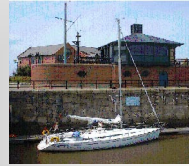


Care Afloat



INVOLVING YOU



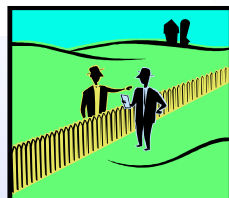
Involving You

Dear Neighbour

You may or may not be aware that Care Afloat has a small community children's home for 3 young persons near you.

It is now our policy to try and involve the local community in supporting our efforts with these young people, while at the same time committing ourselves to provide support for the local neighbourhood.

This small brochure is an attempt to inform you of how we see that happening.....



WHO ARE WE?

We are a private and independent provider of residential care to young people.

Started by Danny Curran, a local youth & community worker in 1991 we are committed to providing high quality care in small homes (from 1-3 residents) based in the local community, recruiting & training local people to work with our young people (Currently 75% of our staff are from Skelmersdale).

WHAT DO WE DO?

Apart from our small homes, we have a number of boats we use to provide our (& local) young people with the opportunity to grow and learn in a different environment.

In addition, we provide full-time education & workshop facilities to help develop our young people.

Being accountable.....

All of our homes are registered and inspected regularly by Ofsted who ensure our staff are trained to provide a high standard of care in line with the Care Standards Act 2001 and measured on National Standards.

In addition, we feel that we should try and be more accessible to local people and groups to develop a partnership which will benefit all parties.

Can you help?

Each of our young people need a **Community Befriender**. We are seeking people who can give some of their time to help integrate our young people locally by organising trips, visits and events. We pay expenses and provide training + CRB checks for those found suitable.

We are now also seeking 1 or 2 residents to act as contact points for neighbours to ensure that our operation has a minimal impact locally. Monthly feed-back sessions are arranged for each home with their community representatives who can on your behalf ;

1. Raise concerns about the homes operation.
2. Offer suggestions about how to improve things.
3. Arrange joint events/excursions for local people.

Can *we* help?

We are keen that local groups gain access to our facilities. In particular we have a 70' narrow-boat 'Charmaine' which is fully accessible for up to 12 people, including wheelchair users for day trips and 6 people for overnights. As a local resident you may be entitled to nominate a *local* group, family or individual to have a free day trip on the boat. We are especially keen to have groups of local volunteers on board as a reward for their contribution to the community.

If there *is* a problem.....

We are aware that at times our young people can be challenging. While this rarely impacts on the local community, we need to ensure that should problems arise they are dealt with quickly. To this end we have developed a process called 'Raising Your Concerns' which we would ask you to follow if you have an issue. It is important that at first you bring this to the attention of the staff or manager at the home.

They will listen sensitively to you and try to resolve the problem immediately.

This is always by far the best way to resolve any problems with any neighbour, as I am sure you realise.

If it isn't resolved to your satisfaction, we have a written procedure (a copy enclosed) which you can pursue.

More serious concerns can be raised directly with Ofsted.

In support of these efforts we are in regular contact with the local Police to ensure that any problems are dealt with appropriately.

Please remember it is in all our interests to resolve these problems—your concerns **will** be treated seriously.



YOUR LOCAL CARE AFLOAT HOME
TELEPHONE NO -

NAME OF MANAGER

POLICE COMMUNITY BEAT MANAGER
NAME

POLICE COMMUNITY SUPPORT OFFICER
NAME

TELEPHONE No 724101

