



Northumberland  
County Council



# Children's Handbook

*"Kylloe staff really care!"*

**"So much support"**

**"It changed my life"**

**"Homely"**

**"Positive Atmosphere"**

*"Kylloe House really helped me to change my life around"*

**"Everyone is so helpful!"**

**We do our best so that you can achieve your best!**

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# Welcome!

We would firstly like to offer you a warm **welcome** to Kyloe House

We appreciate you may be anxious being admitted to Kyloe House, however "We are not a prison" we are a children's home and staff do not wear uniforms. Our role is to look after you and to positively support you through this challenging period in your life.

You will meet young people from different backgrounds and cultures at Kyloe House, you will be treated equally with respect and cared for.

We understand being admitted into a secure children's home may be a frightening experience for anyone, we will all work together to try and look after you.



I am **Julie Tinkler**, I am the manager of Kyloe House. I know that it can be a bit of shock when you first arrive at Kyloe House, but please do not hesitate to ask any member of staff any questions that you may have. They will be more than happy to answer them for you.

Kyloe House is a National Children's Secure Home which is located in Northumberland (The North East of England).



# Where are we?

**Kyloe House is located in the North East of England!**



## How to Find Us

### From Morpeth and the North

Leave the A1 approximately half a mile south of Morpeth taking the left slip road signposted Stannington Station, Hepscoth, Bedlington. Follow the slip-road, follow road south, parallel to the A1 and turn left (sign posted Netherton Park), follow road around right hand bend, over two road humps and turn right at left hand bend. You are now on the access road to Kyloe House.

### From Newcastle and the South

Travelling north on A1 take the slip road signposted Netherton Park and Stannington Station, Hepscoth, Bedlington, then follow signs to Netherton Park, follow road around right hand bend, over two road humps and turn right at left hand bend. You are now on the access road to Kyloe House.

We are **10.9** miles away from **Newcastle!**

# About Kylvoe House

Kylvoe House has two units, one called Willow and one called Alder. Each has six bedrooms, there will be no more than six young people (boys or girls) on each unit. You will have a bedroom of your own with en-suite facilities. There is also a 'step-down unit' called Hadrian, but we will get into that later!

You will meet lots of staff on the unit care staff and teachers - they like to be called by their first names, who support and help to care for you.

We have a school in Kylvoe House, which will help you develop your skills and gain a range of qualifications. This will support you to access future employment or training opportunities when you leave us.

Learning is a very important part of living at Kylvoe House, whether it is in school or with staff or each other. We aim to make learning fun and interesting for everyone; we believe that learning to work together, have discussions and live as a group is just as important as learning for useful qualifications.

You will have many opportunities to do lots of different activities. We have a school size gym which can be used for football, netball, badminton and other sports, a cardio gym with full state of the art equipment and an indoor climbing wall. There is a garden, play area and all weather pitch on each unit, which can be used for different activities.

We have a media suite, where you can create your own music and film.

Other facilities and equipment you can access include a TV built in your room, PlayStations, Nintendo Switch, DVD's, iPads and many more so there is no chance of being bored at Kylvoe House.

You may have some concerns about why you or other young people have come to Kylvoe House.

Young people come to Kylvoe House for lots of different reasons; perhaps you and your family haven't been getting on or you have been in trouble with the Police; whatever the reason, we will look after you and keep you safe. We also keep information private and we ask that you do the same amongst your peers.

Lastly, we would just like to say we hope to make your stay with us as positive as we can.

# Staff at Kyloe House

Many people work in Kyloe. There are two main living units and a step down unit; we have a Service Manager, one Registered Manager and two Homes Managers and 2 Assistant Unit Managers. Each main unit has approximately 24 members of care staff.

We also have dedicated staff who work in the Control Room (Control Officers) and Administration staff; these teams support the care team manage your stay, this includes your pocket money and Clothing money.

There are Education Staff (The Teachers), who are here to help you with your education. There is a Head of Education, Deputy Head of Education and four teachers at Kyloe House who teach many different subjects. There are also Higher Level Teaching Assistants who will support you in your lessons. Your teachers will also attend your review meetings and will take part in activities on the unit such as break or lunch times.

There is a Domestic worker allocated to each unit, who with you and the other staff help keep the unit clean and tidy; and of course we have the Kitchen team who provide us with lovely food. The chef will visit the unit and speak with the group to see what foods everyone likes.

There is a Site Manager and 3 building assistants, they will ensure all repairs are completed and that the building maintenance runs smoothly.

We also have staff on duty during the night just in case you may need assistance. The night care staff will check on you regularly through the night.

All the staff in Kyloe House are here to help and care for you; just because you may not see them, doesn't mean they are not working to support you during your stay, they do lots of things behind the scene.



# Staff Qualities

**Engaging** Open and Honest

Boundary Setting (Right/Wrong)

**Relaxed** Consistent **Honest**

Sense of Humour

Non-Judgemental **Happy** Good Listener

Entertainment

**Good Temperament** Concerned

Empathy **Calm** Engaging

Understanding

**Positive** Trust Good with Kids

Trustworthy

**Good Fun** Proactive Committed

Role Model Caring **Confident**

Values

Good at Cooking **Reliable**

**Approachable** Consistency Here for you

**Helpful** Child Focused **Experienced**

Motivated Wants to be here

# LinkTeam

Whilst at Kyløe House, at least two members of the care staff will become your linkworkers. We will try to ensure that one of the linkworkers will be the same gender as you, if appropriate.

The linkworkers will work closely with you, your family/carers and Social Worker/YOT worker to ensure your care/placement plan is drawn up and that the work is carried out to help you move on.

This work is called Individual Programme (IP work) and it will focus on ways of helping you with some of the difficulties you may have been experiencing.

You will also have a Kyløe House Case Manager, who will be one of the senior staff.

The Kyløe House Case Manager will ensure your placement plan is being managed and ensure Kyløe House is doing it's best for you.

There will be lots of things you will want to know about Kyløe House. Some will be more important than others, but we will try to answer all your questions.





# Education in Kyloe

Kyloe House has its very own on-site school.

Our School is bright, well cared for and welcomes you every school day. The classrooms and the equipment in school can also be used during evenings and weekend activities. There are many activities to do in school including Catering, Carpentry and Music production.

You may be concerned about coming to school or you may love it. Kyloe School is different from all the other schools you may have attended. It is a school which will help you to achieve many things in a short space of time.

There are rules to follow in school; the rules are simple and to help you get the most out of your stay and learn in a positive manner:

## Praise

- ✓ **Progression** - You will engage actively with their learning.
- ✓ **Respect** - Pupils and students collaborate politely with each other and staff at all times during the lesson.
- ✓ **Attitude** - Attitude is key to life and Pupils and students will be expected to maintain a positive attitude in class.
- ✓ **Initiative** - Pupils and students' learning is their responsibility.
- ✓ **Success** - Enjoying and celebrating personal and peer's success.
- ✓ **Empathy** - Pupils and students need to understand others and share feelings appropriately.

With your help, we will organise a PLP (Personalised Learning Plan) especially for you. This means we will teach you a curriculum which will support you in the future. It is all about improving your skills for life. After initial baseline assessments you will have the opportunity to receive accreditation in entry levels, functional skills, BTEc and ASDAN bronze award.

You will have a teacher as a link tutor who will look after your education and you will see them each day. The Deputy Head Teacher will attend important meetings and let everyone know your achievements and what you might need in the future.

# Privacy & Confidentiality

At Kyloe House you can be assured your privacy will be respected. You will have somewhere to keep your personal and private belongings safe.

Your files and any individual work you do will be private and confidential to those who are involved in your case. However, we may need to involve others in your IP work, if so we will discuss this with you first. Files are kept in locked cabinets, only people who need to have access to your files will be allowed access.

Should you feel the need for some personal space (time alone), then hopefully you will find your bedroom very welcoming. You can put personal items in your bedroom such as your family photos. All staff recognise the need for a young person's privacy and always will knock before entering your bedroom. If you require your bedroom door locked for your privacy e.g. to use the toilet, shower or just to have some time alone please do not hesitate to ask staff to do this.

## &Visits

Ideally, visits from family/carers, friends and other significant people should be made when school has finished or at weekends however on "special occasions" these will be facilitated during the week.

Visits should only be for one hour, because we have 12 young people we have to plan for. However, arrangements can be made for a visit to last longer if needed, especially when people are travelling a long distance.

All visits should end at 9pm, because we have to help you and all the young people to settle and prepare for bedtime.

### **Some Facts about Visiting**

- The first visit will always be supervised.
- The amount of people who can visit at a time will be decided at one of your meetings or with your Case Manager/Social Worker.
- Only people with authorised contact can visit you
- Some visits may need to be supervised by staff sitting in the same room.
- Under18's must be accompanied by a responsible adult unless agreed by your Social Worker and Kyloe House.
- Before coming to the main part of the building, visitors will be asked to make sure they are not taking any restricted items onto the unit.

# Phone calls, Skype & Letters



Telephone calls can be made to social workers or other professionals during lunchtime or after 4pm. Telephone calls to friends and families/carers should only take place after 4pm. However, if there is someone who is important to you who can only be contacted during lunchtime, then this would be agreed by your Link Worker. Weekends are more flexible, but all telephone calls should finish by 9pm.

There may be reasons for your call to be supervised, if so, we can sit with you for the duration of the call or use 3 way telephone facilities; this means a staff member can listen into your call through a different telephone.

Telephone calls can be made from the bedrooms free to Advocacy Service **01670 623980**, Childline **0800 1111**, and Children's Commissioner **0800 5280731**

Kyloe House pays for your calls; however, calls are limited to 20 minutes to allow all young people equal time for calls. There are also free phone lines to the Advocacy Service, Childline and the Northumberland County Council Complaints Officers.

Skype calls can be made to families / carers after 4pm (or through the day on weekends / holidays). However, all skype contact must be on the approved contact list. The contact will be in a private room but supervised by staff to ensure that it is managed by everyone.



If you receive any gifts, you will need to open the parcel in front of staff to make sure it does not contain anything that isn't safe for you or the unit. If it does, then the gift would be given back to the person who gave it to you. Any letter you receive will also need to be opened in the presence of staff for the same reasons as parcels containing gifts.

Kyloe House will provide stamps for any letters you wish to write and post. You can give the letters to staff and they will put these in the post for you in Admin.

Any type of contact has to be agreed by your Social Worker, parents/carers and Kyloe House staff, this may seem rather strict but it is to keep you safe.



# Health

On admission (or as soon as possible after) you will be offered a Health Assessment by our School Nurse or the visiting Doctor. Don't worry, this is just to make sure you are in good health and to see if there is anything you may need. You can also request the doctor you see to be the same gender as yourself.

The school nurse visits twice a week and you can request to see her if you feel the need. A doctor can be requested if the school nurse feels it is necessary. You will also have the opportunity to see a Dentist and Optician during your stay.

You will also get the opportunity to meet with a member of our health team to talk about any areas which may cause you emotional stress (KOLVIN).

We also have a worker from a drug and alcohol service called SORTED who will speak to you about any involvement or worries you have about drugs/alcohol.

Some young people come to Kyloe House with different problems such as self-harming or eating disorders. If you have any concerns that you would like to discuss, gain further information about or support with, then we are here to help you. Please talk to staff, the doctor or nurse - anyone who you feel comfortable with.

On a more personal note, you will be encouraged to bathe or shower once a day and to keep your room clean and tidy. All the toiletries you need to keep yourself clean and healthy will be provided by Kyloe House. haircuts or restyles will need to be agreed by your Social Worker, parent/carers and Kyloe House.

Should you have any requirements relating to your religion or culture, we will provide those too on request.

The hairdresser/barber will visit every four - six weeks (however sometimes there may be reason for that to be flexible, for example when she/he is on holiday). Haircuts at these times are usually restricted to 'trims', any special requirements will need to be agreed.





# PSP

# Personal Success Programme

**PSP is designed to help you manage your behaviour more positively, by helping you identify how you should respond in many situations.**

Simply, the more positive your behaviour, the more rewards and privileges you will receive and a level of self-satisfaction. Your aim should be to work through PSP, the manage without PSP having demonstrated a period of settled and positive behaviour. Don't worry if you do come off PSP, you will still receive all the rewards you would get if you were doing well on PSP.

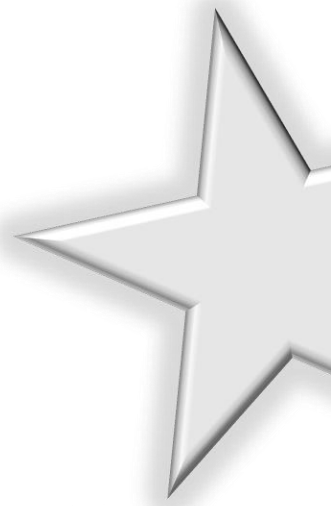
**Your link team will explain PSP fully to you.**

## Band 1

## Band 2

## Band 3

## Star Band



**The better you do on your PSP  
the better band you will achieve!**

You will want to achieve the best band you can  
as the higher your band  
the better rewards will be available to you....

**more pocket money, later bedtimes, TV and games consoles  
in your bedsit etc.**

# Your Responsibilities

## **Yourself**

- ✓ Having respect for yourself as an individual
- ✓ Take care of yourself and ask if you need anything
- ✓ Participate in your IP (Individual Programme) sessions
- ✓ Talk to staff and ask questions if you want answers
- ✓ Aim to keep yourself safe and help to keep other safe

## **Group Living**

- ✓ Treat others with respect, recognising that opinions and views of other young people may differ from your own
- ✓ Be patient with staff and tolerant of your peers
- ✓ Avoid behaviour which may offend others, e.g. swearing, talking about offending, name calling, glorification of crime and bullying

## **Day to Day Routines and Structures**

- ✓ Getting up and going to bed at your stated times
- ✓ Attend Education
- ✓ Attend your unit's group meetings
- ✓ Stick to the other rules and expectations on your unit and in education

## **Respect for the Fabric of the Building**

- ✓ Help staff to keep the unit clean and tidy
- ✓ Treat the unit with respect, recognise the work that goes into keeping standards high, e.g. keep your shoes off furniture, if you spill something, wipe it up etc.
- ✓ No graffiti
- ✓ If you damage something accidentally, that's OK, but let someone know (No deliberate damage is acceptable)

THESE RULES



**Bullying** can be physical abuse like hitting, pushing, biting and shoving. It can also be name calling, making things up about people, taking things away from people, giving dirty looks, damaging belongings, spreading rumours, threats and intimidation;

**we do not allow 'bullying' in Kyloe House.**

If you feel you are being bullied by anyone (another young person or a member of staff), please take to someone about it, to other members of staff, your family, social worker or an Independent Visitor.

**We take bullying very seriously. No-one will be critical of you telling people you are being bullied. You will receive all the help and support your need to get the bullying to stop.**

# #ANTIBULLYING

# Wake Up!!



Bedtimes and lights out are generally determined by age; however, the band you have gained on your **PSP** may also allow you a later bedtime and lights out time.

Age	Bedtime from	Up Until	Lights Out
10	8.45pm	9.15pm	9.15pm/9.45pm
11 - 12	9.00pm	9.30pm	9.30pm/10.00pm
13-14	9.15pm	9.45pm	9.45pm/10.15pm
15-16	9.30pm	10.00pm	10.00pm/10.45pm
17	9.45pm	10.15pm	10.15pm/11.00pm

Remember the above times are based on age; they do not include the extra time you can gain from **PSP**.

On school days you will be woken at **8.00 am**; however, on school holidays and weekends you can have a lie in.



# Morning Routines

All young people are encouraged to carry out a domestic task each morning after breakfast.

These tasks can include washing the dishes, Hoovering, polishing and general tidying up of the unit.

This helps to keep the living areas clean.

You are also expected to keep your own room clean and generally tidy.

(staff are pleased to help you if you need it)

## Domestic tasks include...



# Food & Meals

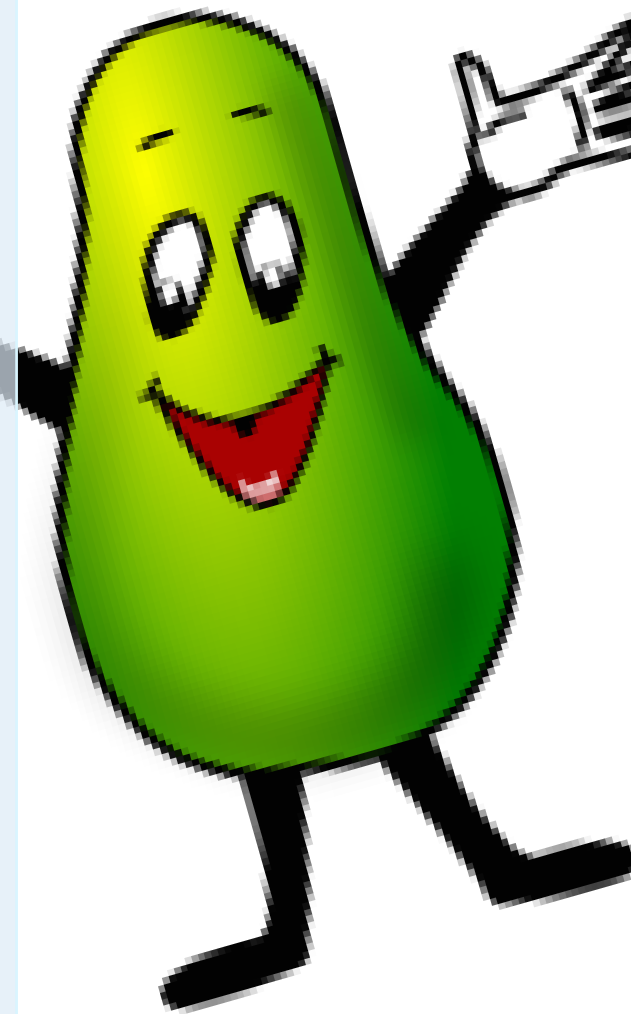
Kyloe House offers all its young people a very wide and varied choice of nutrition and healthy food.

In other words, the food is great!

There is food of the world's night every Saturday. However, if the food is not to your taste or there is a particular food you miss by being away from home, let us know and we will do everything we can to provide it.

If you have a special dietary need because of your health, religion, or background, it's possible we may not know, so do tell us of any special requirements you have and we will try to provide it.

Staff will encourage you to balance your food intake with exercise.



# Meetings & Independent Reviewing Officer



All young people who are looked after in either foster care or children's homes have an **Independent Reviewing Officer (IRO)**. This person will hopefully be your reviewing officer for all of your LAC reviews and will try to meet with you on an individual basis so that you can talk freely about how you are feeling and if you are happy at Kyloe House.

Your first review will be within 4 weeks of your living at Kyloe House. After this you will have another review after 3 months then 6 monthly after that. This meeting is for you and everyone involved in your care plan. The meeting will discuss how you are doing and what we need to do in the future to help you achieve your goals.

Remember it is important you participate in your meeting as your views are important to your continuing care and planning.

We do have other meetings such as **Secure Accommodation Reviews** and **Action Planning Meetings** which are held 4 weekly and everyone involved in your care planning is invited to discuss progress.

## Who comes to your meetings?

Lots of different people could attend these meetings, i.e your family or carers, Social Worker, Linkworkers, Kyloe House Case Manager, Teacher Tutor, Solicitor, Youth Justice Worker and Guardian Ad litem. Some people will not be invited to attend the meeting if it is deemed in your best interests that they don't come.

However, the most important person who should be at the meeting is **You**.

It is very important for you to attend for your views to be heard and taken into account by the care team. If you feel nervous about speaking in a meeting with a lot of adults, why not write a statement or ask your linkworker or someone else to speak on your behalf.

**Remember it's YOUR meeting**

# Types of Meetings

## in Kyloe House

### Young People's Meetings

There are weekly meetings on your unit for young people.

Your attendance is very important, they are your meetings.

The meetings give you the opportunity to voice your views about anything you think is important. Staff also attend the meeting; they are there to listen and help you put your views across if needed.

There are lots of other ways to make sure your views are heard. Northumberland's Children in Care Council, Voices Making Choices, meets regularly. The group is made up of young people aged 15-21 who are all in care or care leavers. There are also groups for young people under 15, Young Voices making Choices and for care leavers, Future Route. Your own local authority will have a Children in Care Council – your social worker will be able to provide you with these details.

### Post Admission Meeting (PAM)

This meeting is held within three days of you moving into Kyloe House. This meeting will discuss what needs to be done in your best interests, how to do it and who should do it. Your social worker, family and any other people you will be working with can come to this. You are encouraged to be part of your plan and say what you think your needs are. It is important to mention anyone you would like to have contact with at this meeting, so that they can be added to your contact list as soon as possible.

### Action Planning Meeting (APM)

These meetings are every four weeks and are chaired by your Kyloe House Case Manager.

The purpose of this meeting is to ensure everyone is doing what they said they would do at the Post Admission Meeting and to see if anything further needs to be done.

### Looked After Children Review (LAC Review)

These meetings are held after four weeks, three months after that, and then every six months.

These reviews will look at your Care Plan, your Progress, anything that still needs to be done and what should happen next.

### Secure Accommodation Review (SAR)

Approximately one month after coming into Kyloe House, you will have a Secure Accommodation Review.

The main reason for this review is to see if you still meet the criteria to remain in secure accommodation. The meeting also looks at the progress you are hopefully making. Other regular SAR meetings will take place during your stay with us.

### Regulation Inspections

We are also inspected by an independent person once a month. This is called a Reg 44 visit. This is to make sure we are looking after you properly and to report any problems to Ofsted or senior managers. During these visits the independent person will talk to young people and staff members. They will also look at paperwork which might include information about you.

It may seem like a lot but  
every single meeting is there to benefit **You!**



# Pocket Money

## Weekly Allowance



Age	Amount
10	£1.80
11	£2.10
12	£2.50
13	£2.80
14	£3.20
15	£3.80
16	£5.80
17	£6.50



Your pocket money is paid **weekly** into your pocket money account.

**Remember** to sign your money transactions in and out.

### Celebration Days

You will receive a little extra money on your birthday as a celebration and gift from Kyloe House.

If there are any other days in the year you celebrate because of your religion or culture, you will receive an allowance from Kyloe House to help you honour it. Ask your linkworker about this.

You may receive more than our allowance from your social worker as your local authority are responsible for looking after your care needs.

### Kyloe Credits

Remember your PSP? The higher the band you are on, the higher the amount of Kyloe Credits you will earn.

Any Kyloe Credits you earn will be paid into your Kyloe Credits account. Kyloe Credits can be spent on an

### Spending Monday

Should you wish to spend your pocket money, your link workers can purchase the item(s) for you, or in some circumstances, we can arrange for a family or other member to shop for you.

# Facilities



**+ Many more**

There are some areas of the building you will not be allowed into  
- the control room, the main kitchen, the loft space,  
administration block and other young people's bedrooms  
(unless undertaking work experience).

There are areas where you will always be with a member of staff,  
these include, the unit laundry, the unit kitchen, the gym,  
the yard and the education area.

# Restitution and complaints

## Restitution

There may be times when a young person damages other people's property, whilst staying at Kyloe House. If it is believed to be deliberate then you will be asked to pay an amount agreed between yourself and staff, which you will pay towards the repair or replacement of the damaged item. This is to encourage young people to respect others.

This money can be paid from your pocket money or Kyloe credits.

## Complaints

You have a right to complain if you feel you are not being looked after properly.

If possible, talk to your linkworkers or your Kyloe House Case Co-ordinator first, or raise your concern at your young person's unit meetings; it's likely they will be able to deal with your complaint.

However, if you feel you can't talk to them, speak to your Social Worker or contact Client Relations. An advocacy service visits Kyloe regularly to see all the young people and will be happy to speak to you, in private, if you have any issues or if you're not sure about something.

If you need to make a more formal complaint there are lots of ways to do this:

Use the "**Can I have a word please**" form; this is a Kyloe form that the managers or senior staff can respond to.

Use the "**Here's how to sort it!**" form; this enables you to talk to the Children's Complaints Officer in Northumberland.

## Statement from Northumberland County Council

"Should a young person be dissatisfied with an aspect of his/her care, they may wish to contact the Client Relations team to discuss the matter. Client Relations will work with the young person to resolve the matter through discussion with the relevant people.

Where it is not possible to resolve the matter in this way, or if the young person prefers, he/she can make a formal complaint to Client Relations and an independent investigation is likely to follow. Client Relations will also let the young person know of their right to an Advocate should they wish to have one.

All young people are provided with information about how they can use the complaints procedure at an early point after admission."

# RESTRICTED



The following items are classed as 'Restricted Items' and are **not** allowed on the units.

If you bring any of these into Kylie House, they **MUST** be handed to staff for safekeeping.

Matches	Lighters	Cigarettes
Drugs	Alcohol	Polythene/Clingfilm
Keys	Belts	Ties
Coat Hangers	Glass	Pottery
Weapons	Money	Food / Chewing Gum
Sexually Explicit Material	Electrical Equipment if not PAT tested	Jewellery
Aerosols	Razors	Scissors
Tools	Mobile Phones	Cameras
Sound recording devices	Cords in clothes	

The above list may change. Any item causing concern will be locked away for safekeeping in your restricted locker (basically, your restricted locker is for keeping items that are deemed unsafe to have on the unit) and will be returned to you when you leave Kylie House.



Kylie House is a **non-smoking** building; this applies to young people, staff and visitors.



# Consequences

## Sanctions

If a young person misbehaves, they may receive a sanction. A sanction is a consequence for behaviours we need to discourage within the Home.

Sanctions always reflect the actual behaviour, for example if you had an issue in the gym area your access to the gym may be restricted for a short time period. There is a list of permitted sanctions at the back of this booklet. You have an opportunity to sign this.

## Risk Assessment

'Risk assessment' is two words you will hear a lot in Kyløe House.

Basically what it means is if anyone's safety could be at risk by using a piece of equipment, doing an activity, being with another young person or the group or being in a certain room, then staff would not allow the activity to happen or may have restrictions/extra supports because someone could get hurt or the service could be at risk.

Risk assessments work like traffic lights. If one of your Risk assessments is Red it means STOP – the activity can't go ahead. If Amber then the activity may have some restrictions and staff will manage this. If it's in Green then you can go ahead without any problems.

## Physical Intervention

There may be times when young people become upset and act out in an aggressive way. They may try to hurt themselves, others or damage the environment. If this happens staff will try hard to talk to the young person, however if they are unable to stop acting in this way and their action may harm others or is a risk, staff will take physical hold of the young person. All staff are trained in managing this type of behaviour and will physically support young people safely. The aim is to help the young person regain control of their emotions and calm down to discuss their feeling and reasons for their actions. Please do not worry about this as staff will avoid physical intervention if at all possible. If you want to talk about this issue more speak to your link workers who will be please to discuss this with you.

# Permitted Sanctions

that staff can use

## **1. Curtailment of Leisure Activities**

For example, restricted use of:

Electric equipment

Gym or sports equipment

Kitchen

PSP band privileges risk assessment for a time limited period.

## **2. Additional House Tasks**

Extra Chore(s) to do if regular daily chores not completed.

## **3. Increased Supervision**

1-1 or 2-1 staffing if young person is unable to respond or has been disruptive may also be in response to risk assessment.

## **4. Early Bedtimes**

Time taken off young person's bedtime privileges.

## **5. Reparation & Restitution**

Completion of a written piece of work on why a young person should not act in an unacceptable manner or agree payment from their pocket money any damage caused through their behaviour.

## **6. Time with Staff discussing Incident or Behaviour**

This is an example of sanctions. However, staff may discuss with you any appropriate sanction that is linked to the incident or outburst.

# More Safety Information



## Fire Procedure

There are various points in the building where you may see a flashing red light on the Unit or in Education this means there could be a fire. **DO NOT PANIC, STAY CALM**, do exactly what staff tell you and they will guide you to a safe area.

## CCTV

CCTV is in operation in the grounds and all communal internal areas of Kyloe House. There is no CCTV in your bedroom. Images are monitored for the purposes of security ensuring the safety of young people, staff and the general public.



## Searches

Searches in Kyloe House are intended to help protect people. Your room may be searched every day, as well as other parts of the building. There may be times we need to search you over your clothing with a metal detector: for example, if you have been out of the building unsupervised or after and unsupervised visit.

We understand that searches could be seen as an invasion of privacy and may make you feel uncomfortable, but they do play an important part in keeping staff and young people safe. Your permission and co-operation will be asked for before any personal searches are completed. Searches are completed by the same gender as yourself or if possible someone you request.

Searches are only undertaken if there is a known risk or there is a high likelihood of risk. Searches are not routinely carried out.

**Staff do not physically touch you during searches.**

# Mobilities

## Mobility

This may not concern you at the moment but in time you will get the opportunity to go on planned mobility programme.

Mobility is a sign that you may be near to being discharged from Kylvie House.

It will give you the chance to return to the community and demonstrate you are ready to move on.

Mobility is a chance to go outside the home to agreed activities and hopefully have a good time; it is linked to your exit placement and may also be part of educational interest.

However, mobility will only take place when it is felt to be appropriate, i.e. when your behaviour is not seen as a risk to yourself or others, and when agreed at an Action Planning Meeting with your social worker.

## Mobilities may include...



**Cinema**



**Beach**



**Shopping**



**Placement Visit**

# Statement of Purpose

## And Contingency Plan

### Statement of Purpose

A statement of purpose is a document that all children's homes need to produce. It explains what the home aims to achieve with young people while they live in the home.

Kyloe House's statement of purpose explains how we look after young people through a safe and caring environment.

If you wish to read the statement of purpose then ask any member of staff who will provide you with a copy.

### Contingency Planning

There could be a time when the Home and all who live in the Home may need to be evacuated to the open (outside the walls of the building) because of fire, flood or a gas leak. If this does happen, although it would be a very rare occasion, there is a safe area that the staff will take you to. The fire service and police are aware of the need for their help and will support staff in making you comfortable and safe.





# Useful Contact Details

## Useful Telephone Numbers

Childline: **0800 1111**

Children's Legal Centre: **0300 3305480**

Children's Services Client Relations: **0800 373615**

Ofsted: **0300 1231231**

Children's Commissioner: **0800 5280731**

If young people need to make a complaint they can contact **Client Relations** at County Hall:

- **01670 623977**
- **FREEPHONE 0800 373615** (there is a direct line from the telephone in your unit)

If young people would prefer to speak to an independent advocate **Action for Children** can be contacted by:

- Phone: **0191 2724990**
- Email: **[necrs@actionforchildren.org.uk](mailto:necrs@actionforchildren.org.uk)**

# Suggestions

## Suggestion Sheet

If you have any ideas you think would develop Kyloe House we would be happy to hear from you. Write your ideas on the next page, tear it out and give it to a member of staff. If you need some help to put your ideas down on the sheet ask staff to help you.

Another way to make a suggestion is on your evaluation form when it is time for you to leave Kyloe. We ask all young people to spend time with their school tutor to reflect on their stay at Kyloe House.

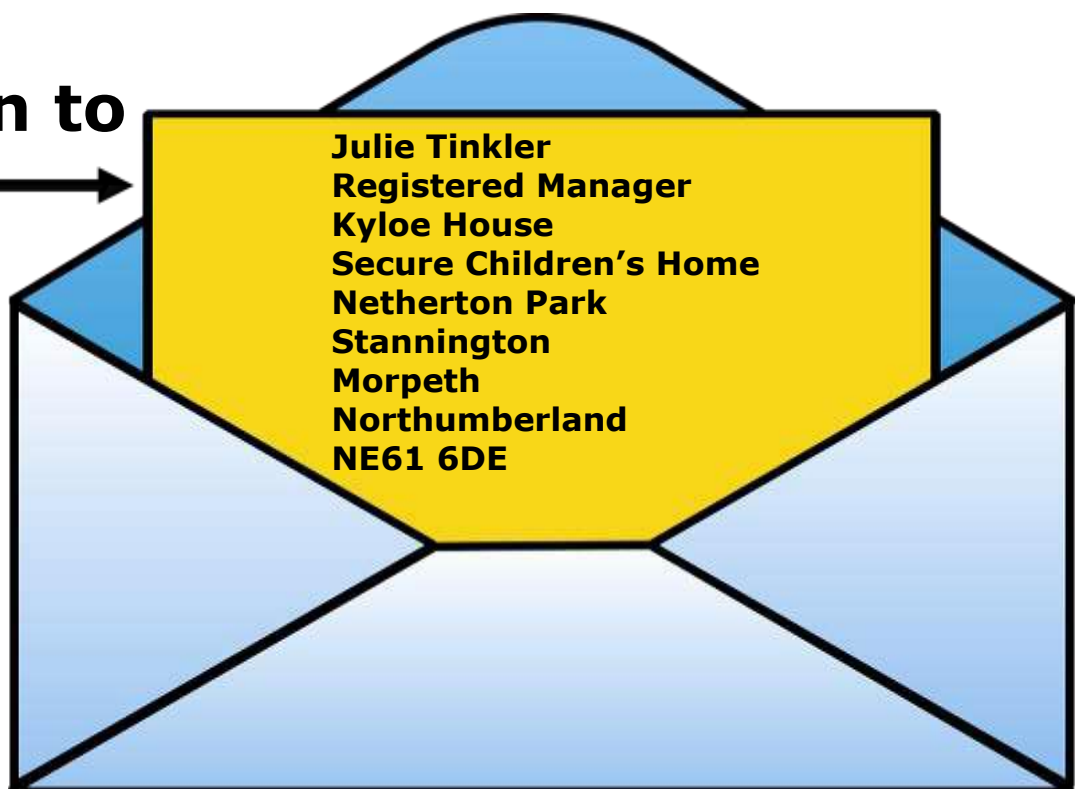
We value all your comments, positive or negative; we value your comments and aim to use all suggestions to improve the service.

We would also like to contact you after three months to find out how you are getting on and to see if your stay at Kyloe House has helped you achieve your potential.

**Send your  
suggestion to**



**Julie Tinkler  
Registered Manager  
Kyloe House  
Secure Children's Home  
Netherton Park  
Stannington  
Morpeth  
Northumberland  
NE61 6DE**



# Your Suggestions

A blank sheet of lined paper with a vertical red margin line on the left and a horizontal green header line at the top. The paper is white with light blue horizontal ruling. The top of the page is partially covered by a blue header bar with the text "Your Suggestions". The bottom right corner of the paper is slightly curled up, revealing a white layer underneath.