services for support. This process can be challenging for many people, so please don't try to handle it alone. Seek support from the support team if you need it.



How will you support me with my health?

We want to make sure you're healthy and well. That means you should be signed up with a local doctor, dentist, and opticians so you can see them when you need to. If you're new to the area, your keyworker can help you with getting registered.

If you ever need help to book and go to appointments, just let us know. We can include it in your support plan, and your keyworker can guide you through it. Eventually, we'll encourage you to start handling these appointments on your own when you're ready.



How will you support me with my medication?

Taking care of your medication is your responsibility. The support team can't store it or give it to you. You'll have a safe in your bedroom, a secure place to keep your medication. It's important to let the support team know what medicine you've been prescribed and what you've bought from the shop so we can help you correctly. Remember, your medication is only for you, and you shouldn't share it with anyone else. If you ever need to get rid of medication, your keyworker can help you do that at the local pharmacy.

How will my emotional wellbeing be supported?

Your emotional wellbeing matters just as much as your physical health. Having good mental health helps you become more resilient. If you ever find that you're having a tough time with your emotions, you can talk to your keyworker, or we can support you to access universal mental health services.

We care about your mental wellbeing, especially as you transition from your teenage years to adulthood, which can be challenging. So, if you ever feel like you need someone to talk to or some extra help, don't hesitate to reach out to any of us. We're here to support you.

And finally...

We hope this guide has eased some of your worries about staying with us. We want your time with us to be enjoyable, and when you move on, we want you to carry lots of happy memories with you. As you grow into adulthood, we'd love to stay in touch and hear about how you're doing. We have a "stay in touch" policy to help us stay connected. You can learn more by scanning the QR code below:

OUR LIFE SKILLS PROGRAMME:

MY PATHWAY®
Journey to Independence

Our in-house life skills programme, My Pathway: Journey to Independence, was co-produced with children and is externally accredited. It offers a structured, interactive roadmap to help children build self-awareness, practical skills, and confidence as they prepare for life beyond care. The programme features 15 core modules covering personal development, independence, and adult preparation.

Children engage at their own pace using flexible formats – from discussions and videos to written reflections and practical demonstrations. Each child leaves with a completed workbook and certificate portfolio to support their ongoing journey.



Core Modules Include:

- Reflections & Goals
- Learn or Earn? (Education & Employment)
- Money Matters!
- The Online World
- Here, There & Everywhere (Travel & Navigation)
- Healthy Body, Healthy Mind
- Equity for All! (EDI and respect)
- Your Rights & Entitlements
- Your House, Your Home
- People Matter! (Relationships & Boundaries)
- Serve It Up (Cooking & Food Hygiene)
- Live Your Best Life (Hobbies & Passions)
- World of Words (Communication, Literacy & ESOL)
- Go Green (Environmental awareness)
- Support Network



ECHO & GETTING INVOLVED:

Evaluate Change
Harness Outcomes



What is Echo?

ECHO stands for Evaluate Change to Harness Outcomes. It is one of the ways we make sure young people are listened to and involved in shaping life in the home.

Your views, wishes, and feelings matter. What you say can help us understand what is working well, what could be better, and what may need to change. We want young people to feel heard, respected, and included in decisions that affect them.



ECHO Activities

ECHO activities are about helping you enjoy things that matter to you. Each week, there is a budget that can be used towards hobbies, interests, activities, or experiences that are personal to you.

This could include things like music, sport, gaming, art, fashion, photography, nature, cooking, clubs, lessons, equipment, or trips out. What matters is that the activity is something you are interested in and something that helps you enjoy your time, build confidence, or try something new.

The adults who support you will talk with you about what you would like to do and help you plan how the weekly activity budget can be used. Sometimes this may be something you do on your own, and sometimes it may be something you do with other young people who share similar interests.

The aim is to give you more choice and make sure activities feel meaningful to you.

Youth Charter

The Youth Charter is a yearly document that shows how young people have been listened to and involved. It brings together feedback from My Voice, complaints, conversations, activities, events, and achievements.

It helps us understand what has gone well, what young people have enjoyed, and what could be better.

Your voice matters, and the Youth Charter helps us keep learning and improving.



Something to Say

Something to Say forms are available in the home if you want to share something, ask for something to change, or explain how you feel about something.

You can use a form if you have an idea, a worry, a concern, or something you want the adults who support you to know. Once you have completed it, you can give it to one of the adults who support you.

The Registered Manager will look at what you have written and make sure it is followed up. Where possible, you will be told what is happening within 72 hours.

If you do not want to use a form, you can still speak to one of the adults who support you. You can also use the complaints procedure if you are unhappy about something. Information about how to make a complaint is displayed in your home.



My Voice

My Voice is a feedback form that gives you the chance to share your own views about living in the home.

The questions are about things that matter, such as how safe you feel, whether you feel listened to, your relationships with the adults who support you, education, health, activities, and how you are being supported.

You will be invited to complete My Voice regularly. You can ask one of the adults who support you for help if you want to talk through the questions or need support to write down your views.

What you say helps the Registered Manager understand what is working well and what could be better. Your feedback also helps improve the care and support provided in the home.



Our Voice

Our Voice is a group session where young people living in the home can talk together about life in the home.

This may include things like routines, meals, activities, shared spaces, ideas for the home, or anything young people feel would make the home better. Small changes matter, and these sessions are a chance to share ideas in a relaxed way.

The adults who support you will listen to what is said, talk with you about what can happen next, and explain if something cannot be changed straight away.



Youth Voices

Youth Voices is another way young people are involved in reviewing and improving the home.

This is different from My Voice. My Voice gives you the chance to answer questions about your own experience of living in the home. Youth Voices is about making sure young people are involved before the home's Quality of Care Review is finished.

The Quality of Care Review looks at how well the home is caring for and supporting young people, what is working well, what has improved, and what still needs to change. Before this review is completed, the Registered Manager will speak with young people in a sensitive and appropriate way to hear their views.

This does not mean you will be asked to read the full review or see private information about anyone else. Some information has to stay confidential. Instead, the Registered Manager may talk with you about the main things in the review, such as what life is like in the home, whether you feel listened to, what is going well, and what could be better.

Your views will be considered before the review is finished and sent to Ofsted. This helps make sure the review is not only written by adults but also shaped by the young people who live in the home.

Stay in Touch Policy

QR Code TBA once signed off.

SOME SERVICES YOU MAY FIND USEFUL:

Ofsted

Ofsted is the Office for Standards in Education, Children's Services and Skills. We inspect services providing education and skills for learners of all ages. We also inspect and regulate services that care for children and young people.

Website: www.gov.uk/government/organisations/ofsted

Action for Children

Supports children, young people, and families across England with emotional and practical care.

Website: www.actionforchildren.org.uk

Bernados

Supports children, young people, and families across England with emotional and practical care.

Website: www.actionforchildren.org.uk

Frank

Confidential support, advice and information about drugs, their effects and the law.

Helpline: 0300 123 6600
Text line: 82111
Website: www.talktofrank.com

Children's Commissioner

Speak to us confidentially about any questions you have or anything that's troubling you – No issue is too big or too small.

Helpline: 0800 528 0731
Email: help.team@childrenscommissioner.gov.uk
Contact: Help at Hand (Online form)
Website: www.childrenscommissioner.gov.uk

Always Heard Coram

Always heard Coram provide advice and advocacy for children in care, carer experienced and young people on the edge of care, they provide support from 0-25 years of age.

Helpline: 0808 800 5792
Email: help@coramvoice.org.uk
Text: 07758 670369
WhatsApp (over 16's): 07758 670369

NYAS (National Youth Advocacy Service)

Nyas offer a range of support options from independent advocacy and independent visitor services to care leaver support up until the age of 25.

Helpline: 0808 808 1001
Email: help@nyas.net

Childline

Childline is a British counselling service for children and young people aged up to 18 in the UK.

Helpline: 0800 1111
Get advice via 1-2-2 Online Chat
Website: www.childline.org.uk

PEOPLE WHO SUPPORT ME:

My Home Address:	
Home Telephone Number:	

My Social Worker Is:	
Telephone Number:	

My Social Workers Manager Is:	
Telephone Number:	

My Social Care Team Office Address Is:	
Telephone Number:	
Duty Telephone Number:	

Other:	
Telephone Number:	

Other:	
Telephone Number:	

Other:	
Telephone Number:	

Other:	
Telephone Number:	

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GROUP