



Welcome to your
home

Hello



Welcome to the High Street. Here is our guide to tell you everything you will need to know about living here with us.



Our home has up to four children living in it at any one time who are aged between 9yrs and 17yrs.



We hope that you will soon feel at home here and that we can help you to settle in as quickly as possible.



Your Bedroom

- You will have your own room which you can personalise to your own taste with pictures, rugs, cushions etc.
- You may want it decorating once you have settled in and we can sort that for you so that it is just the way you want it.
- We know that your privacy is important so the adults will always knock on your door unless there's an emergency. You will have a key to your room too.

Education

All children and young people who live in our home will have an Education setting to go to that is right for them, that could be a school or college.

We will ensure that you have everything you need from uniform to equipment, and a place to do your homework and we will ensure that you can get there depending on how far away it is from our home, whether that is walking, biking, bus etc.

We want you to feel supported by us so we will attend any meetings with you and attend any celebrations.

Seeing those who are important to you

- Your important people are important to us too! We know that you will want to see friends and family.
- We will work with you and your social worker to agree who you want to stay connected with and how often that will happen and where.
- Creating lifelong positive memories are important to us and we will do all that we can to support you to safely see who you want to see.





Its all about the Money



Pocket Money Saturdays!

Every Saturday is **pocket money day** – a little boost to your weekend, just for you! We'll talk together about how much you get and make sure it works for your age and needs.



Hobbies & Activities? We've Got You!

Want to try football, painting, gaming, cooking, dancing, or maybe something completely new? We'll help you find fun things to do **that YOU enjoy**.



You Choose, We Support

We'll work with you to make sure you have **lots of choices** — days out, holidays, clubs, or chill time — and that you're able to enjoy them without worry.



Everything will be planned together in your own meeting so we know what matters to **you**!

Food, Fun and Full Tums

At **High Street**, we **love** getting stuck into baking and cooking – and we'd love you to join in! Whether it's planning the weekly menu, helping with the shopping, or cooking up something tasty, there's always a way to get involved.

Eat Your Way

You're free to help yourself to food and eat wherever you feel most comfortable. When you're ready, we'd love for you to join us at the table — no pressure!

- **Snacks? Always!**

We'll make sure your favourite snacks are in the cupboard — just let us know what you like!



Fun, Adventures & Trying New Things!

At **High Street**, having fun is what we do best!



Your Free Time = Your Choice

We'll help you choose how you spend your spare time — whether it's relaxing, being creative, or getting active.



Bucket List Goals? Let's Do It!

Got something you've always wanted to try? Let's make it happen together!



New Adventures

We'll give you **loads of options** and help you step outside your comfort zone (only if you want to!) — so you can discover just how awesome you really are.

Smoking, Vaping, Alcohol & Drugs

At **High Street**, we want to help you stay healthy and safe.



Smoking & Vaping

We don't allow smoking or vaping inside the home. If you do smoke or vape, we'll support you to quit — but if you choose to continue, it must be **outside** and away from the house.



Alcohol & Drugs

Alcohol and drugs aren't allowed here. If you're struggling or need support, we're here to help you make positive choices and live a healthier, happier life.



WiFi, Phones & Staying Connected

At **High Street**, we know how important it is to stay in touch and have some screen time.

WiFi for Your Devices

Yes — we've got WiFi! You'll be able to use it on your devices, but there'll be a few simple rules based on your age and how safely you use it.

• **Keeping in Touch**

We like you to have a phone so you can connect with friends and family. We'll help you use it safely — that way, **you feel safe** and **we don't have to worry**.

Pets & Pawsitive Vibes!

At **High Street**, we know how special pets can be — they bring comfort, fun, and lots of cuddles!

Pet Time

We want every young person to have the chance to help care for a pet while they're with us.

Doggie Visitors

The adults who care for you sometimes bring their friendly dogs in too — they love the attention and are always up for a fuss!



At **High Street**, we understand that things don't always go perfectly — and that's okay.



Talk to Us

We're always here to listen. You can talk to any of the adults in the home if something's on your mind.



Need to Talk About an Adult?

If you feel upset about something an adult in the home has done, that's okay too — you can still talk to someone safe.



Other People You Can Talk To

You can also speak to your **social worker**, or someone who's **independent** and outside of the home. We'll make sure you always know who you can contact.

If Something's Bothering You...



Everyone's Welcome at High Street

At High Street, we celebrate what makes each of us
unique.

Different Cultures, Shared Experiences

Every month, we explore different cultures — whether it's through food, music, traditions, or just learning something new. It's a chance for everyone to **learn, share, and celebrate**.

LGBTQ+ Inclusive

We proudly support all LGBTQ+ children, parents, and staff. Everyone deserves to feel **safe, respected, and accepted**. We'll help you access the right information and support to understand and embrace your identity and culture.

People You Can Contact If You Need To Talk

There are lots of people you can speak to if you're feeling worried, upset, or just need a chat:

 **Nic Ward** – Head of Service

 nicola.ward@illuminatecaregroup.co.uk

 **Rob Wardle** – Designated Safeguarding Lead (DSL)

 rob@illuminatecaregroup.co.uk

-  **Children's Commissioner**

 info.request@childrenscommissioner.gov.uk

 020 7783 8330

