

Resident's Guide

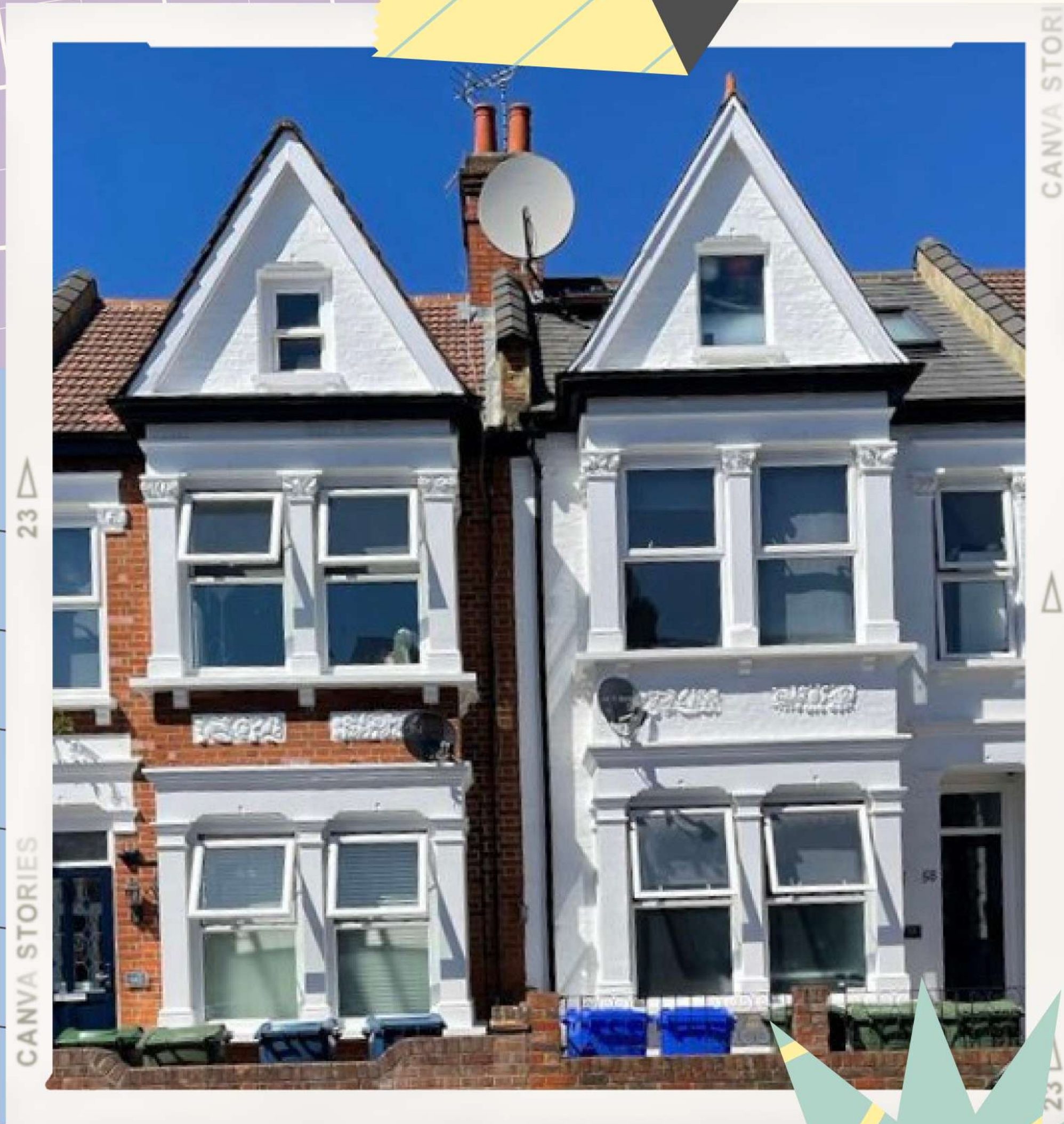
Granary Families Assessment Centre

Revised April 2023



Welcome to Granary Families Assessment Centre

We know your stay here may not be of your own choice, but wish to let you know that whilst here our team will do all they possibly can to ensure your child remains central to everything you do and help you be the best parent possible.



Who we are

We are a residential family centre that supports families and their children to stay together.

You and other families have been sent to us by the local authority that have concerns about the safety and well being of your child.

What we do

Whilst staying at Granary your keyworker will help support and teach you practical parenting skills that are good enough for the well being of your baby. Granary will also help you to organise activities for your baby and help to build your confidence as a mother or parent.

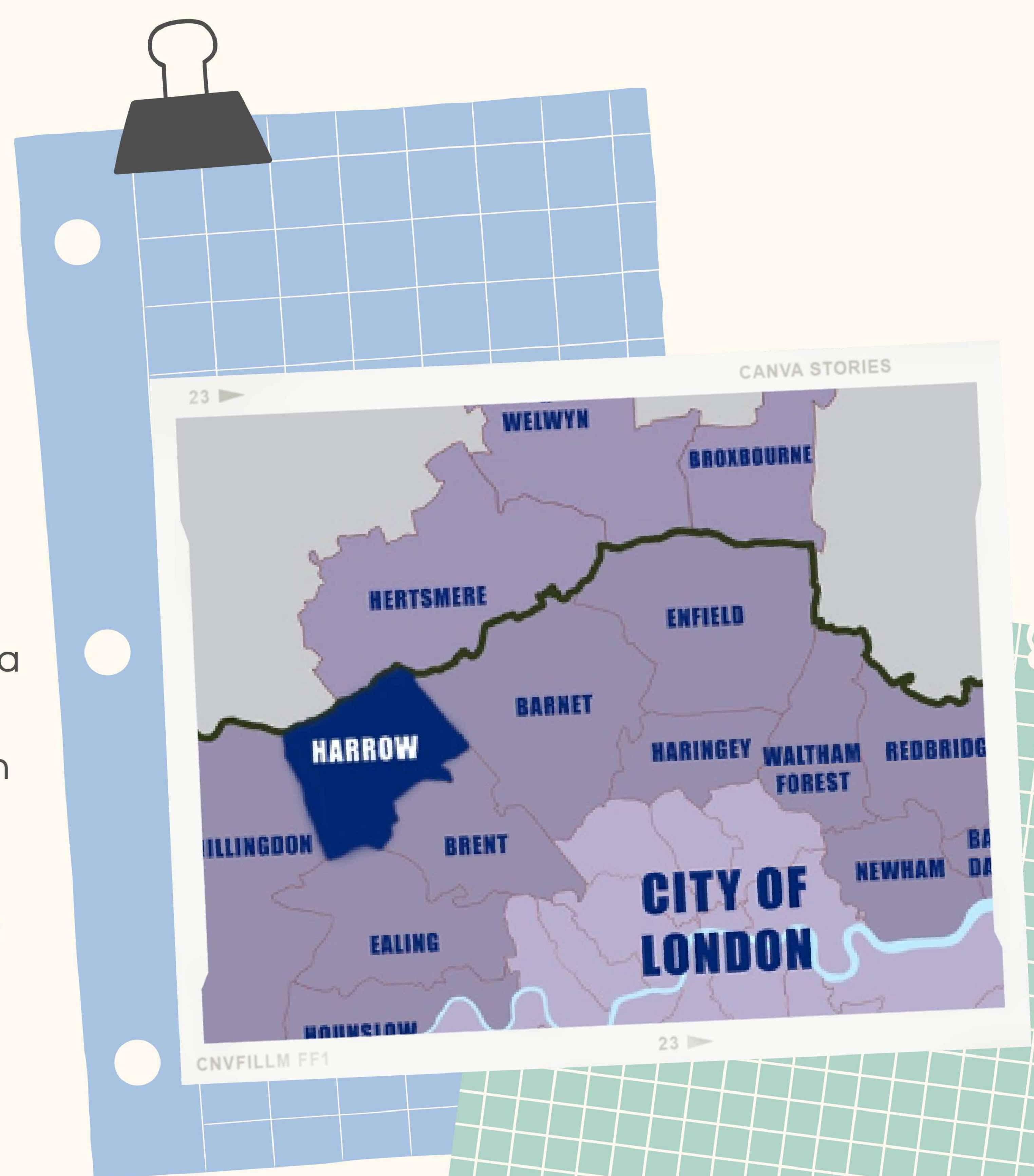
Most importantly Granary want to help you safely care for your child.





Where we are

Granary Families is based in the heart of West Harrow, Middlesex. We have a garden, a garden contact centre, a living room, communal kitchen and seven bedrooms with their own sinks. There are excellent bus and train services within walking distance. The Centre is near to parks, Morrisons, the Town Centre and Harrow Leisure Centre.



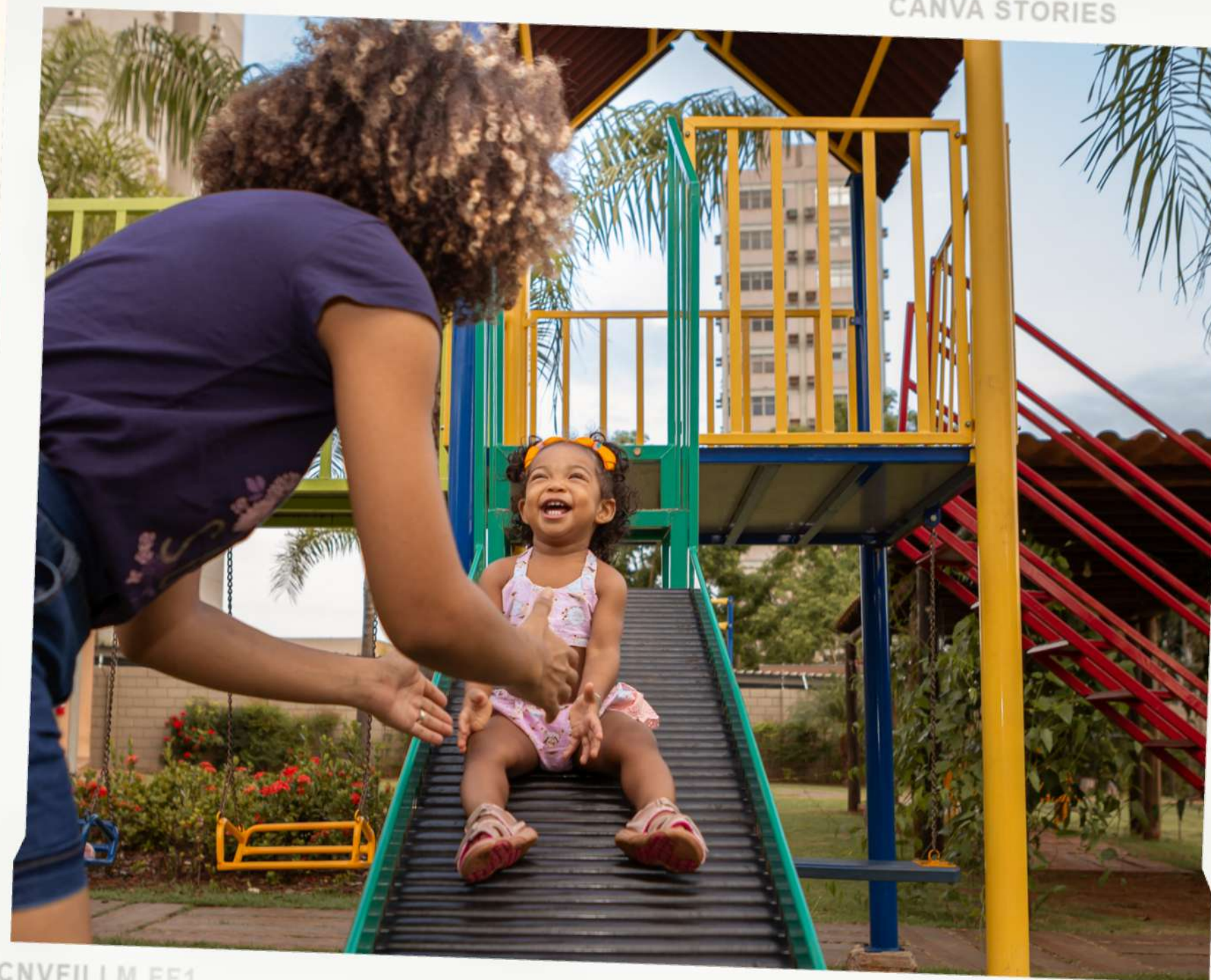
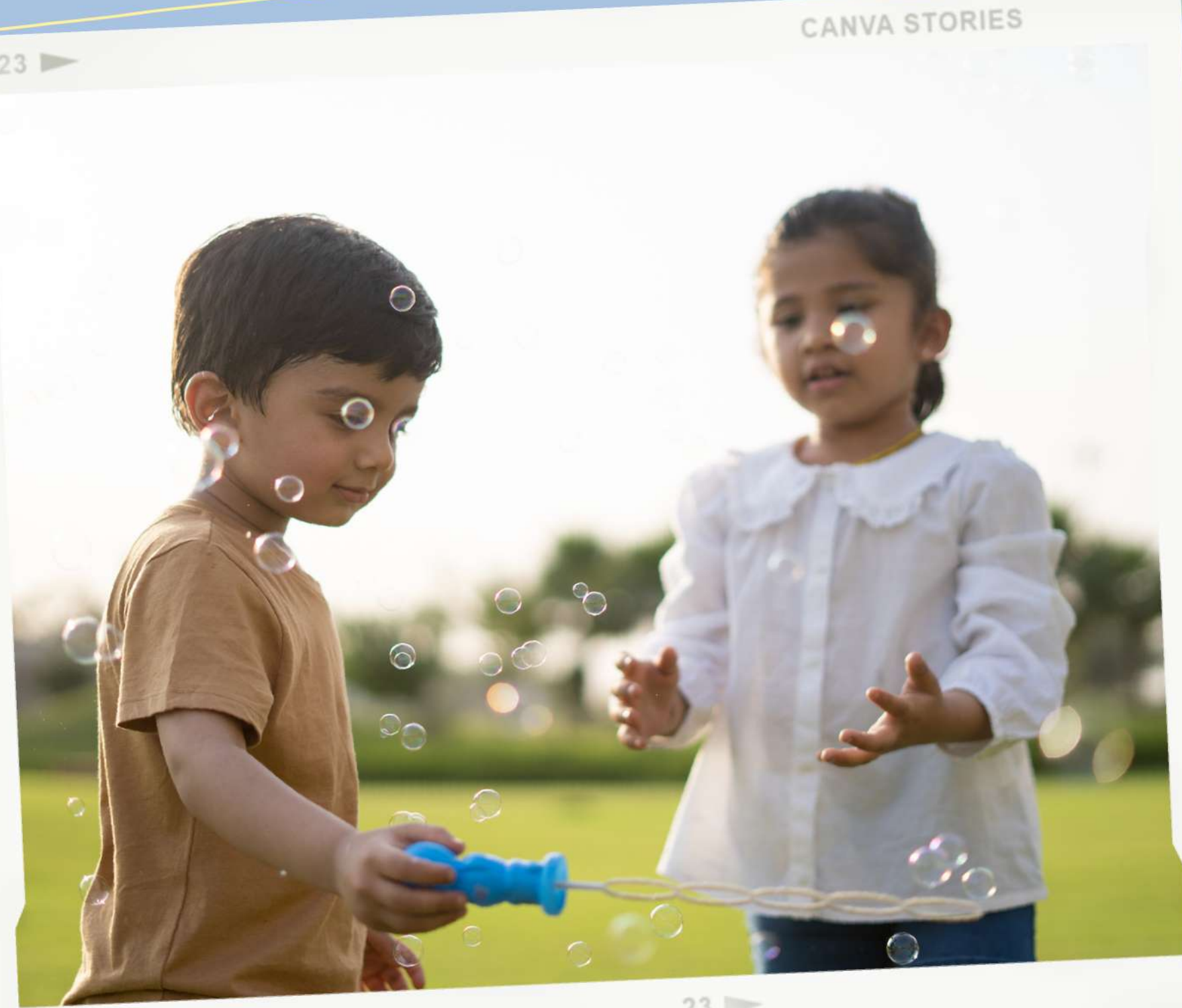
Local parks

Harrow Recreation Ground is located on Roxborough Road, which is a 8 minute walk away from the centre.

West Harrow Recreation Ground is located on Wilson Gardens, which is a 9 minute walk away from the centre.

The local parks have:

- Cafe
- Exercise Machines
- Football pitches
- Areas to play Cricket
- Changing facilities
- Children's play area
- Tennis Courts
- Basketball Court
- Sensory Garden
- Wild flower area
- Car park



Leisure centre

Harrow Leisure centre is a short ride away on the bus from Harrow Bus Station. You can get the 140, 182 and H9 to the Leisure Centre where the following facilities are available:

- Swimming Pool
- Gym
- Climbing Wall
- Crèche
- Steam Room
- Sauna
- Sports Hall

Harrow Town Centre has two main shopping centres. St Anns and St. George's where you will find a wide range of high street shops.





House rules

No violence

No Alcohol

No Drugs

No Bullying

You must also see the full House Rules on your notice board located in your bedroom



House Rules

Granary expects residents to comply with its house rules.

You are not to:

- Use the centre for any illegal purposes, such as the storage of banned substances, or stolen goods, or for soliciting purposes
- Smoke inside the Centre. Smoking is only allowed outside in the back garden and you must wear an outer garment and wash your hands when you finish
- Consume any alcohol or illegal drugs whilst at Granary Families Centre
- Disrespect the privacy of residents

Any violent or abusive behaviour or act of racial or sexual harassment towards residents or staff will not be tolerated and could lead to the termination of your assessment

Granary Families WILL NOT tolerate any form of bullying.





What we hope to see during your assessment

First 4 weeks

You will initially be provided with advice, prompts and guidance in all aspects of care for your child.

After 4 weeks

We would expect prompts, and guidance to reduce for the areas already covered, to allow your support workers and assessing social worker to see if you are able to take on board the learning and implement it yourself without reminding. Support staff will only step in when required to do so to safeguard your child and will record this as “required to step in to safeguard your child”.

During weeks 4 to 10

Advice, guidance, and prompts will continue to be given for new areas of parenting as they occur, but in each case once the advice, guidance and prompts have been given for four weeks they will then stop, and support staff will only step in to safeguard your child.

Final 2 weeks

For the final two weeks of your assessment period, it would be our expectation that you are parenting without our support, advice, prompts and guidance.

We look forward to supporting you and your child.



Why we have CCTV

We need to ensure the safeguarding of your baby and wellbeing of everyone at the centre. Therefore CCTV is operational throughout the centre including bedrooms to safeguard and protect residents, staff and visitors.

Purpose of the camera?

- Increasing the personal safety of all users.
- Reduce the fear of crime.
- Protecting the buildings externally and internally
- Assisting in managing the centre.

There will be a 24/7 baby monitor attached on your baby's cot. DO NOT turn this off.

On joining Granary Families Centre you will be required to sign a consent form giving permission for the use of CCTV filming of you and your baby

When you first arrive at the centre you will receive an in depth induction about fire safety and exit routes if ever there was a fire. Please obey the rules given as they are given for your safety.





Fire safety

On discovering a fire

- Notify staff immediately and do not attempt to tackle the fire
- Dial 999 if you have the means to do so without risk to yourself and others.

Office Emergency Numbers

Call 07399 762374 – to contact our emergency number 24 hours a day. This number is to be used for Fire, Intruders, Flood or any other emergencies.

For other helpful numbers please refer to your Residents Guide



Your concerns

At Granary Families we understand that living in a new environment brings concerns. If you have any complaints or issues during your time at Granary you can talk to any of the following.

- Your key worker
- Service Manager
- Registered Manager
- Child's social worker
- Reg 25 officer/ Advocate
- Or complete a complaints form located in the hallway – designated complaints officer



Your child is our focus

Here at the Centre we will look at all areas of your baby's life in order to get a full picture of their needs and whether you are able to meet them. This includes keeping your baby safe, a healthy diet, hygiene, maintaining a daily routine and helping your baby develop and learn. Other factors we look at may include:

- Emotional attachment to your baby
- Finances and budgeting money, shopping and cooking
- Who you have as a support network
- Mental wellbeing and vulnerabilities
- Shopping and cooking



Your voice matters

It is not always easy to voice your opinions whilst you are at Granary Families. Below are some numbers you can call for help to voice your concerns and worries.

Children's Commissioner for England provides advice and help for children in care, living away from home or receiving social care services. They can be contacted on **0800 5280731**

Other useful numbers:

Child Line - 0800 1111

ChildLine in Care - 0800 88 4444

Voice Advocacy Service - 0808 800 5792

Family Lives – 0808 800 2222 (there is a poster on your bedroom notice board)

Voice of the Child - 0118 443 9597

Action for Children - 0207 254 9408

You have the right to contact Ofsted directly in order to raise concern or make a complaint. Post your complaint to:

The National Complaints Team

Ofsted National Business Unit

Piccadilly Gate

Store Street Manchester M1 2WD

0300 123 4666

enquiries@ofsted.gov.uk

