

# Young Persons Guide To Services



## WELCOME

At Every Second Children, we provide safe and caring homes where children and young people feel listened to, looked after, and important.

Most of our homes are for one young person, but some are shared with others — and everyone has their own bathroom or en-suite.

Our homes aren't just where you live — they're places where you can be yourself, feel proud of who you are, and work towards your goals with people who care about you.

 [www.everysecondchildren.com](http://www.everysecondchildren.com)

Contact Us  01244 255444



OUR  
HOMES  
R  
YOUR  
HOME



# OUR VALUES The EVERY Way

WE LIVE AND BREATHE OUR VALUES  
TO GUIDE EVERYTHING WE DO:

- E – Empathy: We try to understand how you feel and what you need, so you feel safe and supported.
- V – Visionary Leadership: We listen to your ideas and help you make choices about your care and future.
- E – Empowering Environments: We make sure your space feels calm, safe, and like somewhere you can be yourself.
- R – Respect: We treat everyone kindly and fairly, and help you build strong, respectful friendships.
- Y – You're Accountable: We do what we say we'll do and stick by you as you grow, learn, and shine.

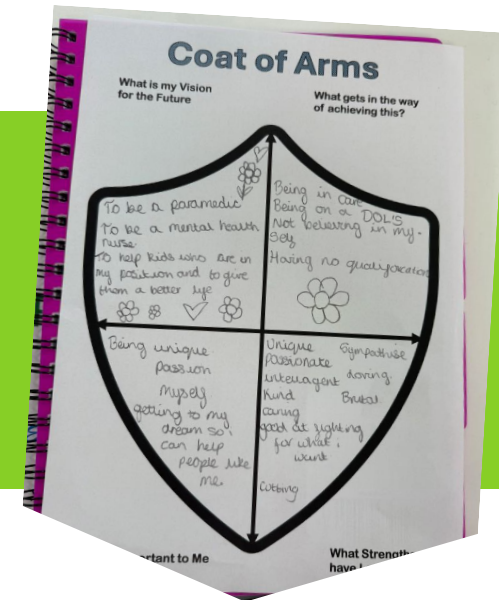
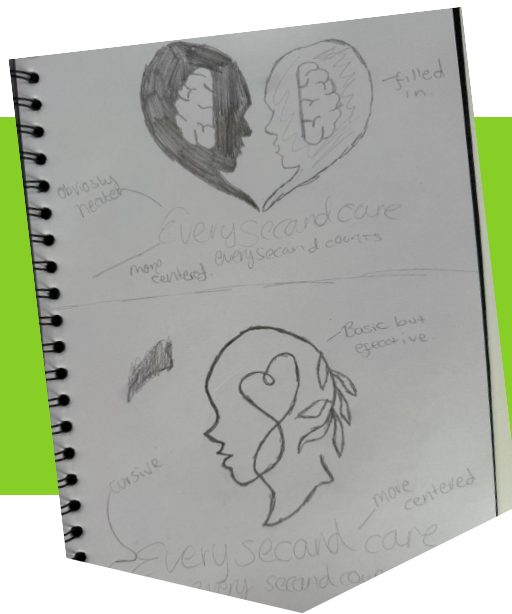
Our staff live these values every moment of every day — so you always feel supported and inspired.





## Creating a Real Home

Every Second homes are warm, friendly, and feel like a real home. You get to help decorate your own room so it feels like your space, showing off your style and what matters to you. We want everyone to feel safe, happy, and confident – so we make time for fun, celebrate the good stuff, and enjoy everyday routines together that help you feel at home.



- YOU CAN TALK TO THERAPISTS AND PEOPLE WHO HELP WITH FEELINGS WHENEVER YOU NEED TO.
- WE SUPPORT YOU AS YOU GROW UP AND GET READY FOR ADULT LIFE.
- YOU CAN DO LIFE STORY WORK TO REMEMBER IMPORTANT THINGS AND UNDERSTAND YOUR JOURNEY.
- THERE ARE CALM, SENSORY-FRIENDLY SPACES TO HELP YOU FEEL COMFORTABLE.
- YOU'LL HAVE REGULAR ONE-TO-ONE TIME WITH TRUSTED ADULTS WHO ARE THERE JUST FOR YOU.
- WE'LL HELP YOU LEARN WAYS TO MANAGE BIG FEELINGS AND BOUNCE BACK WHEN THINGS ARE TOUGH.
- YOU CAN ENJOY LEARNING, TRY NEW ACTIVITIES, AND BE PART OF FUN THINGS WITH OTHERS.



# FUN, ADVENTURES, AND BIG DAYS OUT!

We believe that joy, play, and shared experiences build confidence and belonging. Some of the experiences we offer include:

- *Bake-Off Competitions (ready, set, bake!)*
- *Shopping/Pamper Days*
- *Gallery and Museum Visits*
- *Trips to Theatres and Cinemas*
- *Gym and Fitness Sessions*
- *Outdoor Adventures: Forest walks, picnics, sports*
- *Karaoke, Talent Shows, and Themed Celebrations*







# PERSONALISED PLANNING

At Every Second Children, you're involved in planning your own care and future. In workshops and weekly sessions, you can:

- Set your own goals
- Help shape your daily routines
- Have a say in your health, education, and emotional support
- Build good links with school, college, or tutors
- Get help with homework, revision, and coursework
- Explore jobs, write your CV, and try work experience
- Celebrate your achievements — big and small

Your care plan grows with you and always includes your voice and choices.





# **EXTRA OPPORTUNITIES**

## **PLANNING FOR ADULTHOOD**



**At Every Second Children, we get you ready for the future — your way, with all the support you need.**

**Our transitions programme helps you build skills and confidence for independent life, and it's full of exciting opportunities:**

- Learn to cook, budget, and take care of yourself
- Education is important for your future, we will help
- Explore future housing and get connected in your community
- Stay close to friends and family who matter to you
- Get advice on jobs, training, and apprenticeships
- Join our Future Leaders programme and shape your future
- Take part in peer mentoring and buddy up with others
- Enjoy Surprise & Delight days, just because!
- Access the No Barriers Fund — no one misses out here
- Join our Innovation Panels and help improve our services

**When it's time to move on, it's never goodbye — we're still here for you whenever you need us.**





# Shaping Our Team

Children and young people can get involved in shaping their home and team. You can:

- Help choose new staff by joining interview panels
- Share your views on what makes a great support worker
- Help welcome and guide new team members
- Your voice matters — and it helps make real change.

## RAISING YOUR VOICE

We make sure every young person knows how to speak up and feels safe doing so.

- You're encouraged to talk about how you feel — your voice matters
- If something is upsetting or worrying you, we will listen and take action
- You can speak to your key worker, the home manager, or any trusted adult
- You also have the right to complain to Ofsted or your local authority — their contact details are clearly displayed in your home
- We'll help you understand your rights and support you to use them
- We take all concerns seriously, and no one will ever get in trouble for speaking up

Feeling safe, heard, and respected is your right — and we're here to protect it.

WE ACTIVELY ENCOURAGE FEEDBACK FROM CHILDREN, FAMILIES, AND PROFESSIONALS, EACH OF OUR HOMES PROVIDES CLEAR INFORMATION ON HOW TO CONTACT LOCAL OFSTED AND LOCAL AUTHORITY COMPLAINTS CHANNELS.



# ***Every Second Children*** ***House Agreement*** ***(Example)***

This is your home. We aim to create a calm, respectful and supportive place where everyone feels safe, valued, and heard.

Our goal is to help you build independence and confidence, while also following the plans agreed with your social worker and local authority.

What we ask from everyone:

Be kind and respectful – treat others how you'd like to be treated

Look after your space and the home – keep things clean and tidy together

Use tech and social media safely – ask if you need support

Stick to routines – they help keep you well and on track

Let staff know before going out – your safety is our priority

Talk things through – we don't use punishment; we listen and work things out together

Try new things and build skills – we'll support you every step of the way

There may be times when you need to go out with staff. This is usually a short-term arrangement to help you stay safe and develop confidence. Each person's plan is different — some people have more flexibility than others, depending on their needs and what's been agreed with professionals.





# MEET YOUR EXPERT TEAM



**Lee Houghton**

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# FINAL WORD

At Every Second Children, we don't just support children — we believe in them.

We build homes where you feel:

- Valued for who you are
- Respected in everything you say and do
- Supported through the ups and downs
- Excited about what's ahead

With the right people by your side, every second can make a difference.

Every Second Care — where you matter, and your dreams do too.



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Visit Our Website:  
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# FREQUENTLY ASKED QUESTIONS



## **What is this place?**

It's a children's home – a safe space where you can live, be supported, and work on your goals if living at home isn't possible right now. We don't keep reminding you you're "in care" – this is your home first and foremost.

## **Who lives here?**

Young people just like you, who might need a bit of extra support with things like emotions, behaviour, or feeling settled.

## **What are the staff like?**

They're trained, kind, and here to help. You'll see the same familiar faces and they'll always treat you with respect.

## **Do I still have to go to school?**

Yes – but we'll help find the best option for you. That could be mainstream school, online learning, or something more flexible.

## **Can I have my phone or iPad?**

In most cases yes, as long as you use it safely and in line with our values – no bullying, staying safe online, and not using it to avoid important stuff.

## **Can I decorate my room?**

Totally! Bring your own style – posters, photos, lights – whatever makes it feel like your space.

## **Are there rules?**

Yes – but they're fair and based on your age and what you need to learn for the future. We'll always explain why.

## **Can I have a say in things?**

Definitely. From your care plan to choosing activities – your voice matters here.

## **What if I'm struggling or upset?**

We'll listen, stay calm, and support you. No judgement. We'll always help you find ways to cope.

## **What do we do for fun?**

Loads – trips out, movie nights, sports, art, gaming, cooking... You'll help choose what we do.

## **Can I see my family?**

Yes, if it's safe and part of your plan. We'll help make it work.

## **Can I get help with mental health?**

Yes – whether it's talking things through or linking you with professionals, we've got your back.

## **What about my future?**

We'll help you learn life skills, gain confidence, and plan your next steps – whether that's moving back home, going semi-independent, or something else.





**Empathy   Visionary   Empowering   Respect   Accountable**