



INFINITY ALLIANCE
Supported Accommodation

Infinity Alliance

Young Person's Handbook

Name:

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Introduction

This booklet has been created to help you settle into your placement with us. We aim to make this transition as quick and smooth as possible for you, so you can begin feeling at ease.

Our Aim is to support you on your route to independence by helping you to build key skills and experiences, we want you to gain a wealth of experience and discover new strengths and attributes about yourself. We want to support you in every aspect of your life, from Physical Health and fitness to mental wellbeing, from education to Finding new interests and hobbies.

All of the information in this booklet and more information on policies and processes can be found at www.infinityyoungpeople.com/the-hub/handbook



Our Philosophy

We call ourselves Infinity Alliance because we believe true success comes from partnership, strong teamwork and supporting each other. By working together, we can achieve great things, create lasting change, and building a brighter future for everyone.

That partnership begins with you, us, your local authority/social worker, and other agencies and businesses aiming to support and better the lives of all young people.

Infinity Alliance is built on the belief that every young person has incredible potential. We are here to help you unlock that potential. We're invested in your future and want to support you in finding the best path for your life.

We believe that young people are all diamonds in the rough. Each is unique and valuable, with so much potential. We believe that anything you truly put your mind to can be accomplished and we want you to see that too.

Our Staff and Services

We have a well experienced staffing team, determined to give you the best experience and help you access your potential.

Our mentors are different from the ones you may find anywhere else. They are unique, bringing creative backgrounds that help them introduce you to new, fun, and exciting activities. They use alternative engagement strategies to discover what you enjoy, whether it's making music, learning an instrument, exploring different types of art, or simply having fun. Beyond general support, we aim to turn these activities into opportunities that benefit you.

Our main goal is to help you become more independent and guide you through various aspects of life. We focus on building your skills so you're ready for independent living and everything that comes with it. Whether you live in one of our houses or access other parts of our services, you'll have a dedicated mentor assigned to support you. They'll help you build confidence, develop new skills, and maximise on the ones you already have. Mentors also provide guidance in education, employment, training, and finding hobbies or activities you enjoy.

We offer two types of support: active and passive key working sessions.

- Active sessions are hands-on activities we do with you, like cooking, doing homework, or going to the gym.
- Passive sessions are tasks staff do on your behalf, like communicating with your professional and/or family network, Helping register you or make initial appointments, organising and attending meetings and appointments on your behalf with healthcare, education and other services.

This way, we're here to support you every step of the way!



Some of the general activities you would do with your mentor:

- Support and guidance, through talking and listening to you.
- Helping you find Education / Employment / Training
- Maximising on skills
- Developing healthy outlets (art therapy/ music sessions)
- Cooking sessions
- Shopping skills
- Housekeeping
- Budgeting
- Fun activities (bowling/ eating out / cinema / out of area trips)
- Experience new things

We have access to many venues which means you always have a place to go for every mood or occasion. With art studios, youth centres and recording studios at our disposal, there is a facility to suit everyone, from the sporty to the creative to the quiet young people. We can cater for it all.



What Will Happen Once With Us.

Staff will do their best to help you settle into your new home and will follow the following processes during the first few weeks.

All young people will receive a moving in kit with new bedding, toiletries and move into a furnished room, staff will support young people to make their beds and unpack.

Staff will give you an in-depth explanation of the type of service we are as well as what we offer our young people.

If you are interested, staff will take you out into the local areas to show you around and maybe do an initial shop of food or clothes for you if required by the local authority.

A placement planning meeting (PPM) will be had with you and your social worker. This is where we will discuss where we will discuss any rules regulations to follow, things like your curfew, weekly allowance, number of weekly key working hours, contact with family and friends will be discussed with you and your social worker. Key working hours This is usually done with the first 3-5 days of you moving in. After this meeting you will usually sign your placement agreement with the social worker

Staff will then create a digital folder for you to save all your records while you are with us this is mostly for our use. Staff will issue you with a key working codex -This document outlines the work that will be done with you during your key working sessions. This way you are aware what each step entails and you are involved in your support. Staff will also issue you an independent skills assessment.

A support plan will be created for you when you come into our service and staff will work with you during your stay with us to ensure that this is catering to your needs. Staff will use tools like your independent skills assessment, your engagement with key working and mentoring sessions, risk assessments to update your support plan. You will be involved in your support plan and are free to state what areas you need help with and areas you do not need help with etc.

Staff will speak to you about what activities are available for you to do in key-working and any that we may not have that you would like to do. (Key working activities list) Staff will come up with a key working schedule with you incorporating all your obligations like school, the activities you enjoy as well as your key working hours. Staff will show you what a key working form may look like and key working hours will begin.

Staff will sign you up to doctors, dentist, and opticians if needed. Staff will send weekly or monthly updates to your social worker or parent (If applicable) about how you are doing in placement. We like to let people know you're doing well.



Red, Amber, Green System

09:00 – 18:00	These are the main key working hours in the day, unless the young person has special circumstances such as college or work.
18:00 – 22:00	Essential key working only. Staff will always be available to help with essential tasks young people may need and will be doing general check-ins. However, this time should be used to mostly to catch up with paperwork in the office. If any key working is done during this period, it would usually be small tasks or main sessions with young people who can't do key working during the day due college or work.
22:00 – 00:00	Staff needs to rest and recuperate as they need to be fit and healthy to be on shift. Please try not to disturb them unless there is an emergency.
23:00 - 00:00	Staff is expected to report any young people not home or in contact missing and go to bed as they have to be up to repeat the workday early in the morning. Tired staff means a lower level and quality of support, please be considerate. (Please note that once staff has reported a person missing, they will be expected to go to bed which means there is a chance you may not be heard if you come home after curfew.)

FREQUENTLY ASKED QUESTION & ANSWERS

What if I don't like my Mentor?

We take into consideration a lot of things before assigning you a mentor, and we always do our best to make sure that the person we choose is a good match, but all relationships take work. Try speaking to your mentor about the areas you feel the relationship could improve or about what is making you unhappy and try to work it out with them. However, if you have tried to talk to them or do not feel like you can do so, speak to the Infinity Alliance team and your social worker so we can try to fix any issues you are having, and offer some changes.

Where do I get my money from?

Normally you will be paid either directly by Social Services or sometimes your Social Worker will ask your Mentor or Infinity Alliance management to give you your money on their behalf. Your Social Worker and / or Infinity Alliance staff will give you the information on how exactly this will work at the beginning of your placement and will update you if at any time this changes.

What do I do in an emergency?

If you are in an emergency situation outside of the home you should follow these steps.

1. Contact Emergency Services by dialling 999 if you are in the UK. This is the emergency number for police, ambulance, fire brigade, coastguard, cliff rescue, mountain rescue, cave rescue, etc
 - This should be your first point of call if there's immediate danger to life or property. Emergency services can provide urgent help or dispatch police, fire, or medical teams as needed.
 - You should try your best to stay calm clearly stating the location, nature of the emergency, and any immediate risks, which will help responders arrive quickly.
2. Notify a Key Support Contact (if safe to do so):
 - After contacting emergency services, you should inform a trusted person, such as your placement or key/support worker, social worker.
 - This contact can provide additional support, guide you on next steps, and inform any necessary parties, like placement staff, if ongoing assistance or follow-up is needed.

3. Inform Friends or Family (if appropriate):

- If you have trusted family or friends who would be able to help in these situations, you can reach out after notifying your key support contact.

If you have an emergency that is non-life threatening, but you still need support and you are not in placement you can always call the placement landline or mobile and they will be able to offer you assistance in the most reasonable way. If you are unable to get in contact straight away leave a voice mail on the phone or send a text if possible and they will get back to you as soon as they become available. You can also make contact with your social worker who will be able to offer you assistance with your emergency if available.

If you have an emergency at the weekend or after 5:00PM then your first point of call would be to contact placement and speak to your key worker or support staff. You can contact the office telephone or mobile. If you are unable to get through to them then you can send a message or you can call the out of hours emergency phone number. You can also call social services and speak to someone from the Emergency Duty Team who will also be able to support with your emergency. If all of these options fail, you can contact the youth advocate manager via telephone or text and if this is also unsuccessful then you may contact the placement out of hours number. **DO NOT TEXT** this number. The emergency OOH phone is operated **24/7 365** days of the year.

If you are in placement and there is an emergency, always speak to a member of staff who is on duty. **Remember if you need the police, fire brigade or ambulance you should dial 999 before you call anybody else.**

How many hours support do I get?

Your hours of support is calculated based on your level of independence and demonstrated life skills.

Typical minimum support hours average to 6hours a week. This is initially assessed by your social worker and reviewed during the first 4-6 weeks of placement. The agreed hours could increase or decrease during your placement, based on how we think you are doing. You can always ask for more or less support should you feel you require it and we will review this with your social worker.

What bills do I pay for?

Your rent and accommodation will be paid by social services but any personal bills like phone bills or insurances would be paid by you. If you need help with these payments or believe you will be unable to make them. You should speak to your mentor, Infinity Alliance staff and social worker.

Who do I speak to if something is broken in the house?

Most issues should be reported to your **Mentor** or the member of staff on duty at the house, but if it's urgent or the staff at the house are unable to deal with the matter (e.g. burst pipe or broken boilers) always feel free to ask a member of staff on duty to get in contact with management to ensure the issue is resolved.

If it's something that has broken out of hours then you can get a member of staff to call the head office for you first thing in the morning, **Monday – Friday, 09:00 – 17:00**.

If you have an urgent repair such as a burst pipe you can always call the Infinity Alliance emergency OOH number.

Can I have overnight visitors?

Unfortunately we cannot accommodate over night stays in placement under any circumstances. However, Parents, partners, siblings, friends or others can visit you at placement during the day. You just need to let a member of staff know in advance.

The reasons we do not have overnight visitors is to make sure that we can keep you and other young people safe in the home as each individual may have separate needs and risks and we want to make sure that we respect those.

Can I make changes to my room to make it my own?

Yes, we encourage you to make the room your own so that you feel more comfortable in the home. Soft changes (pictures, posters, decorations, room rearrangements) are permitted without approval. We do ask that you let staff know of the changes you wish to make, and for bigger changes like moving the room around, please do get support from staff to do this to avoid injury. You will need approval if your changes require you to put holes in the walls, (such as shelves, brackets, fixed furnishings) or if the changes you want to make are more permanent, such as painting the walls or changing the furniture. Only a manager can approve these types of changes, so please give them time to come back to you on a decision and be respectful of the decision made. Please note, the cost of all changes you want to make will be your responsibility or something you may be able to agree with your social worker.

Compliments, Complaints, and Comments

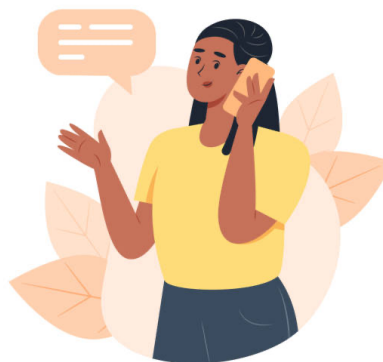
Types of feedback:

- **Compliments** - positive input regarding aspects of the Support Service
- **Comments** - still positive, but possible scope for improvement
- **Concerns** - negative feedback where action may be required to address a problem
- **Complaints** - serious concerns on the part of the Service User, requiring formal action as described below:

If you have a complaint or you are not happy with any part of the service, please try and speak to your key worker to see if the issue can be resolved. If you would like to take it further, or speak to someone else contact the Youth Advocate Manager, or Service Manager to make an official complaint. The initial response of a complaint/concern will be acknowledged within 24 hours in writing to the young person.

No young person will be treated any differently by staff for exercising their rights to raise a complaint.

Completion of complaints will be within 28 days. If it is expected to go on longer the young person will be informed in writing. Should you not be satisfied with the outcome of a complaint, a three-way meeting with you, your social worker, or manager and Infinity Alliance House manager could be further undertaken in hope to resolve this. **You can request to see the full complaints policy at any time (it is available at: <http://www.infinityyoungpeople.com/the-hub/handbook/young-people-complaints-policy>**



Listening To You.

- We have a number you can text or call to speak or feedback to us about things you believe should be brought to our attention. (Youth Advocate Manager – you can find this number on the last page of the handbook)
- We have suggestion boxes around the unit that you can put suggestions into that are checked weekly.
- We have fortnightly meetings in the home that is designed for you to talk about your experiences and anything you'd like to change or improve.
- You have a youth advocate that checks in on you while you're staying with us and for a time after you are no longer a part of our service.
- You have a quarterly meeting with the directors if you choose to engage with it, where you can speak directly to them about your experiences and suggestions.
- You have weekly key working sessions that can be used to give feedback.
- We have a young people hub that can be used to post suggestions.

Who To Contact If You Feel Unsafe

By A member of Staff

If you are in a position where you don't feel safe in placement for any reason it is important that you let someone know. There are several people you can contact who will be able to give you more support and information about what will happen next.

You should always tell your social worker.

If staff are not supporting you in the way you think they should, or have made you feel unsafe or been abusive in any way, let your social worker know. You can also let a different member of staff know, the Youth Advocate Manager or the management team (all details are provided on the last page of the booklet) You can make a direct complaint to the police or to Ofsted who can raise a full investigation and ensure that you are safe. If you need external support with doing this, you can contact the Children's Commissioner's Office (details can be found in the useful contacts section of this handbook)

By Another Young Person

If another young person in the home is making you feel unsafe or has caused you harm, please always let your keyworker know. You should also report this to your social worker. This means that the staff and management team can speak with your social worker, as well as the young person and ensure that there are reasonable measures to keep you safe in place.

We have a very low tolerance for bullying and violent behaviour and it is our job to ensure that everyone feels heard and is protected from harm. As such we will investigate the situation fully and give out sanctions, warning letters and possibly termination of their placement. Where possible, we can try to mediate between the young people and hold strategy discussions to lower the risks with the social workers.

If you are not comfortable speaking to staff alone there are lots of different advocates you can speak to and services to support you, there are several details for a few of these on the “useful Contacts” page of your handbook or the website, staff are always available to signpost you to additional services and external advocates.

About the House

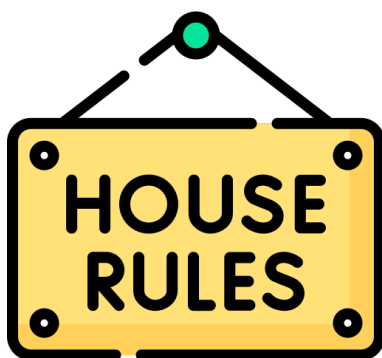
Each of Our Placements have been designed to provide you with the most comfort and cover your needs. Your room will come Standard with: a double bed (where the room is big enough), chest of drawers, wardrobe, bedside table, desk, chair, lamp, fridge freezer to store your personal food and beverages, as well as a TV which will have access to Netflix and Disney+. The TV is a provision made if you do not have your own, this may take up to 2 weeks to source for you once you are placed with us.

We will allow you to make your room "yours" but this will need to be discussed and approved by the manager.

There is a game station with a PlayStation or X-box with many games to play in the communal areas. We also have Gym and boxing equipment to utilise at your leisure, as well as a digital or physical library (depending on the size of the house).

We have also provided a care package for you on arrival packed with necessities such as a towel, flannel, toothbrush, shower gel, and a set of sheets for your room.

You will have access to all the communal areas within the house and be able to also store food in the main fridge in the kitchen if you choose to.



1. Please be respectful of other people's space and property.
2. If you notice something broken or not working as it should, please report it to a member of staff on duty.
3. If you break something accidentally, please take responsibility for it.
4. Please do not go into other residents' rooms without permission.
5. Please remember to do your own dishes and not leave items unwashed so that other residents can also use them.
6. Please clean up after yourself.
7. Respect the communal areas and leave them tidy after use.
8. Please remember that you may only have one guest at a time visit.
9. All guests should leave by 8pm and no one will be allowed to stay over night.
10. Please don't leave any guests alone in the house at any time.
11. Please remember to sign in and out of the house using the signing in sheet and let a member of staff know when you are going.
12. Please remember to be respectful of your neighbours and other residents and keep music, movies and other entertainment at a reasonable volume and quiet after 10pm.
13. Please don't burn candles in your rooms as these are a fire hazard.
14. Please don't bring pets into the house.
15. No smoking is allowed inside the house.
16. No Drugs (unless prescribed to you by a doctor), alcohol or illegal substances will be brought into the house.

More information on the rules and agreements of your placement can be found in your behaviour and tenancy contract which you will sign within your 1st week of placement. Some of these rules will be amended to suit your specific needs and requirements and so your contract and support plan is always the best place to look for rules and expectations specific to you.

More information on placement rules and expectations can be found at:

<https://www.infinityyoungpeople.com/the-hub/handbook/placement-rules>

Fire Safety

When you first move in you will be given a fire safety induction which will cover where all of the fire exits in the placement are. You will also go through as fire safety questionnaire, this lets us know how much you know and what you need to be supported with to ensure you are able to keep yourself safe in the event of a fire.

Fire Drills will be completed in the property at least 4 times a year, these will be conducted at random to ensure that you are acting as though it were a real emergency, these drills are done to ensure that the right protocol is always fresh in your mind, in the event of a fire.

A full risk assessment will be carried out on each young person and the property to ensure that any risks factors can be properly accounted for in case of a fire or emergency situation. E.g. mobility or hearing issues.

Fire evacuation posters will be placed on each floor of the home and will have a clear layout of the house with arrows of where to go in case of emergency evacuation, the assembly point will be clearly listed on this poster.

House managers and the staff are responsible for ensuring weekly health and safety checks are completed.



To ensure that fire risks are minimised we ask that you

- Do not smoke anywhere inside the home or out of windows from inside the house.
- Keep Fire doors closed at all times. Self-closing doors MUST NOT be wedged open for "convenience". Closed fire doors help to prevent the spread of fire and allow more time for evacuation.
- keep Fire exits clear at all times and not blocked with chairs, bags and other items.
- When using gas and electric appliances:
- Be careful and cautious, and always operate appliances in the way that the manufacturers' instructions manual instructs you to;
- When finished using an appliance, ensure that it is switched off before leaving it:
- Ensure that electric irons are not left unattended when switched on. Apart from the immediate fire risk, there is a serious risk of burning if it is accidentally picked up.
- Ensure that lamps are not covered with a cloth or other material at any time.
- Ensure that there are no cloths etc. "left to dry" by hanging over open gas cookers or hobs. Do not leave tea towels or cloths on the stove.
- As listed in the home rules, no candles or tea lights shall be lit in the house as the open flames present a fire risk which can be avoided, in case of emergency, torches and battery-operated light sources are available.
- Do not cover or remove the smoke detectors/ fire alarms in your rooms or around the home

In the event of a fire, Emergency evacuation of the Home will proceed as follows:

- All persons near the incident will be moved away from immediate danger. The Person-in-Charge at the time (if not the manager) is responsible for ensuring that this is carried out with due regard to safety and welfare of all concerned.
- The Fire Alarm System will be simultaneously activated which will also alert everyone in the home.
- All young people, staff and visitors will exit the premises to pre-designated Fire Assembly points using the designated fire doors and exit routes. Fire Evacuation plans can be found located around the premises on notice boards and in plain view with clearly marked exits and assembly points.
- Staff and residents should NOT stop to collect personal belongings and vacate to the fire assembly point.

- DO NOT re-enter the building until told to do so by the Senior Fire Officer from the fire brigade team or senior staff in the case of a fire drill.

Please read through our Fire safety Policy (see website details on first page and last page)

Useful Numbers

Children's Commissioner's Office

<https://www.childrenscommissioner.gov.uk/help-at-hand/> | 0800 528 0731 |

help.team@childrenscommissioner.gov.uk

The Office of the Children's Commissioner promotes the rights, views and interests of children in policies or decisions affecting their lives. They particularly represent children who are vulnerable or who find it hard to make their views known.

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. If you ever have any concerns about your care or in general, you can call the Children's Commissioner for advice.

Barnardos Advocacy

0808 800 0017 | advocacy2@barnardos.org.uk

Child line

0800 1111 | www.childline.org.uk

Specialises in child protection and the prevention of cruelty to children. Free 24-hour helpline for children and young people in the UK.



National Youth Advisory Service

<https://www.nyas.net/> | 0808 808 1001 | help@nyas.net

The Mix

themix.org.uk

Online guide to life for 16-25 year olds. Straight-talking emotional support is available 24 hours a day. Chat about any issue on our [moderated discussion boards](#) and [live chat room](#).

Papyrus

helpline: 0800 068 41 41 | papyrus-uk.org

Provides information and support for anyone under 35 who is struggling with suicidal feelings, or anyone concerned about a young person who might be struggling.

Samaritans

24-hour helpline: 116 123 (freephone) | jo@samaritans.org | samaritans.org

Freepost RSRB-KKBY-CYJK, Chris, PO Box 90 90, Stirling, FK8 2SA.

Emotional support for anyone feeling down, experiencing distress or struggling to cope.

Youth Access

020 8772 9900 | youthaccess.org.uk

Operates a network of membership organisations who provide local information, advice and counselling services. The Youth Access website and helpline can direct you to services in your area.

Young Minds

020 7089 5050 (general enquiries) | youngminds.org.uk

National charity committed to improving the mental health of all babies, children and young people. Provides information for both parents and young people.

Our Information

Website: www.Infinityyoungpeople.com

Email: info@InfinityAlliance.co.uk

Tel: 01322 435 525

Mobile numbers: Emergency /Out of hours - 073 8046 0780

Please list the numbers you want to remember and keep this booklet safe. We have highlighted some examples for you to fill in

Name	Role/ Relationship	Contact Number
	Social Worker	
	Key Worker	
	Dentist	
	Doctors	
	Opticians	
	House Contact Number	020 8637 2363 073 0508 2017
Savanah Williams	Youth Advocate Manager/ Feedback Contact	073 0508 1720
	Out of Hours	073 8046 0780
Tanya Mclean	RSM	073 0508 2010