

Willow House Children's Guide 2025



Welcome to our home!!!

We are so excited that you have come to live with us.

We know it can be scary coming into a new place, away from everyone and everything you know.

This booklet is to help you learn a bit more about us and to try to help you feel more at home.

In this booklet, we will tell you:

- a bit about the home and staff
- about some of the routines
- how to complain if you're unhappy
- how to get access to other people who can support you
- how to contact the Children's Commissioner

Our House

This is Willow house

It's a lovely big house with its own gardens at the back.
We hope you'll enjoy using the space and maybe helping
us plant flowers and vegetables!

The house is close to shops and places to eat and drink.

We are near to a sports centres and swimming baths and
there are bus stops nearby to help you get about.

There is a park up the road where you will be able to go
and play with staff or with your friends.

There are lots of schools and colleges nearby.

Our Staff

The Manager is Verity. This is her photograph:

Verity runs the home. She is there to make sure:

Staff look after you properly

You are kept safe and happy

The home is kept nice and clean

Your rights are upheld.....and many, many other things!

The Responsible Individual is Liz. This is her photograph:

Her job is to support Verity and to make sure the home has everything it needs to look after you properly.

Liz will come to the home regularly and will hopefully get to know you well-but she doesn't work there day to day.

Seniors

These are the seniors that work at Willow House:

Their names are:

The seniors work on shift and support Verity to keep you safe and give you good care.

The seniors make sure all carers are able to do their job well and offer them lots of support on shift.

Care Workers

These are our carers:

Your Space

You will have your own bedroom with a comfy bed, wardrobe, a chest of drawers and a desk and chair.

You can bring things that you want to decorate your room and things that you want to keep.

We will give you some money to go out with staff and buy pictures, posters and bedding to make the room your own and you will be able to choose what colour to paint the walls. (But....we may have to talk about it if you want a black room with green spots!)

As we get to know you, we will see about getting you a television in your room but there will be some rules about when to switch it off!





Pocket Money

You will get pocket money whilst you live with us.

Sometimes we don't let you have the money in your hands if we think you're buying things that aren't safe, but we will never do that without talking to you about it before hand.

The amount of pocket money you get will depend on how old you are-we will talk to you about this once you've settled in.

Other money

We give you other opportunities to earn extra money by doing jobs or as a reward for doing something good.

As we get to know you, we can discuss this and work out what might work best for you.

House Rules

At Willow House, you may be living with other young people. It is important that we have rules to make it nicer for everyone living here.

These are ours:

- We are kind to each other
- We do not take other's belongings
- We listen to each other
- We treat each other with respect
- We tell the truth
- We apologise to each other when we do something wrong or that hurts them
- We eat our meals together, at the table
- We go to school
- You have a time when you need to be in the house every night
- We keep our own rooms tidy (although staff will help)
- We tidy up after ourselves (although staff will help)
- We don't smoke or vape in the house (including the garden)
- We try and have fun!!!

How to Complain

We all have times when we are not happy. It might be because someone has done something we don't like or forgotten to do something they said they would.....



That can make us angry and want to complain. Here's how to do it.

- 1) Talk to us! Tell us what's wrong and we will try and put it right straight away. If you aren't happy with how we do that..
- 2) Ask to make a formal complaint. You can write it down or just tell us. Don't worry, we will keep a record and always check with you that we understand what's wrong before looking into it.
- 3) You might want an advocate to help you with this. These are people who don't work at the home, but can be contacted to come and support you with things such as this.
- 4) Our Manager, Verity, will talk to you about it and keep a record of everything you say.
- 5) Verity will investigate the complaint and tell you what she has found out and what, if anything, she is going to do as a result. She will also put this in writing to you.

- 6) If you are not happy with his findings, you can ask Liz, the Responsible Individual (big boss), to look at it again.
- 7) If you are still not happy, we can ask an independent person to come in and investigate too.
- 8) At any time, you can contact your social worker and make a complaint.

Advocates:

Advocates are there to help put your point across and to speak up for you when you find it too hard.

They can represent your views in meetings at your request.

Your social worker should be able to provide an advocate.

If not, ask staff and we will find one for you. If you want to contact one yourself, here are some contacts:

[Children's rights & advocacy | The Children's Society](#)

Phone: 0300 303 7000

[Advocacy | Child and Family Advocacy Services | NYAS](#)

Phone: 0808 808 1001

Independent Visitors:

You have the right to an Independent Visitor (although not all placing authorities provide them). Independent visitors are people who will stick with you throughout your time in care and often once you leave.

They are there to spend time with you, getting to know you, doing fun things and becoming a friend.

This person is not a member of our staff, they are solely there for you. However, they will have to work safely with you and we do ask them to work with our rules and care plans.

Whatever you discuss with your independent visitor is between the two of you unless you tell them some stuff that suggests you have been hurt or are putting yourself in danger, when they will have to tell staff.

Regulation 44 Visitors

Each month, a visitor comes to the house to see how we are caring for you. To do this, they will want to speak to you alone and read your records. We will discuss this with you and ask you to sign a form to say that they can look at your files.

This visitor is called:

Social Workers

These are the details of how to contact your social worker:

You have the right to contact them in private and we will support you to do this whenever you need.



If you are not happy with decisions made about your placement or need further help and advice, you can contact The Children's Commissioner.

They run an advice service called Help At Hand and you can get hold of them by:

Phone: 0800 528 0731

Online: [I am in care - Help at Hand \(childrenscommissioner.gov.uk\)](https://www.childrenscommissioner.gov.uk/iamincare)

