

Welcome Pack for new residents
15 Forest Walk, Fishponds, BS16 4DB









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WELCOME TO YOUR NEW HOME

Starting a New Chapter

We know that moving into a children's home can bring up all kinds of feelings—nervousness, confusion, or even hope. At Andaman House, you matter. You deserve to feel safe. You will be cared for, listened to, and never judged.

Every story has different chapters—and yours is important.
At Andaman House, this is the beginning of something new. That might feel exciting, or it might feel scary. It's okay to feel both.

We know you might have had a hard time before. You might have moved around a lot, or maybe you have felt like no one really "gets" you. But here is the good news: this chapter can be different.

This is your space

You will have a place that's just yours—a comfy bedroom you can make your own, a team that supports you, and a home that welcomes you no matter what kind of day you're having.

This is your journey

There's no "right" way to feel. Some days you might laugh. Other days you might feel quiet or angry. That's okay. We're here to support you, not pressure you.

You get to go at your own pace

You don't have to prove anything. We'll work with you step by step—on your timetable—whether it's settling in, trusting others, or trying something new.



Your voice matters here

We will listen when you speak. Your ideas are important. You'll help make decisions about your care, your routines, and even how things work in the house. This is your home, too.

Small wins matter

At Andaman House, we celebrate **every success**—no matter how small. Got out of bed today? Spoke up in a group? Took a deep breath instead of shouting? Those are victories, and we are proud of you.

We believe in second chances

Everyone makes mistakes. That does not mean you are a bad person. You will always have a chance to learn, grow, and move forward with people who want the best for you.

This chapter is about YOU!

You belong here. You are not alone. You are not just "in care"—you are someone with dreams, feelings, and a future. We are honoured to be part of your journey.



WHAT IS ANDAMAN HOUSE?

Andaman House is a 4-bedroom children's home that offers 24/7 care, emotional support, and structure. It's a place where young people can feel safe, supported, and respected, while planning for their future.

Andaman House is a warm, safe home just for children and young people aged 8 to 17. It's not just a place to stay—it's a place where you can feel cared for, supported, and understood.

We know that life might have been tough before coming here, and that is okay. At Andaman House, we will help you feel settled and listened to. You will be given time, space, and support to be yourself, heal, and grow.

- You will have your own bedroom, with a key code to keep your things safe. You can decorate it how you like to make it feel like *your space*.
- You will live with other children and be cared for by kind adults who want to help you feel safe and happy.
- We have daily routines, fun activities, and Saturday house meetings where you help decide what happens in the home—like meals, activities, and what needs improving.
- There is also a special therapy and sensory room—a calm, comfy space where you can go if you feel worried, overwhelmed, or just need a break.
- © Our goal is to help you feel better, grow stronger, and plan for your future. Whether you are here for a short time or longer, this is your home while you're with us.



What to Expect

Moving in can feel like a big step. Here's what to expect:

A Warm Welcome

You'll be greeted by friendly adults who care about how you feel and want to help you settle in.

6 Help Unpacking

You don't need to do it all alone. Staff will help you unpack your things and make your room feel like *your space*.

Meeting the Other Young People

You'll meet others living in the home. There's no pressure — we'll give you time and space to feel ready.

🚅 🚨 Time to Settle In

You don't need to do everything on Day One. You'll have time to relax, explore the house, and get used to your new routine.

A Welcome Pack

To help you feel comfortable, you'll receive a welcome pack with a few essentials just for you — including a toothbrush, toothpaste, toiletries, pyjamas, a dressing gown, slippers, and a new outfit to get you started.

Don't worry if you arrive without anything else — we'll go shopping together for things you like and need.

Meet Your Key Workers

You'll be introduced to your two Key Workers — the adults who will get to know you best and support you day-to-day.

A Welcome Meeting Within the First Few Days

We'll have a small, friendly meeting to talk about your needs, interests, and wishes. You can ask questions and tell us what helps you feel safe and happy.



Our Purpose - What We are Here For

Andaman House is a safe, caring home for children and young people aged 8 to 17. It's a place where you can heal, feel supported, and get help with anything you've been through. You'll be cared for by kind, trained adults who understand your feelings.

We want you to feel safe, happy, and hopeful about the future. That's why we support your learning, health, emotions, and independence. You'll have your own key code, your own room, and a say in the things that matter to you.

You belong here. You matter. And we're glad you're with us.

Our Ethos (What We Live By)

At Andaman House, we believe every young person deserves a safe, nurturing place to heal, grow, and thrive. We are committed to providing compassionate, trauma-informed care that empowers children and young people to build resilience, discover their strengths, and achieve their full potential.

We respect each child's individuality and journey, fostering a sense of belonging, hope, and confidence. Through consistent support, positive role modelling, and partnership with families and professionals, we prepare young people for a successful future while maintaining an open door for ongoing care and connection.

You belong here, You matter, and we are glad you are with us.



22 Who Will Be Looking After You?

Our team is made up of experienced, trauma-informed adults who support young people with care and compassion. This includes your Key Worker, Support Workers, the Deputy Manager, the Home Manager, and the Responsible Individual.

At Andaman House, there is a whole team of caring adults here to support you.

You will have:

- A Registered Manager who looks after the home.
- A Deputy Manager will join us shortly, who helps run the home every day.
- † † Senior/ Support Workers who are also your mentors.
- Two Key Workers just for you—to talk to, help you, and plan things with you. Your Keyworkers are here for you. They will help you with your goals, talk when you need to, and check in regularly to make sure you are doing okay.
- A Therapist for private 1:1 emotional support if you would like it.
- A Responsible Individual who checks everything is running safely.
- A Team of People who have worked in schools and similar homes who understand learning and how to support you best.

We are all trained to give you safe, caring, and respectful support. You can always talk to any of us when you need something.



Your Well-being Comes First

We understand that your journey might include things that are hard to manage. That's okay. We're here for you—to support your emotions, help you feel grounded, and connect you with mental health support if you choose.

We know that sometimes life can feel tough, and that is okay. At Andaman House, your feelings matter.

We are here to help you feel calm, safe, and supported every day.

You will have:

- Adults who care and listen
- Someone to talk to if you are sad or worried
- Trauma informed therapists who can offer a 1:1 session just for you
- Mentoring sessions to help you build confidence and talk through anything on your mind
- ❖ A relaxing trauma-informed/sensory room where you can feel calm, safe, and recharged <a> ← ♣ ♣

You are never alone here — there is always someone to talk to.



Financial Support & Achievements 🐇

We know it is important for you to have the right support—not just with your feelings, but also with your money and goals.

♦ What Money Will I Get?

Here is what you will receive while living at Andaman House:

- Pocket Money You will get a set amount each week to spend on the things you like § Q .
- Clothing Allowance So you can buy clothes that make you feel comfortable and confident
- Personal care allowance -We support all your needs, including personal care items like headscarves, hair oils, or anything important for your culture or religion.

Staff will help you learn how to manage your money, save for things you want, and make smart choices

Celebrating You!

We think achievements—big or small—will be recognised!

We will celebrate when you:

- Reach your goals
- Try your best
- Are kind to others



- Do well in school or learn a new skill
- Make positive choices

You could get certificates, rewards, special treats, or even be the Star of the Week! 🐥

We are here to cheer you on—because you matter 💖

Your Bedroom - Your Own Space 🎨

Your bedroom at Andaman House is just for you. It's your special space to feel safe, relaxed, and at home.

Here is what to expect:

- You will have your own key code so you can have privacy when you need it.
- You can decorate your room with posters, photos, and colours you like!
- & Bring your favourite toys, teddies, or things that make you feel comfy.
- You can add your own touches like cushions, fairy lights, plants, or art.
- A cosy bed, wardrobe, TV and drawers will be ready for you.
- Need quiet time? Your room is your calm space to relax, listen to music, draw, or just chill out.
- You can talk to staff about how you would like your room to feel homely and YOU.

This is your home, and your bedroom is your own little world inside it. We will help you make it feel just right.



Daily and Weekly Routines

Each day at Andaman House follows a helpful routine. Routines help us feel safe and know what to expect.

- Morning Routine:
- Wake up, get washed and dressed. and school holidays.
- Breakfast and check-in with staff.
- <u>Daytime Routine</u>:
- Go to school, college, or have tuition at home.
- Lunchtime and emotional check-ins. (weekends, school holidays)
- <u>Evening Routine</u>:
- Dinner with everyone.
- Free time for games, music, crafts, etc.
- Key work sessions if planned.
- Wind down, get ready for bed.
- Weekly Routine includes:
- 7am wake up school mornings, 10 am weekend
- House Meeting every Saturday at 11AM.
- Weekend outings or activities decided by you!

House Meetings

Every Saturday morning at 11am, we have a house meeting. It's your chance to:

- Choose fun activities for the week \(\bigcirc\) \(\bigcirc\)
- Help decide on meals
- Suggest any improvements * *
- ❖ Talk about anything on your mind ○

After all, this is **YOUR** home.



ADD PICTURES OF ACTIVITIES

House Rules

Rules are here to keep you safe and happy. We'll always talk with you about why they matter.

- Be kind and respectful to others.
- No bullying or fighting of any kind. This includes all unkind words
- Treat others as you wish to be treated
- Bedtime will be discussed and set by age
- Internet will shut down at agreed set times
- Phones/tablets/games will be handed in at night
- We expect you to treat the staff with respect
- We expect the staff to treat you with respect
- Talk to staff if something's wrong.
- Education is important, you are expected to attend every day and on time
- ❖ ✓ We are an inclusive home, and no form of discrimination will be tolerated
- ❖ ✓ Take part in/follow daily routines
- Follow staff guidance.

Anti-Bullying

Bullying is not okay. If someone is unkind or hurting you, please tell a trusted adult. We will listen and take action to help you feel safe again. If you feel you cannot talk to anyone about this directly, please use the worry boxes or contact your professionals. If we know we can help you.



1 Your Rights

You have the right to:

- Feel safe and be protected
- Be cared for and respected
- Have your say in decisions about you
- ❖ Be listened to and taken seriously
- Have help with school, health, and your feelings
- Know how to make a complaint if something feels wrong

Complaints

- ❖ Talk to a staff member or your keyworker
- ❖ Speak with the responsible individual &

If it's still not sorted, you can talk to:

- Your social worker
- An Advocate
- Ofsted

■ Your Voice Matters

This is your home. You have a say in how it runs, what happens, and how you're supported. Speak up, be heard, and feel proud of who you are.



Section and Future

We will help you reconnect with learning, explore careers or courses, and grow in confidence.

- Whether you go to school, have 1:1 lesson, or learn in different ways, we will support you every step of the way.
- You will have help with homework, setting goals, and celebrating achievements—big or small.
- We will attend all your parent/carer evenings/shows or achievements.
- we can also help you think about future jobs, training, or college when you are ready.



Life Skills & Independence

At Andaman House, we want to help you **learn skills** that will help you now *and* in the future.

You will get lots of support to become more **confident**, **independent**, and ready for whatever comes next!

Self-care

We will show you how to look after yourself—like brushing your teeth, doing laundry, and keeping your space clean.

Cooking

You will get to learn how to cook yummy meals and snacks. You can even help plan the weekly menu!

Budgeting

We will teach you how to manage money—like saving, spending wisely, and planning ahead.

... Travel skills

Want to learn how to use a bus, plan a route, or get around safely? We will help you with that too!

* Real life stuff

We'll support you to learn things like booking appointments, filling in forms, and getting ready for adult life.



M When It is Time to Move On

When you are ready to move on from Andaman House, we will not just wave goodbye.

We'll help you get ready for your next chapter — whether that's going to live with family $\frac{1}{2}$, joining foster care $\frac{1}{2}$, or starting to live more independently $\frac{1}{2}$.

We will support you with things like:

- Example 1 in the property in the property is a second of the property in the prop
- Making sure you have furniture, clothes, and the things you need
- i Helping with money, budgeting, or benefits
- Learning life skills so you feel more confident
- Talking through your worries or feelings
- Staying in touch if you would like to

Our Door Is Always Open

Even after you leave, you can always come back to visit us.
Whether you need advice ♠, support ℅, or just want to say hi 🦂 — we'll be



here.

You will always be part of the Andaman House family 🏠 🤎.

Who's Who? Meet the staff





Important contacts

*	Social Worker	
*	IRO	
*	Advocate	
*	Keyworker	
*	Mentor	



- Local Area Map
- Address: 15 Forest Walk, Fishponds BS16 4DB
- Local Schools: Nearby primary and secondary schools
- Doctors & Dentists: Located within walking distance
- 🚃 Bus Routes: Frequent buses into town and nearby areas

Education

Primary Schools:

- o Minerva Primary Academy approximately 400 yards away.
- o St Joseph's Catholic Primary School approximately 460 yards away.
- St Stevens infant school
- Chester park junior and infants

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• Secondary Schools:

- o Bristol Brunel Academy approximately 870 yards away.
- Bristol Metropolitan Academy
- Soundwell Academy
- Briar wood special school
- o St Matthias Academy approximately 0.8 miles away.

Bus Routes Serving BS16 4DB



The following bus routes operate in the vicinity of BS16 4DB, providing connections to various parts of Bristol:

Route 16 - Fishponds to City Centre (Rupert Street)

- Operator: First Bristol, Bath & the West
- Route: Fishponds → Kingswood → St George → Barton Hill → Temple Meads →
 City Centre
- Stops Near BS16 4DB: Lodge Causeway, Channon's Hill
- Notes: Introduced in April 2025 to enhance connectivity between East Bristol and the city centre.

Route 17 - Keynsham to Southmead Hospital

- Operator: First Bristol, Bath & the West
- Route: Keynsham → Brislington → City Centre → Fishponds → Southmead Hospital
- Stops Near BS16 4DB: Alcove Road, Channon's Hill

Route 25 - City Centre to Fishponds

- Operator: Transpora Bus
- Route: City Centre → Broadmead → St Pauls → St Werburghs → Eastgate Centre
 → Fishponds
- Stops Near BS16 4DB: Straits Parade
- Timetable: Services run every 30 minutes on weekdays and Saturdays.

Route 46 - City Centre to UWE Frenchay Campus

- Operator: First Bristol, Bath & the West
- Route: City Centre → Easton → Fishponds → UWE Frenchay Campus
- Stops Near BS16 4DB: Lodge Causeway, Channon's Hill

Route 47 - City Centre to Fishponds (Straits Parade)

- Operator: First Bristol, Bath & the West
- Route: City Centre → Fishponds (Straits Parade)



- Stops Near BS16 4DB: Straits Parade
- Notes: Provides direct service between the city centre and Fishponds

Route 47X - City Centre to Oldbury Court

- Operator: First Bristol, Bath & the West
- Route: City Centre → Fishponds → Oldbury Court
- Stops Near BS16 4DB: Straits Parade
- Timetable: Weekday services with multiple departures throughout the day.

Route 48/48X - City Centre to Downend/Emersons Green

- Operator: First Bristol, Bath & the West
- Route: City Centre → Fishponds → Downend/Emersons Green
- Stops Near BS16 4DB: Lodge Causeway, Channon's Hill

Route 49/49X - City Centre to Staple Hill/Lyde Green

- Operator: First Bristol, Bath & the West
- Route: City Centre → Fishponds → Staple Hill/Lyde Green
- Stops Near BS16 4DB: Lodge Causeway, Channon's Hill

Route 534 - Filton to Fishponds

- Operator: First Bristol, Bath & the West
- Route: Filton → Fishponds
- Stops Near BS16 4DB: Lodge Causeway, Channon's Hill Moovit

Route SB5 - St Brendan's College to Fishponds

- Operator: First Bristol, Bath & the West
- Route: St Brendan's College → Fishponds
- Stops Near BS16 4DB: Lodge Causeway, Channon's Hill Moovit

Nearby Bus Stops



Key bus stops within walking distance of BS16 4DB include:

- Lodge Causeway
- Channon's Hill
- Straits Parade
- Alcove Road

These stops are served by multiple routes, providing frequent services to various destinations across Bristol.

Local clubs and activities

- Army cadets
- **❖** Karate
- Brownies
- **❖** Cobra boxing gym
- Kingswood leisure center offering gym memberships, swimming lessons, swimming and many more leisure activities
- Kingswood Leisure Centre (Church Road, Kingswood, BS16 4RH) Located just over 0.5 miles (about a 10-minute walk) from BS16 4DB doogal.co.uksports-facilities.co.uk. This makes it an ideal local facility for swimming, gym use, sports classes, and community events.
- Cobra Boxing Gym (3 Waters Road Business Park, BS15 8FE)
 This gym is approximately 2 miles away CPD members praise the welcoming atmosphere and targeted youth classes

❖ • Army Cadets

While we don't have the exact detachment address, local Army Cadets units are typically located within a 2–3 mile radius of BS16 4DB. You can easily find the nearest detachment by searching via postcode on the Army Cadets website armycadets.com+1dataplate.co.uk+1.

Karate Clubs, Brownies

These popular community groups are usually hosted in local community halls, schools, or churches—typically within **1–3 miles** of BS16 4DB. Exact locations can be identified based on interest and availability.