

CF CHILDREN'S HOMES LTD

TUTUM HOUSE
IPSWICH, SUFFOLK

Children's Guide



Written by Rhi Clarke

CF Children's Home Lt

September 2022 Version 2

Our Location

The home is in a quiet area of Ipswich, within short walking distance of the countryside.

There are a variety of schools in our area, including Primary, High schools and Pupil Referral units.

Close to us are several clubs and activities such as: football clubs, rugby clubs, indoor climbing, Swimming pool, cinema, several gyms, horse riding, table tennis and youth clubs. We are close to Northgate Sports centre which run a variety of summer holiday club activities. Such as roller skating and basketball to name a couple.

There is also a Marina in Ipswich and lots of parks and open spaces.

We have a local parade of shops within walking distance where you can buy small items like sweets and magazines, Ipswich town centre is a short drive or bus ride away from the home for larger purchases such as clothes shopping.

We are also just a short drive away from the seaside towns of Felixstowe, Aldeburgh and Thorpeness.

If you follow a religion, we will be happy to make sure that you can go to your place of worship. We fully understand that this will be important to you and we will support you to attend a place of worship. If you need a special diet because of your religion, dietary needs or because you are a pescatarian, vegetarian or vegan we will do our very best to help you eat healthily and have a varied diet whilst supporting your choice of diet. We encourage children to be involved in developing the homes menus and welcome new dinner ideas.

Your Carers

The Home Manager is Rhi, the home has 3 seniors support workers Alex, Caroline and Remi and we also have carers, we will all work together to support you with all your needs in the home and outside of the home.

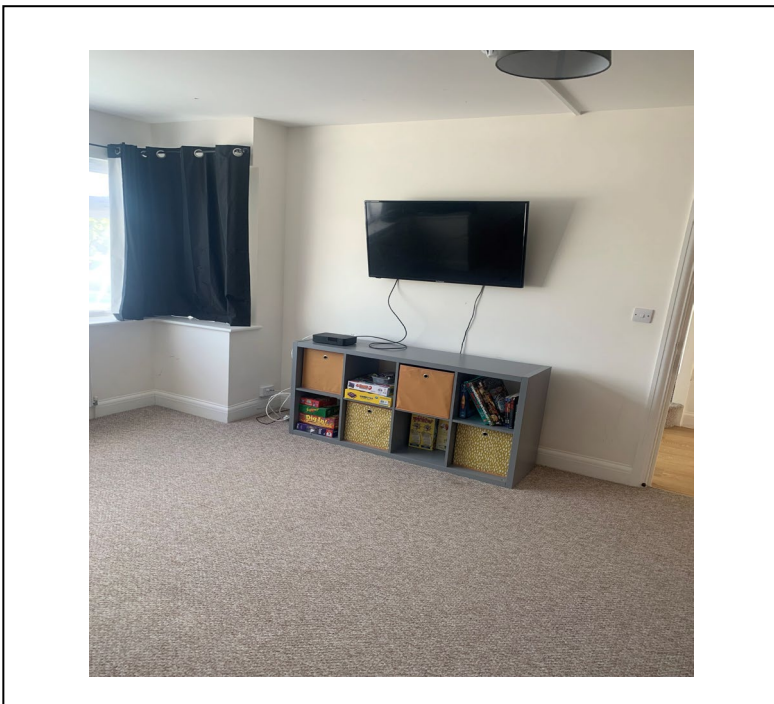
All of our team and carers are here to support and care for you, keep you safe, have fun with you, drive you to places, go to places with you, cook your meals with you and help you tidy your room. Our carers are very good listeners and are there for you to talk things over with, when you need someone. The carers are at the home 24 hours a day, so there is always a carer available to you.

We are a small team, so it won't take long getting know us 😊

The Rooms

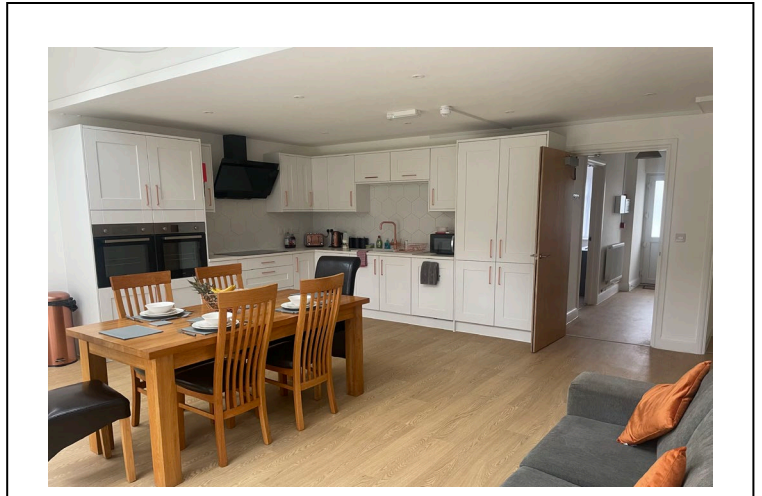
The home is quite a large home. It has four bedrooms. Three are bedrooms for young people and the fourth is the Office and sleep in room for the staff. Your bedroom is your own space, and you will be able to lock your bedroom door, you will also be given a key for your bedroom door. It may seem strange at first having a lock on your bedroom door, this is so you can lock your room when you are not in there, carers also have keys to open all doors in the home. They maybe times when carers will need to open your door to make sure you are safe or try and encourage you to get up in the mornings.

You will also have in your room a lockable tin which you will have the keys for, this is so you can securely lock items away, if you want or need to.



Apart from your own bedroom, the other main rooms of the home are the Kitchen/Dining room, the Day room (games room), and the Living room. Both the Day Room and the Living Room have TVs, and there is also a PC, a games console, board games, DVD's, arts and craft materials and lots of other activities to help keep you busy.

We have a large Kitchen/Dining room, we like to use this room to chat and eat together because that helps us all to get to know and understand each other better.



The Garden



We have a large sized garden at the home, it has a large apple tree and tree house at the bottom. Along with two big sheds, one of which we are turning in to gym.

The Lawn is large enough to throw a frisbee, play a game of badminton, swing ball, have a kick about with the football or just enjoy being outside. You can often hear owls in the evenings who live in a neighbour's tree.

We like to use our lovely garden as much as possible, and would like to hear any ideas you might



have on how we can improve the garden?

Routines of the Home

At the home the days are structured and planned because lots of young people need structure to their day, and so we provide that for everyone at the home. You will have a weekly planner which will include all of your appointments, including your education timetable, meetings and clubs you may attend. We have getting up times and going to bedtimes, just like in any family home. In the evening, we want to make you feel settled, calm, and safe, so we have 'Settling Time' where a carer spends time with you (if you want them to). Carers can play cards, talk, reflect on the day or maybe even read you a book. Carers will do all they can to help you settle for the evening feeling safe and comfortable.

Activities

We like activities at Tutum House and would hope that you are able to take up some. Activities that have been taken by other young people in the Home have been: We have activity planners so you know which activities are taking place and when, we always welcome new ideas of fun things to do.

Horse riding	Gym	Roller World
Cinema	Clacton Pier	Youth Groups
Swimming	Ice Skating	Days at the Beach
Country Walking	Cycling	Joining a boxing club
Joining a Football team	Paintballing	Go-Karting
Gaming Lounge	Crabbing	Shopping Trips

During the school holidays we plan extra activities - We like going to Theme Parks and lots of other fun places. We went Kayaking this summer.

We would love you to take up a hobby or an activity each week. We provide up to £30 each week for activities.

We plan the meals a week in advance, and you are able to ask for meals and dishes that you like to be added to the menu. We always have a second choice on the menu as well.

All young people are expected to attend school or an educational provision between Monday and Friday during term times. If that is not possible then you are expected to do some educational activities and learning in the home, with one of our carers whilst a school or news source of education is being found.

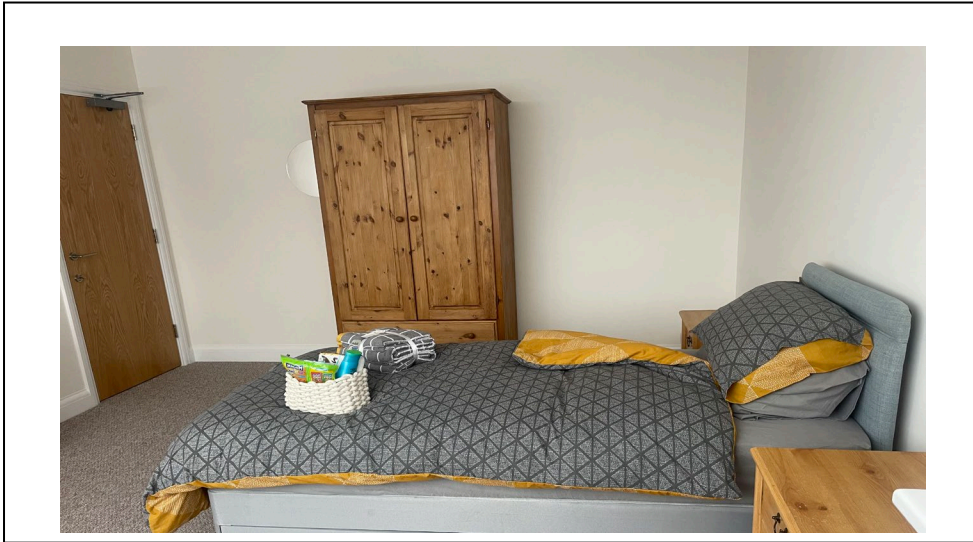
We have children's meetings every fortnight, where carers will listen to your thoughts and ideas about the home, feelings you might want to talk about and activities, these meetings are a safe space for you to talk about how you are finding the home, your likes and dislikes about the home, and a space to talk about new ideas for the home and activities. Sometimes the carers will add items to discuss such as different cultures and we might also talk about what has been happening in the



home since the last meeting.

When You Arrive at Tutum House.

When you arrive at the home, you will be warmly greeted and helped to settle, then carers will help you write an inventory of all your belongings, so we know what is yours.



Please keep the key safe when you are given it. Do not allow others to use it, it is your key and your key only. We trust you with your key. We all know how easy it can be to lose things, if we have to replace your key regularly, we may ask you to help pay for the cost of a replacement or keep your key in the office and carers will give you the key so you can open the door when you want to go into your room.

When you move in, we will provide you with a budget to buy items for your bedroom. You can go shopping with one of our carers to buy things such as bedding, posters, and other items to make your room your own.

Settling Times

Settling times will vary according to your age. Whatever your age, we do allow you to stay up a little later at the weekend as you do not have to get up for school the next morning.

As a rule, our weekday settling times are:

10 year olds – 20:30, 11 year olds 21:00 12/ 13 year olds – 21:30, 14/15/16 years – 22:30.

We appreciate that it maybe hard to settle at night in your new home and room, you will have a TV with DVD player so you can relax and watch a film to help you settle.

We ask you not to go into each other's rooms or wander around the home after settling. If you do this, it may result in a consequence.

Free Time away from Tutum House

This generally happens out of school hours and at the weekend. This is to be negotiated with your social worker, key worker, and the carers in on that day. If you are allowed free time, the times that you are allowed will be dependent on your age and will be based on your ability to stay safe whilst out and keeping in contact with the home while you are out.



Please think of your own safety as well as others and seek permission from carers before leaving the home. You will always have an agreed return time which you will be expected to keep to, if you do not return home on time then the carers would try and find you, if they can not find you, you will be reported to the police as missing from care.

Going Missing

When you live in the home, if you are not back at the agreed time, the carers in the home will try and locate you and encourage you to return home, if you do not carers will have to consider calling the police to report you missing. You will have a missing from care protocol which will be agreed with your social worker, this will detail how carers will try and locate you and when you will be reported as missing to the police. The more we feel you are at risk, the more vulnerable we feel you are, then the quicker we will call the police to report you missing. Once we make that call, we also have to call the

emergency duty Children's Home team of your local authority. Once you have returned home the police will need to visit you, to complete a welfare check to make sure you are ok.

We may also talk with parents/carers about you if you go missing. You can telephone the home by ringing the operator and placing a reverse charge call to let us know about any unforeseen circumstances that will mean you are not going to be back at the agreed time. To call the operator dial 100, or you 0800 reverse.

Pocket Money

You will receive a minimum of £5.00 per week, and you can earn up to an extra £7.00 per week for achieving your incentives, which your key worker will talk you about and set these up with you, incentives may include getting up on time or settling to your room on time. You will receive your pocket weekly on a Friday and incentives on Saturday.

If you are not keeping yourself when spending your pocket and incentive money, your key worker may have a discussion with your social worker and we might need to supervise how and where you spend your money, until you show us that you can make safe choices.

Clothes Allowance and Toiletries Money

Each week you will be entitled to a clothing allowance. The basic weekly allowance we provide is: £17.00 for 11-15 year olds and £22.00 for 16 -17 year olds.

This money isn't given to you in your hand, it has to be supervised spending. It can be spent each week or saved up and spent as a lump sum.

Dependant on your age you might also receive weekly toiletries money, usually of £5 per week. Again, this can be saved up and spent as a lump sum or spent each week. As with the clothing allowance, this money will be spent with a carer.



Christmas and Birthday Money



We have a set amount of money that we make available to you to select a birthday present and to select a Christmas present.

We don't give you the cash, but you can request items and if they are agreed by your social worker and within your budget, then we will be happy to provide them for you.

Key Workers and Key Teams

One of our senior carers will be selected as your Lead Key Worker you will also have a second key worker to help support you and the lead key worker.

A key worker is someone who will support you with all aspects of your life inside and outside of the home, they will want to learn everything about you so they can support your individual needs, some you can learn to confide in. A key worker will help you understand your feelings and they will think of you and your needs at the home.

You will be told who your key worker will be as soon as possible. This person will ensure you keep appointments, liaise with your school and any family members. They will ensure you have clothing; toiletries and they'll meet with you weekly to discuss how your life is at that moment and give you a chance to share any worries you may have. Your key worker wants to help and get to know you well so you can be given the correct level of support.

Use of the PC

We have a PC that you can use and share with the other young people in the home. A carer may have to monitor what you are doing on the PC, that's why it is in the Day Room. But use it wisely and correctly and it will always be there for you.

Access to websites like Facebook and other social media is not permitted on the PC.

In order to use the PC, we do expect you to;

- a) have been to education or engaged in learning in the home if you do not have an education provision.
- b) we expect that you treat the home and staff with respect.



The PC has some software that limits the sites you are accessing that are undesirable. If you continue to try and access these sites, then access to the PC may be severely limited and, in some instances... will result in no access to the PC for a period of time.

If you have your own laptop – we would have to be sure that you are using it appropriately. So, we would need to know of any passwords that you use, and we may put some of our software on your laptop to help keep you safe whilst online, these would be agreed with your social worker.

If you use our internet, then our parental controls would apply to the use of your laptop.

You can set up your games console in the games room if you want to have access to the internet to play online gaming etc, If you don not want your games console to be kept in the games room when you are not using it, carers will put in safely in the office for you.

Tutum House, has a no games consoles in bedrooms policy, this is also including hand held consoles. This is to help safeguard you but also carers want to spend time with and see you.



Education

We expect all the young people living at the home to attend whatever educational provisions and activities have been set up for them for the day. We will support you in any way we can, and we will be there for you. We will not let you sit around or lie around all day and refuse to go to education. There is always something that we can find to do together.

We consider education so important that only when you have taken part in educational learning and activities during the day, will you be allowed to go to an activity that evening.

The Home Internet

You can access the internet using the home PC which is situated in the Day Room.

Access to the internet in the bedroom is not a right and is only given when we know we can trust you to behave responsibly.

Access to the internet can be taken away if there is any inappropriate use.

The home internet and wi-fi is turned off each night at 22.00 in time for you to settle.



DVD's, TV Programmes and Computer and Console Games

These items have a recommended age for watching or playing them. We have to follow those recommendations. So, if you are under 15 you can't play or watch games and DVDs with a 15 rating, and likewise for items rated for 12, 16 and 18. The only way we are able to change this is with permission from your social worker. If you move into the home with games and DVDs that age rated older than you are, we will lock them away for safe keeping.

You can set up your games console in the games room and you will be able to access the internet on your games console, as long as this is agreed with your social worker and you play responsibly keeping yourself safe online, we can support you on how to stay safe online. Again we do not allow any games consoles in bedrooms

Drugs and Alcohol

We do not allow any substances in the home. Drug and alcohol use carry major risks for all ages but more so for children whose bodies are developing. Many young people become seriously ill or even die from the misuse of drugs and from drinking alcohol.

All drugs are potentially dangerous - from marijuana, to heroin, cocaine, ecstasy, and others. Drinking alcohol reduces your ability to control your words and actions and you might say or do things that you later regret.

Our staff are fully trained and aware of all drug and alcohol issues. We are always there for you and can get you help and advice if you need it, gaining you support from outside agencies such as Turning Point

Cigarettes

No smoking is allowed anywhere in the house including the bedrooms. Smokers can only smoke in the one area of the garden, which is allocated for smoking. At the bottom of the garden near shed.

If you do smoke, we will ask for your lighters to be handed in to a member of staff each evening before settling. The lighter will be handed back to you each morning.



Smoking inside the home and particularly in a bedroom will mean a considerable consequence will be given – usually monitored pocket money. Rhi and the team want you to look after your health and are not permitted by law to purchase any tobacco or smoking materials for you.

If you are thinking of switching to an e-cigarette/vape – please speak with Rhi or your key workers and we will support you as much as possible, we will make you an appointment with the GP's stop smoking nursing team and put in place incentives to help you quit.

Use of the Car

Tutum House has a home car that we use to transport young people to and from education, family contacts, clubs and activities.

We all need to be safe when travelling in the car, all must keep seat belts on whilst the car is moving and respect the driver.

If you cannot travel safely in the car, we may decide that it is not safe for you to be taken out in the car, which will reduce the number of activities or clubs you would like to attend, please think carefully when travelling in the car and make positive choices. Do not distract the driver, stay seated with your seatbelt on and only touch the controls or media screen in the car with the driver's permission. If you are not being safe in the car, driver will pullover when it is safe to do so and will not start the journey again until it is safe to do so.

We must keep everyone safe who is in the car and that means only driving when all are agreeing to keep themselves safe. A consequence would be put in place if you are displaying unsafe behaviour in the car, which could be a car ban and or key work sessions on the importance of travelling safely in a car.

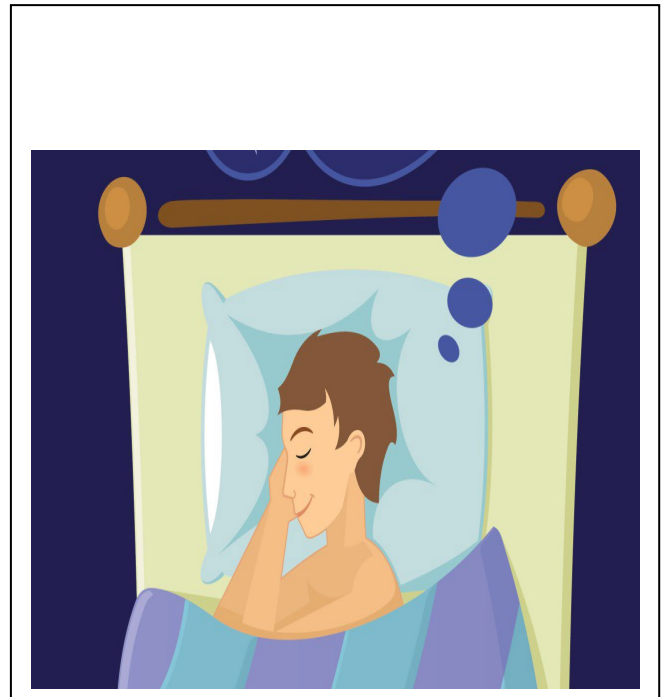
Use of the Telephone

We have a cordless landline telephone for you to use to call your social worker, parent, carer or any other professional. The landline phone is kept in the office, if you would like to use the phone please ask and we will happily help, by dialling the number for you, If you do not have your own mobile phone, we have a home mobile phone which if it is agreed with your social worker you can use this to call friends to keep in touch,

Night Time

We try to be as much like a family home as possible and have night time routines which will be in place to help the home settle at night to allow all to get rest ready for the next day., We ask you to try not to come out of your room or unnecessarily disturb the carers after settling time. But carers are at hand to help if you are feeling unwell or need extra support throughout the night.

We need you to close your door at night for your own protection and to help us keep you safe.



Settling Times

Settling times will vary according to your age. Whatever your age, we do allow you to stay up a little later on Friday's and Saturdays as you do not have to get up for school the next morning. Also, in the school holidays

As a rule, our weekday settling times are:

10-year-olds – 20:30, 11-year-olds 21:00 12-13 year olds – 21:30, 14-15- 22:00 16 years – 22:30.

We appreciate that it maybe hard to settle at night in your new home and room, you will have a TV with DVD player so you can relax and watch a film to help you settle. Or carers will happily read to you, or simply just sit and chat with for a while to help you relax.

We ask you not to go into each other's rooms or wander around the home after settling. If you do

this, it may result in a consequence.

Thinking of the Neighbours

Just as you have the right to be treated fairly and with respect, so do the people who live near the home and our neighbours. We live in quiet part of Ipswich which is nice.

Other people (especially older people and other young people) can be upset by shouting, swearing or hearing loud music being played.

Please think carefully about how you behave outside and around the home and treat our neighbours with the same kindness and respect you like to be treated with.

How you behave outside is just as important as how you behave inside the home It's best for you and other young people living at the home, to be seen to be polite and responsible.

When you live in the home, you can expect to receive the following: -

1. To be listened to and have your wishes and feelings taken into consideration.
2. To attend meetings which are about you and, if you wish, be accompanied by a person with which you feel safe and trust. If you don't want to attend meetings you key workers will sit with and help you to write down any thoughts or questions you would shared on your behalf.
3. To apply for an advocate if you would like one.
4. Not to be discriminated against.
5. To see and discuss reports and records written about you.
6. To have future plans written in a way that you understand.
7. To be able to complain and know that you will be taken seriously.
8. To have privacy respected.
9. To be respected always and to have help overcoming any difficulties.
10. To feel safe within the placement and to be fairly treated always.
11. To be able to stay in contact with family and friends and carers where possible and safe to do so.
12. To be told how much pocket money you are entitled to.
13. To be involved in buying clothes.
14. To have the correct preparation when leaving care.
15. To be protected from bullying and other potentially abusive relationships.
16. To understand how to keep yourself safe when using the internet/social media.

Your Say

This is your home. Tutum House is a place where we want you to feel happy, feel understood and to feel safe. We want you to be able to talk to your key workers and carers about any concern or problem you are having in your life.

Tutum House is also a place that we want you to have an interest in and have a say in what happens in the home, and that can be about the decor of your room, the menus, how carers treat you, days out, holidays, about things we expect of you and of things that you expect of us. All of these topics can be talked about in the house meetings which are held fortnightly.

You can share your views with carers and the Home Manager at any time during the day – whilst sitting down to eat or just in passing. There are also set times where you can have your say – and those are during keywork sessions and during House Meetings.

We will also ask your views of the Home in a questionnaire we issue to all young people every six months.

We want your views – and we are prepared to listen and discuss them.

Complaints – “I want you to know”

If you feel you need to complain about someone or something, tell a member of the team. This will be recorded in the complaints book in the home.

If Rhi and the team of carers cannot fix the issue, then you can make a formal complaint in writing. You will be listened to, so if you ever need to do it, don't worry about upsetting anyone.

A Complaints Form is located at the back of this document.

There is also a person who visits the home each month. This person is known as our Regulation 44 independent person/visitor. On each visit he will probably ask to speak to you. Please speak freely to them. They will ask your opinion on the home and how you are, don't be afraid to be honest in your answers.

If there is something that you wish to complain about but do not want to tell a carer or the manager, you can phone any of the following numbers to have your complaint heard and dealt with:

- Your social workers – their number can be provided for you
- Childrens Commissioner for England: Dame Rachel De Souza: 0207 783 8330.
- Ofsted, Piccadilly Gate 26-32 Store Street, Manchester, M1 2WD. 0300 123 1231
- Childline - 0800 1111
- NSPCC - 0800 800 500

Advocacy

If you feel you need someone to represent your views, we can request an advocate to make you feel more secure. This person can come with you to meetings or go on your behalf.



Fire

1. The day you move in to Tutum house we will have a fire drill, so you can be shown what to do if the fire alarm sounds.
2. If you hear the fire alarm, listen to the carers and try to keep calm. Leave the building immediately by the nearest safe exit, carers will be with you helping you and directing.
3. Quietly walk towards to the front car park area and wait for instructions.
4. Don't go back into the building until you are told it is safe to do so.
5. We test the fire alarm every week, to make sure it works and can keep us all safe.

Good Manners

We do expect you to try and be polite and well mannered and to treat the carers with the same care and respect they give you. The carers will say please and thank you when caring for you and we expect that from you too. We like to talk at Tutum house, we like good mornings and goodnights as well as all the conversations in between.

House Rules

Properly Dressed at All Times

We do need you to ensure that you are properly dressed and covered always. It may be tempting to nip to the toilet in the middle of night, thinking that you won't bump in to anyone but we ask that you pop a dressing gown on or make sure you have your PJ's on.

You do not know what bad experiences other young people in the home may have had in their lives. Sometimes, just little things like bumping into someone not wearing appropriate clothing can trigger all sorts of bad memories for them or for you.



So please be safe and stay decent. Always cover up properly when out of your room. No walking around in underwear or just with towels wrapped around you.

We ask that you don't go in each other's rooms and respect each other's privacy, we have 3 large rooms downstairs and an even bigger garden where you can spend time with

Smoke Alarms

We have smoke alarms in every room of the home. They are there to keep you safe and to let us know when there is a fire so that we can all get out of the building quickly and safely.

It is therefore important that all the fire alarms are working properly.

We need you to not play with them, break them or take down any of the fire alarms in the home, including the one in your room.

We also have a CO2 detector in the home as



we have gas central heating. Any build-up of CO2 will be detected by this alarm. If it does sound, everyone will need to leave to home as quickly as possible.

Aggressive Touching of staff and other young people

Our carers are nice people who are there to care for you and to support you, to keep you safe and to be there when needed. They are good people who will gladly give you a hug when wanted or needed. They will never want to hurt you.

We expect the same back from you. Hitting, squeezing, pinching, punching or any aggressive touching of staff is not allowed, ever.

Regardless of how bad your day has been. Regardless of how angry you are feeling at that time. There is never an excuse for hurting someone else because of how you feel. Talk to us we are here to help and want to help.

Any aggressive touching of staff will be treated as serious. It is behaviour that is wrong and will mean there will be serious consequences. We may even have to call the Police if we consider it necessary. Or the carer may feel need to call the police if you have assaulted them.

Damage to Property

This is your home and we would like it be for a longtime. We want you to enjoy your time we are sure that you will have lots of fun whilst you are here and lots of positive experiences.

To allow you to enjoy your new home, all the carers work very hard to keep the house looking clean and tidy. We would ask you to help us do that by treating this as your own home and respecting it and things in it. We would also like you to help make the home welcoming and welcome any ideas on how to improve the home. We want you to think of the home as somewhere to treasure and look after, somewhere to be proud of and where you would want to invite a friend for dinner.





What spoils the look and feel to the home is where furniture or doors and things within the home are damaged. Even marks on the walls can stop the home from looking nice.

So we need you to help us to look after you, by you helping us look after the home. Be thoughtful and gentle, don't bang, crash or damage items or property.

We also ask you to not damage the fire alarms or door alarms. Any damage caused must be repaid by the young person as these are essential parts of the home, and there to keep you and everyone in the home safe.

Mobile Phones

We hope that you use your phone wisely and safely – but some young people do let themselves down using their phone for unwise or unsafe things.

Your key worker will spend time with you talking about your phone settings and your social media accounts on your phone if you have them. This is to make sure your settings are private and you have a good understanding of both positive and negative use of social media sites/ Apps. Your key worker will help check that your accounts are safe and being used safely, any concerns will be discussed with you and your social worker.

If you are not able to show carers and your key worker that you can keep yourself safe when using your phone we will discuss this with your social worker and the carers will hold the phone for you and limit the use of the phone until you can show us that can keep yourself safe whilst using the phone– being sensible and using it correctly, will mean we are able to trust you to hold the phone and use it wisely.

Also, if a young person disturbs others by use of their phone through the night, or by making unsociable calls or by making secret recordings of conversations between young people and/or carers, then the carers will discuss the situation with the social worker and/or parents or carers with the aim of removing the phone.

It is possible that you may be allowed to have the home Wi-Fi connected to your phone. This is something that we would do only if we believed you to use the internet wisely. To do this we need to take your phone off you to do it – we do not give you the internet password. If we are to give you access to the home internet on your phone, then we need to password control your play store and therefore only allow you to download items that you are allowed to have. This is the one condition for having access to the Home Wi-Fi on your phone. It's your choice.

Rewards

There are many rewards that you can earn whilst in the home.

We also have a reward scheme for you if you do not damage the home. When you arrive, you will have a small TV in your room that you are allowed to use sensibly –that's not having it too loud or using it to keep others awake when it's time to sleep.

If you do not damage the home for 3 months, and use the TV sensibly in that time, the TV will be exchanged for a 32" TV which is quite a lot larger than your original.

If you do any damage to the home whilst you have your 32" TV, then it will be taken and replaced with the original, smaller TV. Remember, all TVs are the property of Tutum House and eventually when you leave the home, you will have to leave the TV here.

Monthly Bonuses

We have positive reward charts where you can earn 40 ticks per month for completing positive



things in the home, like helping with dinner and being kind, once you have 40 ticks you will be given a £10 voucher of your choice to purchase something nice with, we like to reward positive choices at all times. Your key workers will also speak to about trips or activities you would like to go to, such as concerts, theme parks all ideas will be welcomed and looked in to.

Bullying

If somebody physically hurts you, or verbally abuses you, that's bullying or peer on peer abuse

Specific types of bullying include:

- **homophobic bullying** based on your sexual orientation
- **racist bullying** because of your skin colour or ethnicity
- **religious bullying** because of your beliefs or faith.
- **sizeism bullying** referring to your body size
- **cyberbullying** targeting you online, often anonymously
- **bullying because you are different**



Bullying can be a one-off or it can go on for a long time. And bullying can happen to anyone.

Ignoring bullying won't make it go away. You need to tell someone about what is happening.

We take bullying very seriously at Tutum House, we want Tutum house to be a happy home and everyone in it to be happy,

Carers will also be at hand to support you and challenge any bullying, carers at the home will name the behaviour as bullying we will talk to both the victim and the child that is bullying to resolve the issue and support you.

If the bullying is happening at your school

Please tell us so we can support you and your teachers to make sure you have the correct support at school. Your teacher may have no idea that you are being bullied, and the school will have an anti-bullying policy to tackle it.

If the bullying is happening in the home

Talk to your key worker or any member of the team, or the homes manager Rhi and we will be happy to help and support you. You could complete an 'I want you to know' form and give it to a member of staff who will share it with the management team, and a member of the management team will respond to you in person and in writing. You can also talk to your social worker or independent reviewing officer, sometimes when you live with other people things don't go as well as they should, but your feelings and views will always be listened to and acted upon. We will always take all forms of bullying seriously and we will always take action to try and prevent it.

Cyberbullying If the bullying is happening online

Please talk to your key worker, anyone at the home or a trusted adult outside of the home – at your school perhaps or your social worker. You can report abusive posts on **Facebook** and other social media platforms. You can also report abuse to **CEOP (Child Exploitation and Online Protection Centre)**. **Your key worker will help you to report you any cyber bullying online please talk to them.**

Keep reporting bullying until it stops. It may not stop the first time you report it, but the adults will be aware and will keep a close eye on you to help prevent the bullying from happening.

Don't put up with it. No one deserves to be bullied.

Useful Telephone Numbers and information

Childrens Commissioner Help at Hands Service

Dame Rachel De Souza: 0800 528 0731

Help.team@childrenscommissioner.gov.uk

Or access online

Get in touch/ children's Commissioner for England
(childrenscommissioner.gov.uk)

Childline - 0800 1111

You can contact Childline about anything.

Missing Persons Hotline – 116 000

If you have been affected by a disappearance or you have information about a missing person.

Young Minds - 0345 626 376

For young people experiencing a mental health crisis.

Samaritans – 116 123

A number to call if you need someone to talk to who won't judge or tell you what to do.

BEAT – 0808 801 0711

The UK's eating disorder charity.

Turning Point – 01473 220 240

Supporting anyone who is affected by drugs or alcohol.

4YP – 01473 252 607

Providing a wide range of services (including counselling) and support for young people. Whatever your needs. 4YP workers will do what they can to help.





Outreach Youth – 07999 730 289

Suffolk's LGBTQ+ youth work charity, offering help and support.

Suffolk Young Peoples Emotional Wellbeing Hub – 0345 600 2090

Provides information, advice, and guidance to young people experiencing emotional wellbeing difficulties.

KOOTH – www.kooth.com

A free, safe and anonymous online service. You can find someone to talk to whenever you need it.

CF Social Work – 01473 725 794

Head Office

Written Complaint Form – “I want you to know”

Date:

Time:

Name of Carer Receiving the Complaint:

Name of the Young Person Making the Complaint:

Details of the complaint:

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Signed (Carer): **Signed (Young Person):**

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