



YOUNG PERSONS GUIDE

YOUR GUIDE TO INDEPENDENT LIVING – BERRINGTON STREET



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Supported Accommodation For Care Experienced Young People In Herefordshire

Offering a range of support and accommodation for 'looked after' 16 and 17 year olds and care leavers up to the age of 25, who are transitioning to adulthood. With the aim of supporting them to develop their independent living skills in order to successfully manage their own accommodation.



Welcome to Futures Hfd

We are Tasha and Matt and we're responsible for all the staff and support for young people at Futures Hfd. Our job is to support you to become an independent young adult.

Futures Hfd supports care experienced young people aged 16–24. We have three types of accommodation that have different levels of support. Most young people will first move into The Heart of Oak, which is our highest level of support, and a Support Worker is at The Heart of Oak 24/7.

We will work with you to help you develop the skills you need to become more independent, and the plan is that when you're ready, you'll move on to our accommodation at Berrington Street, where there is a Support Worker available during the weekdays.

At the right time for you, you'll move on to an Outreach property and see a Support Worker once a week. The idea is that the amount of support goes down as you need us less, and as you move through Futures Hfd, to your own independent accommodation when you're ready!

A Warm Welcome Awaits You

We know that moving to a new place with new people can feel a bit scary or overwhelming, but please know that our Support Team will be on hand when you arrive with a warm welcome, and a friendly approach to make you feel at home.

We'll provide the furniture and essential items you need, but beyond that your accommodation is your own space to make feel as homely and person to you as you want to. As a way of helping you settle-in we will give you a starter pack containing essentials such as toilet roll, washing up liquid and toiletries etc to help get you up and running.



Moving In Meeting

One of the first things that will happen is a Moving In Meeting with you. Ideally this is on the same day you move in, or as soon as possible afterwards (within two days). This meeting is important and should be attended by you and your social worker or personal advisor. If you have moved from other care or supported accommodation, it might include a staff member from there, too. It is an opportunity to start getting to know you better, and we will talk about the support you need and your Pathway Planning, how we provide support, some of our expectations we have of you, and general do's and don'ts.

Once you have moved in, we will complete an Induction with you. There's a lot of information to take in, so we break this down through key worker sessions with you, over the first four weeks, starting with the most important things you need to know, and what we need to know about you, to make sure we understand your Pathway Plan, your needs, wishes, and what you want to achieve in life, so we can develop a Support Plan together. We'll give you more information about how we will review your Support Plan with you, and what we need from you, for your time with Futures Hfd to be a success.

As you might expect, there are certain rules in place which are there to keep you and other young people safe. There's also lots of information available about the local area and our accommodation, but don't worry, you won't have to remember all of it!

We've broken it down into bitesize pieces so you can more easily find what you need, or you can always speak to a member of staff if you're not sure.

Welcome to Futures Hfd!
Tasha and Matt

Welcome to Berrington Street



6 x 1 Bed Flats

Each flat at Berrington Street is a private one-bedroom home on the first floor, accessed securely by key fob.

You'll have your own space, plus access to shared facilities including a kitchen, shower room, and communal areas. Staff are on site during office hours, Monday to Friday, to provide support.



Shared Space

Shared spaces at Berrington Street include a communal kitchen, shower room, and communal areas, as well as private rooms for meeting with support staff or other professionals.



WI-FI

There's WI-FI for you to use,

Futures HFD Guest
Password: futuresWifil



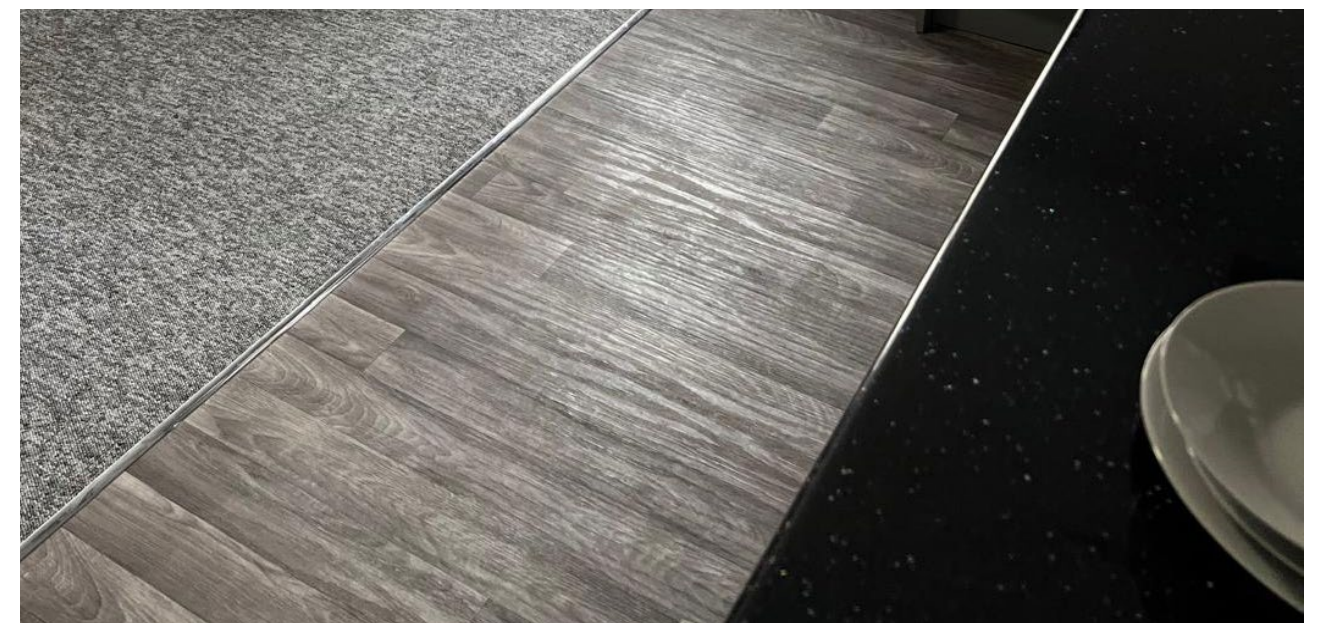
Berrington Street

Berrington Street is in the heart of Hereford city centre and provides supported accommodation for care-experienced young people aged 16 to 24. You'll usually move here when you're able to live more independently and with less support.

Berrington Street has six one-bedroom flats on the first floor, with commercial shops at street level. There's plenty of shared space too and private space to meet with your support worker or other professionals. There's a staff office downstairs and someone is available during normal office hours, Monday – Friday.

There are two entrances for the accommodation at Berrington Street: four flats are accessed through a shared front door on Berrington Street. Two flats are accessed through a door at the back, via the car park. You'll have a key fob to access the building from outside (either the front or the back door), and to access your own flat.

Only you and staff will have access to your flat using the key fob.



Your Space, Your Start

All the flats are decorated and furnished to a high standard. We really hope you enjoy your space and look after it as you would your own accommodation.

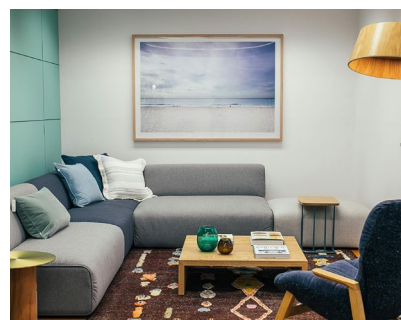
In your flat, we'll provide the furniture and storage you need for your clothes and other personal items. You'll have a double bedroom and your own bathroom. Each flat has spacious living and kitchen areas, including an induction hob, sink and drainer, fridge freezer, washing machine, small table and chairs, couch, coffee table and wall-mounted TV.



CCTV

We have CCTV at Berrington Street, in the car park, at both external entrances, and inside on the stairs, landing, and in one of the meeting rooms. We'll show you where the cameras are when you move in.

The CCTV system records images and audio and is there for your safety and the safety of other young people. If you'd like to know more about the CCTV system, how long data is stored for, and when we might need to use it, you can ask to see our CCTV policy and a support worker can talk you through it.



Support at Berrington Street



At Berrington Street, your support will continue much in the same way as it did at The Heart of Oak. The biggest differences are that your support worker will change, and staff aren't on site 24/7.

Your support will generally be during the day, Monday to Friday. Your support worker will continue working with you to review how ready you are to move on to your own accommodation. This doesn't mean you can't get help if you need it urgently. If you need urgent support outside of office hours you can contact the 24/7 'out of hours' on-call service by phone or text.

[You can find out more in the 'What to do if you need urgent help' information page.](#)

With this move to Berrington Street comes greater responsibility for you. We hope that you will continue to be proactive and take greater responsibility for yourself, becoming more confident in making the right choices and decisions and keeping yourself and other young people safe.

Your level of support will depend on what we agree at your Moving In Meeting and what you and your social worker or personal advisor think you need. Because by now you'll have shown that you have more independence skills, the support will be less than at The Heart of Oak. You'll need to manage your time to make sure you can meet with your support worker and keep up the great progress you're already making. All our staff have DBS clearance, which means we know that they are safe people to support you. All our staff have work experience of supporting young people and some have real life experience of Care, and they all have regular training and supervision to keep their knowledge and skills up to date.

I What Support Looks Like

When you first come to Futures, we will have a **Moving In Meeting** with you and your social worker / personal advisor, so that we can fully understanding your support needs, your Pathway Plan, and your views and wishes for the future.

You will be allocated a **key worker**, which is one of our support workers. They will help you to settle in, work through your Induction with you, and they will be your main point of contact to support you to reach your goals and develop your independence skills. Your key worker will write **weekly summaries** for your social worker / personal advisor. You will be able to read these too, on your Lief account.

Over the first four weeks of your accommodation beginning with us, during your Induction, we will work with you to complete your **Support Plan** and **Risk Assessment** with you. Your Support Plan will describe all the ways you want to be supported, and include how we and your social worker / personal advisor feel you need to be supported, but we will always take your views and wishes into account. We will agree actions for you to do, and for us or other professionals to do, and we will agree when those actions need to be done by. This helps to hold us, and you, to account for making sure we're making good progress.

As well as your **Support Plan**, we will work with you to write a **Risk Assessment**. This is an important, and ongoing piece of work between you and your key worker. It helps us think about the ways you might be at risk, or a risk to other people, and we will help you think about what makes those risks more likely to be a worry, how we can support you to reduce those risks, and what you and we can do if those risks increase. We will review your Risk Assessment with you at least every three months, or sooner, if risks increase or there is an incident or event that we are worried about.

During your time at Futures, we will also complete **Independent Living Skills Assessments** with you, and review this with you through your sessions with your key worker. This helps us to update and change your **Support Plan**, as your independence skills increase, and it helps us to identify the right time for you to move on to less supported accommodation in Futures, and eventually the right time for you to move on to independence outside of Futures.

You will be able to learn new independence skills, and show us the skills you have learned, through your key worker sessions, online training modules, and group workshops with other young people.

Roughly every three months, or sooner if needed, we will have a **Progress Meeting** with you and your social worker / personal advisor, to review and update your Support Plan with you.

If we are worried that things are not going well, usually because you're not keeping to the rules of your accommodation, or we are worried that the level of support we provide at Futures is not enough for you to stay safe, we will ask for you and your social worker / personal advisor to come to a **Resolution Meeting**. Your views at this meeting are really important so we can talk about what else we can do to support you to stick to the rules and to stay safe, what we expect of you, and ultimately to decide whether Futures is the right place for you to be.



I Our approach and what we want from you

Our approach is about us supporting you to reach your potential. We are not 'carers' but we will be proactive in encouraging and motivating you to develop your life skills. We hope that over time you will be proactive and learn to take greater responsibility for yourself, becoming confident in making good choices and decisions about your life, and able to identify risks and make decisions that keep you safe from harm.

To support you successfully we need your commitment to working with us to achieve our common goal – that is, you living on your own and doing so confidently and safely with the skills you need to make it work.

This means you working with us regularly and meaningfully, through your key worker sessions. We want to show you what you are capable of and support you to achieve your goals, whatever they may be. We want to evidence that you can manage a tenancy of your own successfully, and that you can thrive whilst doing so. We can only achieve this if it is what you also want, and if you are prepared to work with us to achieve it.

For that, we need your commitment.



■ Moving On

When we think you're ready, we'll talk with you about moving on to less supported accommodation in Futures.

The usual path to follow is Heart of Oak, Berrington Street, and then an Outreach property, which will be similar to living independently, but still with some support and guidance. Eventually, when you are ready, we'll talk with you about moving on to live independently, without our support.

If you think you're ready to move on, you can talk to your key worker about it too. If we don't think you're ready yet, we will go through your Support Plan and Independent Living Skills Assessment with you, and show you the areas where we think you need to develop more skills and confidence, before you can move on.

Once you have achieved those, we will be able to support your move on plans.



■ Independent Visiting

An Independent Visitor is an adult who volunteers to spend time with children in care, creating special memories and becoming someone you can rely on.

They are someone you can trust who will spend time getting to know you through fun activities that you want to do, like day trips or hobbies.

Your independent visitor will visit you at least once a month, and it's your choice how you spend time together, such as activities and day trips.

If you would like an independent visitor, you can discuss it with your key worker, and we can talk together about it with your social worker / personal advisor.

You can find out more about independent visiting on the NYAS website.

■ Developing your skills and confidence



There are lots of ways we can support you to develop your knowledge and those all-important skills for independent living. We will support you to learn and develop these skills, and you can show us that you have learned these skills through:

- Attending **key worker sessions**, these will be planned in advance with you and focus on specific tasks and learning
- Joining in **group workshops** on helpful topics, with other young people, led by our staff
- Completing **online training modules**, gaining a certificate for each module completed.

■ Key worker sessions

Your key worker will agree with you the next few most important tasks, skills or knowledge to be completed, and they will plan key worker sessions with you. This is one of the main ways we help you to progress your Support Plan and achieve your goals. Key worker sessions include reviewing your Independent Living Skills with you, completing tasks, and marking them as complete, before you then move on to learning and showing more advanced skills.

This is how we work together to identify the right time for you to move on to less supported accommodation, and when the time is right, living independently.

These are some of the main areas where we can support you:

Education, Employment, Activities

- Support to access, apply or re-join education, training or employment opportunities
- Help to identify colleges, courses and employment opportunities that are right for you
- Assistance with completing application forms, updating or developing CV's and general interview preparation
- Accessing recreational activities and clubs (sports/music/creative arts)
- Keep in contact with your LAC Education Officer (if applicable)



Health

- Support to register with a local GP, dentist and optician
- Make you aware of the location of the nearest hospital, NHS walk in health centre, sexual health clinic, alcohol, drug and substance misuse service, one-stop information service and other services requested, and how to access these – we can support you to access these services until you feel confident doing so on your own if needed
- Accessing specialist counselling services, professional help and/or other agencies
- Arranging and attending appointments, should this be necessary/requested
- Liaising with social worker, doctors, family etc
- Monitoring medication though prompting and assisting you with prescriptions and medication collection

Managing Budgeting and Independence

- Assistance with budgeting for food, bills, clothing, recreation etc
- Assistance with welfare benefits, forms, bills, etc
- Opening a bank and savings accounts
- Assistance with preparing shopping lists, shopping and preparing meals
- Understanding the importance of nutrition and hygiene
- Help with cleaning home/room, making bed, laundry, ironing etc
- Prompting and guidance with daily personal hygiene routines
- Health & Safety advise on kitchen and home operating & maintaining kitchen equipment
- Advise on fire safety, food hygiene and storage
- Support developing life skills and confidence

Group workshops

There are lots of workshops on offer, at The Heart of Oak and Berrington Street. Any young person can attend any workshop. These are the workshops currently on offer, if you would like to attend one, you can ask your key worker when the next one is coming up:

- Fire safety, gas safety, and emergency services – who does what?
- Cleaning and organising your room
- Healthy relationships
- Sexual health and consent
- Mindfulness, anxiety and depression
- Substance use
- Keeping safe when you are out
- Home Point and setting up home
- How to be a good tenant and neighbour
- Budgeting and meal planning
- Living Allowance and Universal Credit
- Managing your finances and managing debt
- Finding and maintaining employment
- Your Rights and Entitlements
- Life after Care and accessing resources

Online training modules

You will have access to the Vocational Training Hub (VTH) which is an online resource with lots of helpful learning modules about independent living.

When you first move in to Futures, you will have your own VTH account and log-in details and we will show you how to log in.

Your keyworker can help you to look around the site and access modules, and we will plan to complete modules with you through your keyworker sessions too.



What we expect from you

Clear expectations to help keep everyone safe and respected

Living Agreement

When you move into any Futures accommodation you will need to sign up to a Living Agreement. This sets out what our expectations are of you.

The Living Agreement covers things like:

- *The rules of living at Futures – these will be slightly different for each type of accommodation.*
- *When we need to be able to access your room or accommodation, and when this can be done with or without notice.*
- *The rules about fire safety and health and safety*
- *How we would like you to work with us, and what support you can expect to have*
- *Your financial contribution*
- *Sharing information with other professionals and data protection*
- *How we work with you to resolve issues, when we might have to end your support and accommodation, and how you can appeal our decision.*

Visitors & Guests

Futures Hfd aims to provide you with as much normality as we can when it comes to visitors. We understand that sometimes managing friends and family can be tricky and we are keen to know you can manage this, before you are left to do it on your own.

We need to make sure that you are able to think about several things before this happens: your own safety and the safety of others, understanding the impact of your behaviour and that of your guests, understanding what it means to have respect for other young people, staff, the accommodation, and its property, whilst also understanding the consequences of mismanaging guests.

As part of your moving-in process we will have discussions with you and your social worker or personal advisor to set rules and expectations about who can visit and how often.

This will be covered with you in your Living Agreement.

Nights away

It is perfectly normal and part of developing independence that sometimes you may want to stay-over with friends, family or your boyfriend/girlfriend.

Where possible this will be supported, but we will need to first discuss it with you and your social worker or personal advisor. It's really important for your safety that we know if you decide to stay away overnight. If we don't know where you are, we may have to report you missing to the police. We will talk to you more about these expectations and the missing procedure in your Induction.

When it's agreed you can stay over at family or friends, we need to be given details of where you are staying, who with and their contact details, in case of emergencies or you don't return to your accommodation when we expect you to. You should not be away from your accommodation for more than 3 nights in a week.

Rules & Expectations

To ensure your safety and that of other young people, and our support workers, there are some rules and expectations that must be followed.

These include:

- You will need to keep your room clean, tidy and well maintained throughout.
- Communal areas, such as hallways, stairs, kitchen, bathroom and break-out areas, to be kept clean and clear at all times
- You must treat others, including staff, visitors and other young people with dignity and respect at all times.
- No verbal, physical abuse or challenging behaviour will be tolerated towards our staff.
- Deliberate damage to property, equipment or staff members' personal possessions will not be tolerated.
- No guests are permitted without prior agreement from your social worker or personal advisor and notifying staff in advance (at The Heart of Oak).
- Smoking is strictly not permitted in the property. The designated smoking area is outside on the patio area (The Heart of Oak) and outside at all other properties.
- Illegal drug use or dealing is prohibited.

Rules & Expectations Continued

- Consuming alcohol on site is prohibited. This includes usage and storage within the accommodation (at The Heart of Oak).
- The use or possession of any weapon is strictly prohibited.
- Fighting and behaviour likely to cause harm or damage will not be tolerated.
- You are solely responsible for your belongings and personal items and to store them safely. Futures Hfd takes no responsibility for any loss or damage and will not be held liable.
- Do not infringe on other's privacy or interfere with their personal property.
- Report immediately to staff any damage to the property contents, fixtures and fittings, so it can be rectified.
- Televisions, radios, games consoles etc must be kept to a minimum noise level. Loud music or noise is not permitted. Please show respect and consideration for neighbours.
- You must permit staff entry to your room for health & safety checks, routine maintenance, or checks relating to safeguarding concerns.
- Serious or continual breaches of these rules could result in notice being issued on your accommodation. Less serious breaches will initially be dealt with by verbal and written warnings.



Warnings

Futures Hfd recognises that each young person is unique and is on their own journey to independence. We also understand that part of that journey involves making mistakes and learning from those mistakes.

It is part of Futures Hfd role to support you through those experiences and help you to understand why learning from mistakes is an important part of being independent. We will work with you openly and honestly and if we have concerns about your decision making and serious or repeated breaches of the Living Agreement, we will talk to you about those.

When you break a rule in the Living Agreement you will likely receive a written warning from staff explaining what rule you have broken and why you are receiving the warning. We will always try to provide you with support to address the issues that have resulted in the rule break.

If you continue to break the rules, the support provided is unable to address the concerns, and we have reached the point that we think your accommodation is 'at risk', a Resolution Meeting will be arranged between Futures Hfd, you and your Social Worker / Personal Advisor.

The purpose of this meeting is to discuss the concerns and draw up a plan of support to prevent your stay with us from breaking down, with a view to seeking a positive way forward. These meetings will be reviewed at a timescale agreed between you, your Social Worker / Personal Advisor, and support staff, until the concerns are no longer an issue and we move back to reviewing your support and accommodation through Progress Meetings.

Futures Hfd will always seek to avoid issuing notice on your accommodation and only ever do that as a last resort. Other options may include considering an alternative provision for you within Futures, where possible and appropriate. However, if after a period of resolution meetings your accommodation continues to be at risk, and we agree that the situation cannot be resolved, 28 days' notice to end your accommodation will be issued to you and the Placing Authority, in line with the contractual agreement.

In the event of a serious safeguarding incident that presents an immediate risk to you, other young people living in the accommodation, or staff, and that risk is considered unmanageable, Futures Hfd reserves the right to serve the Placing Authority with immediate notice to end your accommodation.

How to share your thoughts or concerns



There are lots of ways for you to get involved at Futures, whether it's about feeling listened to; about how best to support you to become more independent and make good life decisions; your views about your accommodation and support generally; or you're interested in representing the voices of other young people at Futures.

We will go through this with you in more detail during your Induction, over the first four weeks of your stay with us. After that if there's any more information you need that's not explained here, you can ask your support worker.

If you want to speak to someone else outside of Futures, and you don't want to share your views with your social worker or personal advisor, you can have an advocate. Advocates are independent people whose job it is to listen to your views, and support you to share them, or they can share your views on your behalf. You can ask your key worker, social worker or personal advisor to arrange an advocate for you, or, you can ask for one yourself, from **'Hear Me'**.

The referral form is on Herefordshire Council's website.

You can also get free support, advice and information by contacting the Children's Commissioner Help at Hand service, on 0800 528 0731, and their website address is www.childrenscommissioner.gov.uk/help-at-hand.

Lief

You will have access to Lief, which is where all our records about young people are kept. Only you will only have access to your records, and no other young people will be able to see your information.

You can read your weekly summaries about your progress, as well as your Support Plan, Risk Assessment and Independent Living Skills Assessment, and you can add your comments and views. Your keyworker will show you how to access Lief and how to read the information and add to them.

If you want to give feedback to Futures about your accommodation or support – good or bad – or make a complaint, you can do this through your Lief account. Your support worker will show you how to do this as part of your induction. If you want to make a complaint, we need to know who you are so we can resolve it and reply to you.

If you would like support in giving feedback or making a complaint, or you don't want to talk to us about it directly, your social worker or personal advisor can help you, or you can ask them to get an advocate for you.

Feedback

If you want to give feedback to Futures about your accommodation or support – good or bad – or make a complaint, you can do this through your Lief account. Your support worker will show you how to do this as part of your induction.

If you want to make a complaint, we need to know who you are so we can resolve it and reply to you.

If you would like support in giving feedback or making a complaint, or you don't want to talk to us about it directly, your social worker or personal advisor can help you, or you can ask them to get an advocate for you.

We have Young People's Representatives at Futures too. If you would like to share your views through another young person, you can do this through your YP Rep.

If you don't know who your YP Rep is, please ask your support worker.
If you're interested in becoming a YP Rep yourself, then great!

There's a separate information page with more details about the role and how to become a YP Rep.



Suggestions Box

At The Heart of Oak there's a Suggestions Box in the shared area on the ground floor, so you can also give written feedback this way and you don't have to say who you are if you don't want to.

At Berrington Street there is also a Suggestions Box on the wall in the first floor communal hall so you can leave written feedback there too.

Residents Meetings

The Heart of Oak and Berrington Street also have regular Residents' Meetings which you can come along to if you want to.

This is a really helpful way for you to say what's working well and what could be better about your accommodation, and the rules in place at The Heart of Oak and Berrington Street.

Futures staff will be at the Residents' Meeting too to listen to your views, and let you know what we have done to respond to previous suggestions you have made.



Practice Learning Review

The managers at Futures regularly review the quality of the support you receive, called a Practice Learning Review (PLR). The review is looking at how well your support worker is supporting you, it's not about 'reviewing you'!

During the PLR the manager will look at your case records, and they may come to a meeting with you and your support worker, to see for themselves how things are going.

They may also ask you, and other professionals working with you, for feedback about how things are going, and anything you feel we can improve on.



Leaving Futures

When you leave Futures to move on to independence, we will also ask you to give feedback.

Getting your views when you leave Futures is really helpful for us to learn about what worked well that we should keep doing, and where we can improve things for other young people going forwards.

This is really important if your time with Futures ended before you or we expected it to, so we can understand if there was a way we could have done anything differently to prevent your accommodation ending.

You can choose not to say who you are when you give feedback, unless you're making a complaint.

It is really important that you feel able to talk to us, or your social worker / personal advisor, if you need to share concerns about another young person, or how you have been treated.

You can speak to your key worker, the duty worker at the Heart of Oak, or any other worker, at any time. Your worries will always be listened to and treated confidentially.

You might want to share something because:

- You are worried for another young person and their safety or wellbeing, which could be about something they are doing, are involved in, or what other people are doing to them
- You are worried about how another young person is treating you, or other young people
- You might be worried about bullying
- You might be worried about another young person having extremist views, or radicalisation – if you're not sure what this means, please speak to your key worker
- You might be worried about how a member of Futures Hfd staff is treating you.

If so, please speak to Tasha or Matt.

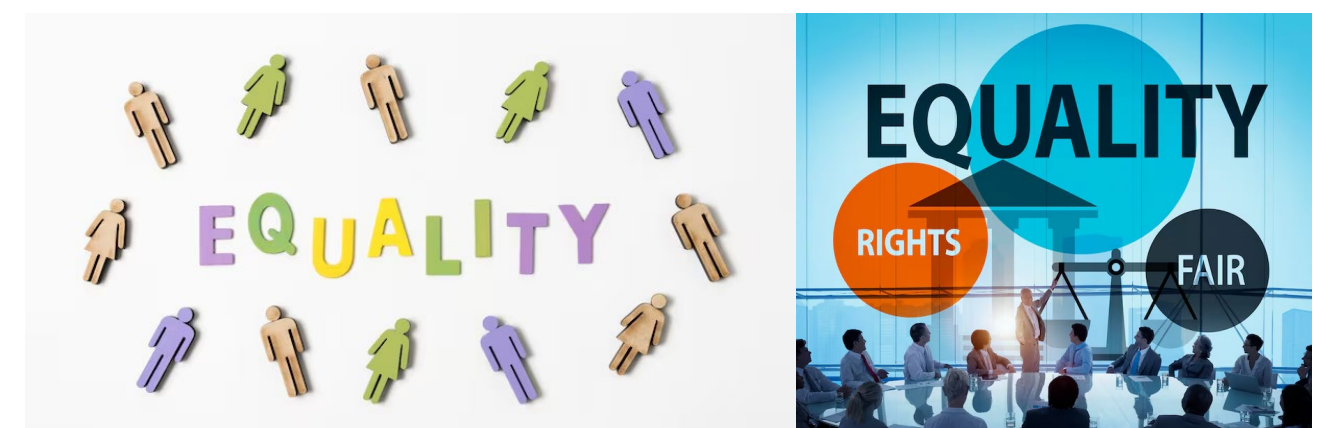
Equality, Safety, Respect

Futures Hfd believes that everyone has the right to live free from harm, discrimination and oppression.

Therefore, any form of discrimination on the grounds of age, gender, nationality, ethnicity, culture, race, language, religion, belief and sexual orientation towards young people, staff or local residents will not be tolerated.

If you have any concerns about discrimination, please talk to us. Bullying of any kind, including harassment or intimidation will also not be tolerated.

We promise that all reports of this kind will be taken seriously and thoroughly investigated. This applies to staff and young people alike.



I Interested in being a YP Rep?

One of the most rewarding ways to get involved at Futures is by becoming a Young Person's Representative, or YP Rep!

It's a fantastic opportunity for you to be a positive role model to other young people. This role is about ensuring that other young people have the opportunity to give their views and make suggestions, through you. This is especially important for young people who might not feel as confident in speaking up.

Not only is this an important role to make sure that young people's views and wishes shape Futures' support and accommodation, but it's a great opportunity for you to gain new skills and experience, and some training too. You'll need to undertake some training with us, in Safeguarding, Data Protection, and Professional Boundaries, and be familiar with some of Futures' important policies.

Along with other YP Reps, you'll arrange regular meetings with other young people at Futures, as often as you and other young people decide. This could be in small groups, large groups, or one-to-one if that's what a young person needs to be comfortable.

You'll need to make some notes on their feedback, and then your job is to share their feedback, wishes and suggestions for improvement. You'll then meet with Futures staff to share these views, agree actions for improvements, and then feed these back to other young people.

If you would like to know more or see the Job Description, you can speak to your support worker, Matt or Tash for more information.



I All About Hereford

Hereford is a small city that has many amenities found within short walking distance of The Heart of Oak, Berrington Street and our Outreach accommodation.

As well as retail shops, cafes, restaurants, parks, gyms, skate parks, a swimming pool, multi-screen cinema, bowling alley and arcade, and many other leisure attractions, here's some useful information that you will need to be able to develop your independence skills.



I Supermarkets

Morrison's: this is the closest supermarket to the Heart of Oak and either Sainsbury's, Asda or Tesco's are the closest to Berrington Street. There is also a Lidl and an Aldi, all within walking distance. There are also many smaller 'convenience stores' where you can buy food and drink, but these are more expensive than shopping in supermarkets.



I Transport

There's a FREE Zipper electric bus service which runs a route around the city centre.

Services run every 15 minutes Monday to Friday (8:00am to 5:30pm) and Saturdays (9:30am to 5:30pm), and every 30 minutes on Sundays (10:00am to 4:00pm).

There are two main bus stations: Country Bus Station is on Commercial Road (HR1 2BB), a few minutes' walk from the rain station and Morrison's. The City Bus Station (HR1 1DA) is off the main Edgar Street roundabout, close to the cinema and Tesco's.



Hereford has a Beryl Bike cycle sharing scheme and you'll find that the city centre is linked with cycle routes. There's standard and e-bikes located all over the city and you hire them "Pay As You Ride", "Minute Bundles" or a "Day Pass".

Hereford train station is on Station Approach (HR1 1BB), about 5–10 minutes' walk from The Heart of Oak and 15 minutes' walk from Berrington Street.

More information and route maps for all transport links can be found online. If you need some support to find out any of this information, your support worker can help you.

Health services

If you're not already registered with a GP, we can help you to register. The closest GP surgery to The Heart of Oak is Hereford Medical Group (HR1 1BB), next to the train station and Morrison's. You can contact HMG on 01432 272175 or go to their website to register online.

There are several GP surgeries within a short walk of Berrington Street, but HMG is still the most likely GP practice you would be registered with. You'll also need to register with a dentist if you're not already registered, and we can support you with this.

If you need an emergency dentist, you can find out about local Dental Access centres and opening hours online, or call NHS 111. You can also ask your support worker to help you with this.

If you need to access non-urgent health services out of hours, call the NHS on 111.

They will talk with you about your concerns and arrange an out of hours appointment with a GP or health practitioner, if an appointment is needed.

GP services out of hours are provided by Taurus Healthcare, who have various locations which are open at different times, evenings and weekends. You can find out more information about Taurus Healthcare online.

If you need an emergency prescription after accessing out of hours GP services, the GP or health practitioner will let you know which pharmacy to go to, and we can also help you with this.

Sexual Health Services are based at St Owen Street in the city centre. Their website and different ways to contact them are in the Useful Contacts section below. There is an A&E department at Hereford County Hospital (HR1 2BN). The hospital is close to the train station and Morrison's, behind KFC.

The main hospital entrance and A&E department are accessed via Stonebow Road. A&E is at the far end of the main hospital building. If you are attending A&E you must enter the building through the Accident & Emergency entrance, which is clearly signposted, to ensure you are seen as soon as possible. There is a drop off and collection point at the main A&E entrance. If you are attending by car you will need to pay to use the car parks.





Youth Employment Hub

The Youth Employment Hub is 10 minutes' walk from the Heart of Oak, on the corner of Blueschool Street and Commercial Road.

The Youth Employment Hub is in Hereford, 5 minutes' walk from the train station, on the corner of Blueschool Street and Commercial Road.

Their career and employment coaches offer lots of helps and advice for anyone aged 16–24. They can help with looking for a job or apprenticeship, careers advice, workshops, managing money, wellbeing, and more.

You can call them on 01432 261515 or email them at youthemploymenthub@herefordshire.gov.uk.

Places of worship

If there is a particular place of worship you would like to attend, we can help you find the right one for you.



Christian Life Centre, Edgar Street

Freedom Church, Commercial Road

St Francis Xavier Church, Broad Street

Hereford Baptist Church, Commercial Road

Kindle Centre (Islamic Friday Prayers), Asda, Belmont Road



Education and training colleges

Hereford has many colleges suitable for a wide range of career choices. You can easily travel into Hereford by bus or train to attend college or training.

Including academic courses, vocational courses, apprenticeships, and specialist education provision for young people who need more support.

The main three colleges are at the top of Aylestone Hill, on Folly Lane (HR1 1LY). These are Hereford Sixth Form, Hereford College of Arts, and Herefordshire, Ludlow and North Shropshire College.

They are about 25 minutes' walk from the city centre, and are also on regular bus routes. Hereford also has a university which specialises in Technology and Engineering, NMITE.

There are also vocational and apprenticeship providers who focus particularly on supporting young people aged 16–25: Riverside Training and County Training.



Useful Contacts

Here are some common services and their contact details, which may come in useful at some point. If there are any services that are not listed, ask a support worker who will provide these for you.



Hereford Police

Address – Hereford Police Station – Bath Street Hereford HR1 2HT
Telephone – 101 or 999 (emergencies)



Leominster Police

Address – Leominster Police Station
Enterprise Way Leominster
Telephone – 101 or 999 (emergencies)



Turning Point Drug and Alcohol Recovery

Address – Beaumont House 1 Offa Street
Hereford HR1 2LH
Telephone – 0300 555 0747
Email – Herefordshire@turning-point.co.uk



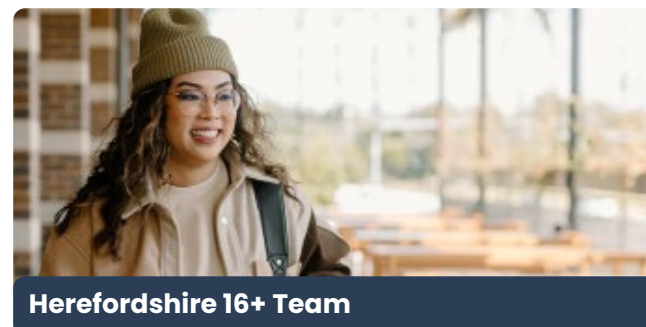
Sexual Health Services for Herefordshire

Address – 15 St.Owen Street Hereford HR1 2JB
Telephone – 01432483693
Email – SexualHealth.4Herefordshire@nhs.net
Instagram and X – @15StOwens
Facebook – SHealth4Herefordshire



Hereford Hospital & A&E

Address – The County Hospital –
Stonebow Road Hereford HR1 2BN
Telephone – 01432 355444



Herefordshire 16+ Team

Address – 33–35 Union Street Hereford
HR1 2BT
Telephone – 01432 261626



Childline 16–18

24/7 telephone wellbeing support
Telephone – 0800 1111

NHS
**Children and Adolescent
Mental Health Services**
Herefordshire and Worcestershire

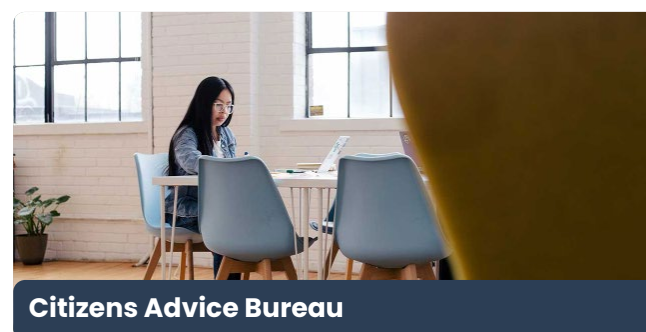
Herefordshire CAMHS

Child and Adolescent Mental Health Service
Telephone – 01432 842233



Herefordshire EDT (out of hours)

Telephone – 01905 768020



Citizens Advice Bureau

Address – 8 St.Owen's Street Hereford
HR1 2PJ
Telephone – 0344 826 9685
Email – advice@citizensadviceherefordshire.org.uk



NSPCC child protection helpline

Telephone – 0808 800 5000
Email – help@NSPCC.org.uk



Hear Me Advocacy

Address – Herefordshire Council Plough Lane Hereford
Telephone – 01432 383113



Children's Commissioner Advice and information for children in Care and Care Experienced

Address – The Office of the Children's Commissioner Sanctuary Buildings – 20 Great Smith Street, London, SW1P 3BT

Telephone – 0800 528 0731

Email – advice.team@childrenscommissioner.gsi.gov.uk



Close House Youth Centre

Address – 3 St Peters Close Off Commercial Street Hereford HR1 2DL

Telephone – 01432 383113

Email – admin@closehouse.org.uk

What happens if we think you're missing

Living in supported accommodation brings with it a level of responsibility and freedom, which we encourage for all the young people we support. We have to balance this with our responsibility for your wellbeing and safety, and we hope to build a trusting relationship and good communication with you. Futures Hfd takes seriously its safeguarding responsibility and this includes any time you are missing or absent from your accommodation, and we don't know where you are and we can't get hold of you.

If we don't know where you are and we can't get hold of you by phone, we will have to report you missing to the police, and we will let your social worker / personal advisor know.

How you can help us to know where you are and that you're safe

When you first come to stay at Futures, we will ask you for some information that identifies you, such as your height, weight / body size, hair and eye colour, and any other identifying information, including tattoos or piercings. We also ask to have a photograph of you, from the shoulders up, and photographs of identifying marks or tattoos. If you do go missing, this information is very helpful and we share it with the police so they can more easily identify you.

We also ask you to share contact details for your closest family and friends, so if you go missing and we can't get hold of you by phone, the next thing we will do is try calling your friends and family to see if they know where you are.

During the daytime you are free to come and go as you please. Whilst at the Heart of Oak you will be expected to be back in your accommodation by 10.30pm. If you're not going to be back for then it is your responsibility to contact staff and let them know where you are and when you will be back. Any overnight stays away from your accommodation need to be agreed beforehand.

Please stick to the rules about any agreed overnight stays away and let staff know where you are, and who you are with. This is all part of being able to learn and evidence that you can be responsible and keep yourself safe.

We expect you to respond to a phone call from staff when we don't know where you are and you have not returned to your accommodation as planned.

You must speak to us on the phone instead of sending a text message, because we can't be sure that a text message has come from you.



It is essential that we can confirm your safety and wellbeing by speaking to you directly. If we can't, we will try to speak to your parents, other family members, or friends we know about.

If we still can't get hold of you or anyone else to confirm where you are, we will report you missing to the police and EDT (Children's Services Emergency Duty Team). We will also inform your social worker / personal advisor, and anyone that has been identified on your Pathway Plan, and the missing incident will be added to your records with Futures.

Repeat missing incidents are likely to result in a Resolution Meeting being held, and could result in your accommodation ending, if you keep going missing and we don't feel we can help keep you safe.

■ What's a Return Home Interview and why do we have them?

If you have gone missing, after you return to your accommodation, you will usually be asked to have a Return Home Interview.

Your placing authority (where your social worker / personal advisor works) has a legal duty to offer a Return Home Interview, or RHI.

For young people from Herefordshire, RHIs are done by the SAFE team. This is usually within 72 hours (3 days).

The purpose of the RHI is to find out why you went missing, and talk to you about who you were with and what you did when you were missing, to make sure you were safe, and support you if there are worries about your safety and wellbeing whilst you were missing. It is also to help think about how we can work together to make sure it doesn't happen again.

■ What to do if you need urgent help

■ Speak to Futures

If you need support at any time, 24 hours a day, 7 days a week you can contact the On Call number to speak to a Futures support worker.

Duty Mobile: 07429 565670 Office: 01432 278235

If urgent help is needed, the support worker will contact the On Call Manager.

If you need urgent help from the emergency services

Ideally you should speak to Futures first before calling emergency services, but if the situation is very serious and urgent, call:

999: Police, Fire Service, Ambulance emergency services

101: Police non-emergency telephone number

111: NHS Out of Hours GP / Healthcare

■ If you need urgent help from the emergency services

During office hours, you can contact the 16+ Team on 01432 261626.

Out of hours, you can contact EDT (Emergency Duty Team) for Children's Services on 01905 768020.

■ If you're thinking about attending the Hospital A&E Department

Ideally you should speak to Futures first before attending A&E, so we can support you to attend, or help you decide whether or not you need to go.

You can also call NHS 111 to talk about your symptoms and they will advise whether you need to attend A&E. If you need to attend the hospital, they may book an arrival time for you. You can go to A&E if you need urgent medical attention but it is not life threatening. If the situation is life-threatening, you should call 999.

■ When to call 999 for an ambulance

At some point, most people will either witness or be involved in an accident or experience a medical emergency.

Knowing what to do next and who to call can potentially save lives.

You should call 999 in a medical emergency when someone is seriously ill or injured and their life is at risk. Medical emergencies can include: loss of consciousness; an acute confused state; fits that are not stopping; chest pain; breathing difficulties; severe bleeding that cannot be stopped; severe allergic reactions; severe burns or scalds; stroke; a major accident; or serious trauma after a road traffic accident, a stabbing, a shooting, a fall from height, or a serious head injury.



What financial support can I get?

Weekly Allowance

If you are under 18, you will have a weekly allowance from your social worker / personal advisor, so you can financially support yourself to live independently. Currently this is £80.00 per week and usually it's paid to you either every week (£80.00) or every two weeks (£160.00).

If you find it difficult to budget or manage your money, we can provide your weekly allowance and we can agree how often you receive, including smaller amounts more regularly, if this would help you.

What other financial help can I get?

Your social worker / personal advisor may pay for your provisional driving licence, and up to 20 hours of driving lessons. If you need more lessons after 20 hours, you will need to have saved up to pay for these yourself.

You will also have a one-off Leaving Care Grant of £3000. This is to help you buy essential items you need when you set up home on your own for the first time, once you leave Futures. You will have access to your Leaving Care Grant as soon as you turn 18, but whilst you're staying at Futures, it's important you don't spend this money, and save it until you are moving into your own place. Once the money has run out, there won't be any more. Your personal advisor will help you think about what you need to buy, and we can help with this too.

You might also be entitled to financial support from your social worker / personal advisor, to help pay for things you need for your study. If you are under 19 and studying full time, you may be entitled to a bursary that is paid by your college or training centre, and can be used to pay for transport, equipment, books and other materials you need for learning. If you're not able to claim the bursary, or if there's something you need for your course that isn't covered by the bursary, your social worker / personal advisor may still be able to get some financial support for you. If you're over 19 and still studying, you can speak to your personal advisor and college for more advice about financial support, and we can help you to have these conversations.

Universal Credit

If you are over 18, you claim Universal Credit. This is paid at the same amount as the allowance you had before you turned 18. When you turn 18, there is a 6 week transition period where you'll continue to have your weekly allowance, whilst your Universal Credit claim is going through. But it's really important that you claim Universal Credit as soon as possible, and we can support you to do this.

When you have Universal Credit, there are certain rules you have to stick to, to carry on receiving the money. You will need to go to appointments with their Advisors, and be actively looking for work, if you're not in education or training, or employment already. If you don't do these things, the Department for Works and Pensions can apply 'sanctions', which means reducing your money for a period of time.

We can go through all of this with you at our workshops about managing money, or you can talk to your key worker.

Budgeting

The idea of living independently and the freedom this brings is really exciting. However, the reality for some young people can be different, and bring with it anxiety and worry. This often happens when young people don't follow advice or manage their money well. Whilst £80.00 might sound like a lot to some young people, the reality is it doesn't go far. We have workshops to support you to learn how to budget and manage your money, and your key worker can help you with this too.

You'll need to budget for many things, including:

- *Food shopping: milk, bread, meats, tin foods, fruit and veg, cereals, snacks, drinks etc.*
- *Personal needs: Clothing, toiletries and travel passes etc.*
- *Home essentials: Toilet roll, cleaning and laundry products etc*
- *Luxuries: Mobile phones, tobacco, vapes, gym memberships, music subscriptions, socialising activities etc.*

If you are really struggling, you can ask your social worker / personal advisor for food vouchers. However, they won't agree to keep doing this on a regular basis.

How we keep, use and share your information

Data Protection and Case Recording Policy or the Privacy Notice

Futures Hfd is committed to making sure that the information we hold about you, and how we might use that information or share it with others, is managed properly, and in line with the law. We have a Data Protection and Case Recording Policy and a Privacy Notice. These documents set out how we comply with GDPR, (which means General Data Protection Regulations), and explain why we hold information about you, how we gather it and store it, what we do with it, and your rights to access information held about you.

If you would like a copy of the Data Protection and Case Recording Policy or the Privacy Notice, please ask your key worker for a copy, and we can go through them with you.

Information We Receive When You First Come to Futures

When you first come to Futures, the information we hold about you will have come from your Social Worker or Personal Advisor, and might include information from your last accommodation. It will include your Pathway Plan, and any information about your needs, and any worries or risks we need to know about. We need this information to be able to support you, and to help you stay safe.

Updating Your Information Over Time

As we get to know you, we will regularly update this information with you, mainly through key worker sessions, but we also keep records of any ongoing conversations or meetings we have with you, and any additional information that we receive from your Social Worker / Personal Advisor, or other professionals.

We don't keep any information about you that we don't think is important and relates to your support needs and helping you to stay safe.

If you would like a copy of the Data Protection and Case Recording Policy or the Privacy Notice, please ask your key worker for a copy, and we can go through them with you.

Where Your Information Is Stored

All the information we hold about you is on Lief. You have access to read and add your views and comments to some of this information, such as your Support Plan, Independence Living Skills Assessment, and your Risk Assessment. Other information we hold will also have your views and comments on it, such as your Moving In Meeting and Progress Meetings. It's important to us that we understand your support and needs well, and this is best achieved by knowing your views, and making sure these are recorded.

Weekly Summaries

Every week, a summary of all our support and contact with you, goes into a Weekly Summary. This is shared with your Social Worker / Personal Advisor, and you'll be able to log in to Lief to see it too.

Recording and Sharing Concerns

We keep information about any incidents we are concerned about. This will usually be if we are concerned about your safety or wellbeing, or we are worried about your behaviour. This information is also shared with your Social Worker / Personal Advisor. If the concerns are serious, we will need to share them with the police, other agencies who may need to know, and if you are under 18, we will need to share the information with Ofsted.

How Long We Keep Your Information

By law, we have to keep information about you for a certain period of time. For young people who are looked after, or have been looked after, we have to keep your information for 75 years.

