



YOUNG PERSON'S GUIDE

Greenford

Welcome to YMCA St Paul's Group

We warmly welcome you to Greenford.

This handbook contains lots of useful information so please take time to read it.

We also have a web site: www.ymcastpaulsgroup.org where you can find lots of other information about YMCA SPG services.

Greenford is a homely supported accommodation setting with 13 spacious one-bedroom self-contained flats, where the accommodation is for the sole use of a young person or for the young person and other individuals living with them (such as their child) as agreed by the accommodating authority or by us.

The house is a three-storey hostel located on Otter Road in Greenford. It is conveniently located within a short distance to all local amenities including Ealing hospital, shops, schools, and a very good public transport network to all of West London.

The hostel is for the exclusive use of young care leavers referred by the London Borough of Ealing 'Access to Resources' Team. All the residents are between the ages of 16-24 years old.

The hostel comprises of 13 spacious one-bedroom flats, so you will have your own private space.

You will be pleased to hear that there is Wifi throughout the hostel and there is access to computers with internet access should you need it.



Here for young people
Here for communities
Here for you

Support is available 24hrs a day/ 7 days a week.

Your new address is:

YMCA Greenford
5 Otter Road
Greenford
UB6 9DX

If you need to speak to a member of staff at any time, come and see us in the office or ring:

020 8832 1540

or

07545 662157

TIP: save these numbers into your phone now so you can ring us when you are out an about and you have an emergency.

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1. LIVING @ GREENFORD

1.1 Facilities

All the accommodation at Greenford YMCA are one-bedroom self-contained flats with their own bathrooms. The flats are fully furnished to a high standard with a bed, under bed storage, wardrobe, desk, dining table and chairs as well as a sofa. The flats also have their own kitchens, fully equipped with cooking appliances, utensils, Fridge-Freezer, where residents are expected to prepare and cook their own meals.

In addition to your flat, you have access to shared facilities which include a laundry room that comprises a washing machine and a dryer which are token operated. Residents can purchase the tokens from the office. If you need any help with the machines, please do let a member of staff know.

A vacuum cleaner is available for your use during office hours for which a small deposit is required. Please ask a member of staff. The Hoover is for the use of everyone and should be brought back to the reception after each use.

There is also an IT/training room with computers and a printer and other communal lounges with a TV.

CCTV cameras are also situated in all communal areas and outside the building and they are always in operation for **everyone's** safety. There are no cameras inside the flats.

All residents will be given a key fob to their flats upon the payment of a key deposit. The key remains the property of the

YMCA at all times. If the key is lost, you will be required to pay for a replacement.

There is a telephone in the downstairs meeting room which can be used by residents to call Social Services, GPs, DWP, the council and any other professionals you may need to contact. It is not, in general, there for making personal calls or for use after 18.00 hours. But if you do need to make an urgent personal call and are out of credit, please do speak to a member of staff.

We have very little storage and therefore permission should be sought from management for any additional personal furniture.

You must remove all personal possessions and rubbish and leave the accommodation and our fixtures, fittings, and furnishings in good lettable condition and repair when moving out.

Our office, which also serves as the reception area to all the residents and visitors to the hostel, is right by the entrance.

All residents sign in a register once a day for health and safety purposes. Visitors, contractors, and other professionals are also required to sign in at reception. The office/ reception is staffed 24/7.

1.2 Maintenance & Housekeeping

The safety and upkeep of the building is a collective responsibility. You should therefore report any repairs, strange items or occurrences noticed on the premises to reception.

Wherever possible residents will be consulted about decoration and furnishing of communal areas.

We are responsible for any repairs to your flats, so it is important that you report anything that is not working or needs fixing to a member of staff as soon as possible. This includes broken furniture if we provided the furniture to you.

We want to provide and maintain a welcoming, clean, and tidy environment for you to reside in.

We do employ cleaning and maintenance staff, however, we want to encourage healthy participation in promoting good overall housekeeping.

We believe that good housekeeping is an essential skill, and part of the life skills programme that we provide is to support you to learn and develop skills of good personal and collective hygiene. This involves keeping yourself and your environment clean and tidy.

The cleaning staff clean all communal facilities Monday to Friday. Residents must always keep their flats clean and tidy so that you have a healthy environment in which to stay.

If you are struggling to keep on top of your cleaning and housekeeping, or need some tips on how to best keep your flat in a good condition, please speak to a member of staff.

1.3 Staff accessing your room

We carry out monthly health & safety and regular welfare checks. These are conducted by a member of our staff team, and you will be notified in advance of when staff will require access to your flat.

Staff will not enter your flat without your consent unless there is cause for concern regarding your safety or we suspect illegal activity. In such cases, staff may decide that it is in your best interests to enter your room and will knock and state clearly that they are about to enter.

If staff are conducting health and safety checks, they will always knock on your bedroom door and wait for your authorisation to enter.

1.4 Fire alarm

The hostel is fitted with fire blankets (in the kitchens) and smoke detectors (in flats and throughout the building). You should read the FIRE EVACUATION PROCEDURE, which is displayed in your flat carefully, and familiarise yourself with the location of the fire exits.

In the event of the fire alarm sounding, you must leave the building immediately and assemble at the assembly point across the road from the YMCA. Be careful not to obstruct the fire brigade or other emergency services!

Please note that whilst not only seriously dangerous, it is also a breach of your Licence Agreement not to evacuate, which means we will have to take appropriate action if you do not comply.

It is also very dangerous (and in breach of your licence agreement) to tamper with the smoke detectors. Don't cover them, or remove them – it not only puts you at risk, but the whole building!

Please note, the fire alarm is tested every Tuesday at 10.00am and will only sound briefly. You do not need to evacuate the building whilst this test is carried out. However, if the alarm sounds for a prolonged period or at any other time then please treat this as a real fire and evacuate the building immediately.

Fire Drills are held every six months and unannounced. All residents must leave the accommodation immediately when they hear the alarm and wait at the assembly point for further instructions.

1.5 License fee/rent

In order for someone to stay in our accommodation, we charge a weekly licence fee (we also call it rent). If you are under 18, social services are likely to be paying for your rent. When you turn 18, social services might no longer pay for your rent and you will need to apply for housing benefit (if you are entitled) or start paying the charge through your earnings (if in work). Your support worker will support you with making a housing benefit claim if you are eligible.

Regardless of whether you are entitled to housing benefit or not or whether social services continue to pay your licence fee or not, when you turn 18, you will need to start paying a personal contribution towards the licence fee. How much this is will depend on your benefit entitlements.

At that point payment of any fees you need to pay us directly is required weekly and in advance. Our charge period runs from Monday to Sunday.

This may all sound a bit complicated and overwhelming right now. Don't worry, your Support Worker will talk you through this bit in detail and explain when things are likely to change for you.

They can also help you with budgeting once you start becoming responsible for some of these things yourself.

1.6 Visitors & Overnight Guests

We encourage involvement with family and friends and you are very welcome to have visitors to your flat, including overnight guests. Because you are in a hostel with other vulnerable young people, we ask that you follow the following process to ensure we keep the building a safe environment for all:

You need to report to the reception with your visitor(s) where you must ensure that they are signed in. All guests need to provide photographic ID each time they come to the building. Visiting time is from 08.00 to 22.00.

Guests cannot be signed in before 08:00am unless they were already booked in as an overnight guest. You are responsible for the conduct of your visitor(s) – please make them aware of our expectations around behaviour within the building, as they must abide by the house rules at all times just like yourself.

Your visitor(s) are not permitted to be left alone in the building and therefore you should always escort them. A maximum of 2 visitors and 1 other resident are permitted in your room at any one time. Visitors must leave the building by 22:00 / 10pm unless they have been booked as an overnight stay.

All overnight guests need to be booked with the day- time staff before 20:00 / 8pm. There is an overnight guest charge which

needs to be paid at the time the booking is made. You are allowed to have one over-night guest three-times a week.

If you are on a parenting assessment, at the discretion of the relevant professionals involved in the assessment, fathers are considered an exception to this rule and may be permitted to stay up to 3 nights a week for free, to bond with their baby and support you. **Where the baby's father is not around another person** may be nominated as the designated overnight guest.

Please Note: Residents under the age of 18 are only allowed 3 nominated overnight guests. These guests will be approved by YMCA staff in partnership with Social Services (Overnight Guests House Rules apply to this arrangement).

Residents will be issued a warning for having any unauthorised overnight guests.

Any guests or visitors who are causing a nuisance or risk to any other persons in the hostel may be banned from staying overnight or banned as a visitor.

1.7 Car Parking/ Bicycles/ E-Scooters

There is limited car parking available for residents. Cars must be registered with a member of staff and must have valid insurance and road tax.

Bicycles should be parked in the bicycle lockers located at the front and back of the hostel at your own risk. Bicycle locker keys can be obtained from reception. Bicycles (including e-bikes) and Electric scooters are not permitted inside the hostel building.

2. LOCAL SERVICES

2.1 Local transport

Buses

The following are the nearest bus stops to the YMCA:

- ▶ Cardinal Wiseman High School (Stop E): Bus Routes 92, 282 and E5
- ▶ Greenford Broadway (Stop N): Bus Routes E6, E7, E9, E10, 95, 105, 282, N7
- ▶ Greenford Broadway (Stop J): Bus Routes 95, 105, 282, E6, E7, E9, E10,

Trains

The nearest train station is Greenford served by the Central Line.

It is roughly a 16-minute bus ride or 29-minute walk from the YMCA.

If you would like further information on any of the services listed or on other services in the area, please see a Housing Officer.

2.2 Leisure Centres

Dormers Wells Leisure Centre, Dormer's Wells Lane, Southall, UB1 3JB, 020 8571 7207

Northolt Leisure Centre, Eastcote Lane N, Northolt, UB5 4AB
020 8423 7436

2.3 Libraries

Greenford Library, 23 Oldfield Lane S, Greenford, UB6 9LG
020 8825 6506

2.4 Places of Worship

Greenford Methodist Church, Ruislip Road, Greenford, UB6 9QN

The Roman Catholic Church of Our Lady of Visitation, 358
Greenford Road, UB6 9AN

Holy Cross Greenford Magna, Ferrymead Gardens, Greenford,
UB6 9NJ

West London Islamic Centre, Allied Hanif House, 412 Greenford
Road, Greenford, UB6 9AH

Shree Jalaram Mandir & Community Centre- Hindu Temple, 39-
45 Oldfield Lane S, Greenford, UB6 9LB

Babab Wadbhag Singh Trust, Greenford Gurdwara, 6-12
Greenford Road, Greenford, UB6 9AT

Ealing Synagogue, 15 Grange Road, London, W5 5QN

Wembley Buddhist Centre, 3 Metallium House, 89 Manor Farm
Road, Wembley, HA0 1BA

2.5 Housing & Social Services

Ealing Council
Percival House, 14-16 Uxbridge Road
Ealing, W5 2HL
Main Switchboard

020 8825 5000

Homelessness

020 8825 6444

Housing Options (applying for Housing)
www.locata.org.uk/Ealing

020 8825 8800/7274

Housing Solutions (Housing advice)

020 8825 8888

Greenford Social Services, Oldfield Lane South, Greenford, UB6 9LB

Ealing Social Services

020 8825 8000

Contact and Assessment Team (CAT)

020 8832 7337

Mental Health Single Point of Access

0800 328 4444

RISE- Drug & Alcohol Service

020 8567 4772

Housing Benefits

020 8825 7000

My Account www.ealing.gov.uk/myaccount

Council tax enquiries

020 8825 7050

My Account www.ealing.gov.uk/myaccount

2.6 Health Services

Community Mental Health Resource Centre, Cherington House

Cherington Road, Hanwell W7 3HL 020 8566 2777

Community Mental Health Resource Centre, Walpole House
13 Mattock Lane, Ealing W5 5BG 020 8840 6900

Community Mental Health Resource Centre
1a Manor Gate, Northolt UB5 5TG 020 8841 5271

GPs:

The Mansell Road Practice - 0.3 miles away
71-73 Mansell Road, Greenford, Middlesex, UB6 9EN

Phone: 020 8575 0083

The Oldfield Family Practice - 0.3 miles away
285 Greenford road, Greenford, Middlesex, UB6 8RA

Phone: 0208 578 1914

Elmbank Surgery - 0.5 miles away
438 Greenford Avenue, Hanwell, London, W7 3DD

Phone: 020 8578 1430

Eastmead Avenue Surgery - 0.5 miles away
20 Eastmead Avenue, Greenford, Middlesex, UB6 9RB

Phone: 020 8578 1244

Dentists:

Kings Dental Practice
020 8578 1471

Acre Medical Services
020 8578 1325

Apollonia Dental Care
020 8575 8030

2.7 Other Useful Contacts

Citizens Advice Bureau 020 8758 0688
Citizens Advice Bureau Recorded Service 0870 126 4100

Metropolitan Police, Ealing Police Station 020 8810 1212

If you would like further information on any of the services listed or on other services in the area please see a member of staff.

3. SUPPORT

3.1 Supporting You

Our team at Greenford wants to achieve amazing things with this project and with you.

We are determined to provide and promote a positive impact in your lives. We believe in the young people we house and support, and we want to give you the best chance to succeed and be happy in your life, and we hope the support we offer gives you the greatest chance to achieve this.

Our service aims to provide accessible accommodation, training, personal development, job searching facilities and other essential services, together with community involvement and resettlement opportunities.

Where appropriate, other professional agencies will be asked to provide any specialist support that may be needed.

3.2 Support Plans

As part of your stay we will provide you with a Support Worker who will help you to put together your own personal support plan. This plan will help you to identify goals and build on your strengths and as it is yours you can change it whenever you want.

To ensure we capture your needs appropriately and can track your journey of support we use the Outcome Star framework.

The Outcomes Star allows us to develop a personalised plan for you, helping you identify your own strengths and weaknesses as well as develop your own action plan to overcome any challenges you may face.

The ten areas of focus (strands) of the Outcome Star are:

1. Motivation and taking responsibility
2. Self-care and living skills
3. Managing money and personal administration
4. Social networks and relationships
5. Drug and alcohol misuse
6. Physical health
7. Emotional and mental health
8. Meaningful use of time
9. Managing tenancy & accommodation
10. Offending

Your support plan will be reviewed together with your Support Worker on a regular and planned basis to see how you are getting on, however, you can arrange to meet with your Support Worker at any time. The support plan is yours so any changes you wish to make can be shared with your Support Worker.

3.3 Move on

An important aspect of your support plan is to help you work towards becoming more independent. The YMCA accommodation is temporary, offering the support you need to be able to successfully move on.

Most young people stay with us for up to two years (and sometimes a little longer). The London Borough of Ealing **Children's** Services supports you in getting move-on

accommodation. Although the YMCA does not provide move-on accommodation to residents, assistance with resettlement is provided as part of the support programme. If you have a social worker, the YMCA will work with you and your social worker to find suitable move on accommodation once you are ready for it.

Please speak to your support worker if you need more information.

3.4 What you are entitled to (benefits etc)

Housing Benefit

Depending on your circumstances, you may be able to claim Housing Benefit. Your support worker can advise you on whether you are entitled to Housing Benefit and will support you with making a claim.

Other Benefits & Entitlements

You may well be entitled to other state benefits such as Universal Credit. Your Support Worker will be able to assist you in making the relevant claims. If you have a social worker, they will also be able to advise you on any entitlements you may have.

Change of Circumstance

If there is any change in your circumstances during your stay, for example you have started full time education, started work, if working your hours worked, earnings, benefits, going on holiday etc. you must inform the local Housing Benefit Office and your Support Worker immediately.

This is because it could affect your benefit entitlements. If in doubt, always ask!

We will help you to look after your benefit claims and help you to provide all the information the benefits office need, but you are responsible for your claim, not us.

Contact information on Benefit Agencies can be found in section 2 of this handbook.

3.6 Progression Team

During your stay with YMCA St Paul's Group, you will be supported by and have access to our dedicated Progression Team Coaches.

The Progression Team works to support you with all the things you may need in your development with living skills, training / education, and employment support, as well as progression towards independent living and move on. The Progression Team has a syllabus designed to support you to achieve your hopes and goals towards your future.

Your Support Worker will be able to give you a copy of the latest timetable or the contact details of your Progression Coach.

4. RESIDENT INVOLVEMENT

We actively encourage residents to get involved in all aspects of YMCA life.

4.1 Resident Consultation

We value your opinion and therefore an important aspect of our work is resident consultation.

- ▶ We want to hear your views on particular issues.
- ▶ We want to involve you in the decision-making processes.
- ▶ We want your ideas and suggestions for improving our services.

How do we do this?

4.2 Resident Meetings

These are held every month and are a good opportunity for residents to make friends, find out more about what is going on in the YMCA and make decisions about your home and the services you receive.

4.3 Resident Questionnaires

These are given to all residents on a regular basis, so that we can assess how we are performing and make improvements.

4.4 Suggestion Boxes

There is a suggestion box located in the reception area. This is for you to write down any comments as and when you wish and can do so anonymously.

4.5 Social Activities

There are lots of opportunities to get involved in social activities such as:

- ✓ going to the movies
- ✓ bowling
- ✓ and lots more!

These activities are for you and we are open to your suggestions. We would encourage you to participate in as many activities as you want to.

Please get in touch with a member of staff to find out more or if you have an idea of what we could do for an activity.

4.6 Being a part of the wider community

We not only provide you with opportunities within the YMCA but also encourage you to be involved in the wider community.

This could be by attending a Social Club, leisure centres, training courses etc. Your Support Worker will discuss all the options with you as part of your support plan.

For information on services in the local area see section 2 of this guide.

4.7 Your Rights & Responsibilities

Our commitment to you

As someone who uses our services, you have certain rights and responsibilities. **YMCA St Paul's Group wants to ensure that the young people's voice is at the heart of everything we do, from excellent service delivery, to shaping our future.**

Understanding you and everyone we work with is essential to help us as a YMCA best meet your needs and aspirations and to deliver services that matter in the right way.

We believe in empowering our young people, so you are able to have a better say in decisions that affect your lives and supporting your personal growth in wider life.

We have worked with our residents (including young people) to create a Customer Involvement, Engagement and Empowerment Charter, which sets out our commitment to our young people and wider resident and customer base.

The charter is our promise to continue to develop our culture that values, listens, and acts on the views and needs of the young people we house.

By understanding you, we will be able to take better decisions that improve the quality of outcomes for all.

You can find the charter on our website or ask a member of staff who can give you a copy.

Working together

You and us will work together to ensure that everyone living at Greenford can:

- ✓ use the services provided within a safe environment
- ✓ live free from abuse, harassment and bullying
- ✓ be treated equally
- ✓ have their privacy & confidentiality respected
- ✓ be consulted and able to express their views

To use services provided within a safe environment

What you can expect from us:

We will ensure your accommodation meets all necessary standards and legal requirements so that you experience a comfortable and secure living environment during your stay with us.

We do this by ensuring that we provide you with accommodation:

- ▶ that is designed and furnished so as to meet the needs of each of you individually and all of you collectively;
- ▶ that is suitable for the purposes of supported accommodation and is accessible, safe, secure, and well-maintained;
- ▶ that offers a comfortable, positive, and nurturing environment, while respecting your needs for privacy;

- ▶ that is adequately maintained so as to provide a welcoming and homely environment within both individual and shared living spaces;
- ▶ that is designed, furnished, and maintained to remove avoidable hazards which could pose a health and safety risk
- ▶ that complies with all relevant health and safety and fire safety legislation, that being any statutory provision dealing with health and safety or fire safety matters;

What we expect from you:

You will therefore appreciate that if you irresponsibly cause yourself or others to be placed in danger, it will be treated seriously, and action will be taken. In case of an accident or emergency please inform a member of staff immediately.

To live free from abuse, harassment and bullying

What you can expect from us:

Our Safeguarding Policy & Procedures cover a wide range of abuse, including bullying & racism, none of which will be tolerated by the YMCA. We will ensure that all young people are protected from harm, kept safe, have their individual needs met and provide support 24/7. Staff are regularly trained to ensure that they can continue to offer these services to a high standard.

What we expect from you:

If you have been abused, harassed, or bullied, or suspect abuse is taking place please contact an appropriate member of staff or contact one of the support groups detailed in section 2 of this guide.

We expect all residents, visitors, and staff to treat each other respectfully and politely. Any such behaviour that is deemed as abusive will be dealt with appropriately.

Further information is contained within the **‘What is Abuse?’** leaflet given to you when you move in.

To be treated equally

What you can expect from us:

Our Equality and Diversity Policy seeks to ensure that all residents are treated fairly and without discrimination and that services are accessible to all.

What we expect from you:

If you believe you (or someone else in the house) have been discriminated against, please let a member of staff know.

If you feel that a decision we have made was not fair, you have the right to appeal by following our Complaints Procedure (complaints procedure information is set out later in this guide).

To have your privacy and confidentiality respected

What you can expect from us:

We hold information about you so that staff can provide you with the best possible support. Information normally remains within the Housing Team, but our policy obliges us to comply with any requests from your placement authority social worker or placement officer, and or the emergency services.

What we expect from you:

You have the right to access information on your file at all times unless it is supplied by a third party. You also have the right to receive all mail unopened which is addressed to you.

To be consulted and express your views

What you can expect from us:

Our Customer Involvement, Engagement & Empowerment Charter clearly states that we seek to inform you about things which affect you and obtain your views wherever possible. For more information on how we consult residents see the Resident Involvement section in this guide.

What we expect from you:

Get involved. Tell us what you think! If you have an idea, let us know. If you are not happy with something, speak up.

4.8 General expectations to ensure a good living environment

All residents have the right to peaceful enjoyment whilst living at the YMCA.

A set of expectations are therefore implemented to ensure that everyone can live comfortably and be respected by one another. These expectations are set out in Schedule 1 of your License Agreement.

When it comes to behaviour, we do understand that everyone has a bad day from time to time, however, we will not tolerate violent, abusive, or threatening behaviour towards staff or other residents. Any such behaviour will be dealt with appropriately, which could involve contacting the police, and or the referring authority / social worker.

Behaviour deemed as inappropriate could lead to investigation and decisions regarding your placement and residency with YMCA St **Paul's** Group. This could potentially lead to termination of your stay with us, and referral back to your placement authority / social worker.

The sort of things that definitely are not acceptable (even if you are having a bad day):

- ✘ violence and threat
- ✘ sexual or predatory behaviour
- ✘ bullying or harassment
- ✘ discriminatory behaviour (including racist, homophobic or sexist comments)
- ✘ gang involvement

- ✘ county lines involvement
- ✘ drug dealing
- ✘ misuse of illicit substances and or alcohol
- ✘ acts of terrorism
- ✘ criminality including anti-social behaviour / criminal damage / theft / carrying or use of weapons (such as knives or firearms)
- ✘ inviting external persons into the service without permission
- ✘ breaking curfew and or going missing without communicating whereabouts
- ✘ non-engagement with the support offered by the service.

If you are struggling with any of the above (both as the perpetrator or the victim), please speak to a member of staff or your social worker. We are here to support you and help you find ways to overcome these challenges.

And if you are regularly feeling like you are having a bad day, definitely come and have a chat.

Obviously we expect the same (and a bit more) around behaviour of our staff (and other professionals). Please speak to your support worker or site manager, and or social worker or other professional if you have concerns about your stay with **YMCA St Paul's Group**. This could be if you are concerned about the behaviour of a staff member or other professional, another resident or someone from the local community, place of study or work. Any concerns will be treated seriously and with the upmost confidentiality within the limits of yours and other's safety first.

4.9 Advocacy

Advocacy allows you to have your views, wishes and feelings heard when important decisions are being made that will affect your life.

You have a right to be listened to and have your views taken seriously. Sometimes, it can be difficult to express how you feel, and you may think that your voice **isn't** getting heard. This is when you might need the support of an advocate.

If at any time you feel that you will benefit from an advocate, you can speak to your support worker, housing manager or social worker, who will support the arrangement of obtaining advocacy from an independent advocacy service.

Alternatively, you may seek and arrange an advocate, yourself, at any time.

5. OTHER YMCA SERVICES

5.1 YMCA Gym, Children's Activities and Pool

You are able to use any YMCA St Paul's Group gym and the outdoor pool we operate, Hampton Pool in Hampton, free of charge. See our website for details on where we have gyms or speak to your support worker.

If you have a child, you may also be able to access some of our children activities, including our softplay pod in Kingston. See our website for details of what is on offer, and then speak to your support worker if you wanted support with any costs to access those services.

You may also be able to access some of our youth activities for free – check out our website to see what is on offer.

5.2 Volunteering Opportunities

YMCA offers a wide range of volunteering opportunities in the following areas:

- ▶ Children's Work
- ▶ Marketing
- ▶ Catering
- ▶ Charity Shop
- ▶ Gardening

Please see a Housing and Support Officer for more information on how you can get involved.

5.3 Spiritual Development

If you would like to receive support, help or guidance with your own spiritual development or journey, or just want to talk, your support worker can arrange for you to meet with one of our **YMCA St Paul's Group chaplains, who will be** able to assist you.

To find a place of worship for your faith, please speak to your support worker who will assist you in locating places of worship within the local area.

6. How to make a complaint

How you can complain or tell us about something **that's not** going well

When you want to make a complaint, comment, or suggestion you can speak to your support worker or the manager who will try and help you with the issue.

If this isn't working, then they can make a formal complaint, in line with our Complaints Policy and Procedure.

In addition to raising a complaint directly with the local team, complaints can also be submitted in a number of other ways:

Email Address: complaints@ymcaspg.org

On our website: www.ymcastpaulsgroup.org/feedback

Throughout the process you will be kept informed and supported as necessary and made aware of any entitlements to additional support such as an advocate.

Complaints are fully responded to within 10 days (and a maximum of 20 days should they be of a more complex nature) and we do offer an appeals process, should you not be happy with the initial outcome.

Raising concerns or a complaint externally

Housing Ombudsman

As a registered provider of supported accommodation, we are also subscribed to the [Housing Ombudsman Service](#), and any young person living with us who has a complaint in relation to our landlord functions can contact the Housing Ombudsman who can offer support to residents making a complaint and considers complaints that have exhausted our complaints procedure.

As a registered landlord, we have to comply with the Housing Ombudsman Complaint Handling Code which can be found [here](#).

The Housing Ombudsman can be contacted in a number of ways:

Tel: 0300 111 3000

Housing Ombudsman Service
PO Box 152
Liverpool
L33 7WQ

OFSTED

As a registered provider with OFSTED for the provision of 16/17 supported accommodation, you can also contact OFSTED if you have any concerns in relation to the service we provide:

Email: enquiries@ofsted.gov.uk

Tel: 0300 123 1231

OTHER AGENCIES

The following may also be contacted at any time to raise concerns or get support:

The Children's Commissioner

0800 528 0731 (Help at Hand) or 0207 783 8330 (for general enquiries)

Help at Hand is the Children's Commissioner's advice and assistance service for children in care, children who have a social worker or are working with social services, children living away from home and care leavers.

Children, young people, or their advocates can **get in touch** with Help at Hand for free by phone, website or email. <https://www.childrenscommissioner.gov.uk/help-at-hand/>

NSPCC Helpline 0800 1111

National Youth Advocacy Service (NYAS) Helpline 0808 808 1001

7. ANYTHING ELSE YOU NEED?

And last but not least, we hope we have provided you with everything you need in your flat, and all the information you may need in this guide.

However, if there is anything else you need, please don't be afraid to ask.

This may be the first time you have to cook for yourself, do your own shopping or your own laundry.

We will never assume that you know how to do any of those things, so don't be afraid to tell us if you need us to show you how things work around the house or need some guidance on where to best go shopping or how to change your bedding.

This is exactly what we are here for 😊.