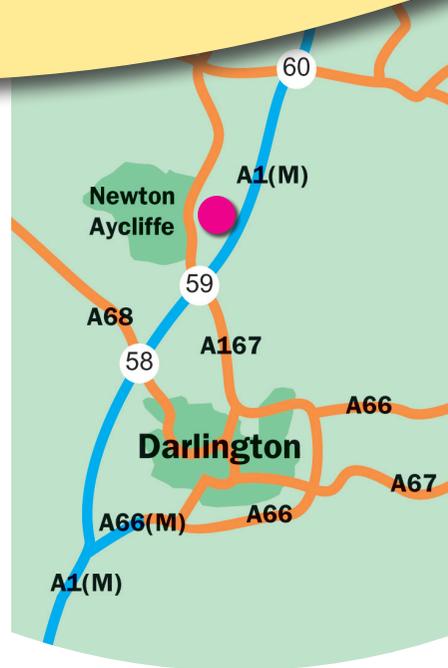
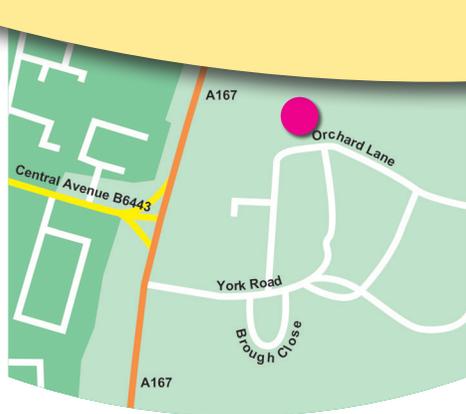


Directions

By Car: We are located on the A167 about ½ mile from Newton Aycliffe town centre.

By Rail: The nearest train station is at Darlington which is about 7 miles from Aycliffe. Buses run regularly from Darlington and taxis are available at the station entrance.

By Bus: There are buses to Aycliffe from most major local towns and cities. Bus stops are within walking distance. We are able to help with bus times and routes so please give us a ring.



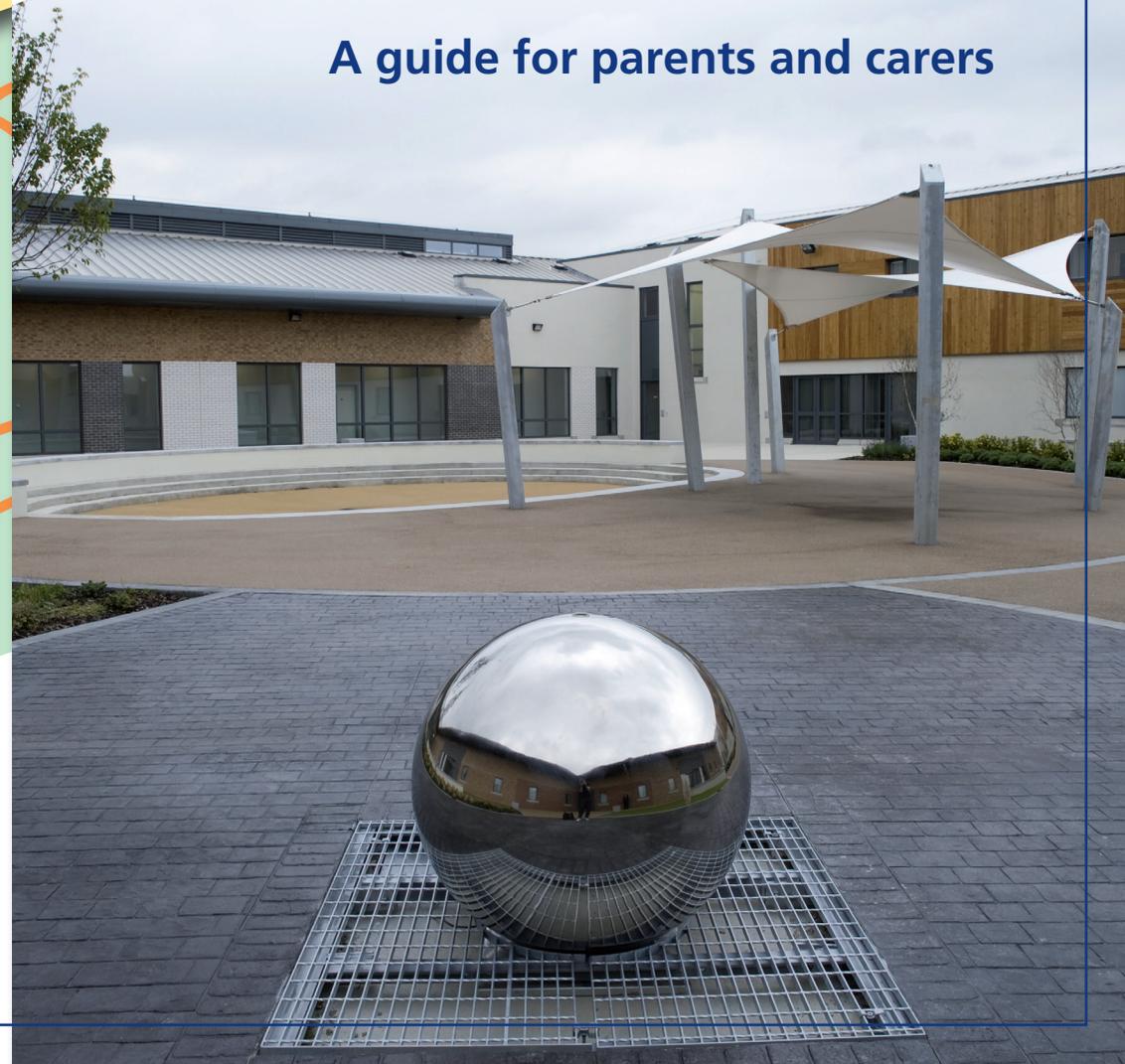
Aycliffe Secure Centre,
Copelaw, Newton Aycliffe,
County Durham, DL5 6JB.
Telephone: **03000 263 000**
Email:
aycliffesecurecentre@durham.gov.uk

 Braille  Audio  Large print

aycliffesecurecentre@durham.gov.uk
03000 263 000



A guide for parents and carers



A guide for parents and carers

Aycliffe is a purpose built secure children's home owned and operated by Durham County Council. It is not a prison.

At Aycliffe we provide safe living for both male and female young people aged between ten and eighteen.

The decision to place your child at Aycliffe could be for many reasons. Our role is to keep them safe while our care staff and professionals assess their needs to let us work with them. This work is aimed at giving them the skills to make good choices in the future. You will be kept up to date regularly as we get to know your child.

Aycliffe has five children's homes - Auckland, Barnard, Durham, Lumley and Walworth. Up to eight young people may live in each home. Your child has their own room and can put up posters and family pictures. We also have our own school, gym/fitness room, all weather sports pitch and courtyards for games and activities.



Your child is living in:.....home

Their case manager is.....

The home telephone number is 03000and you can speak to the home staff at any time.

Questions you may have

When can I visit?

Family visits are in comfortable private visiting rooms at evenings and weekends.

Visiting times are as follows:

Weekdays from 4.30pm to 8.00pm; and

Weekends from 9.30am to 11.30am, 1.30pm to 4.30pm and 5.30pm to 8.00pm

Visiting rooms need to be booked ahead of your visit. Bookings are usually one hour slots (last booking 7.00 - 8.00pm). If you are travelling a long way and would like longer, please speak to your child's case manager. Rooms can seat up to four visitors.

How do I book a visit?

You can book a visit by phoning our reception on 03000 263 000. Please book visits at least three days ahead. We will try to fit in later bookings in special circumstances.

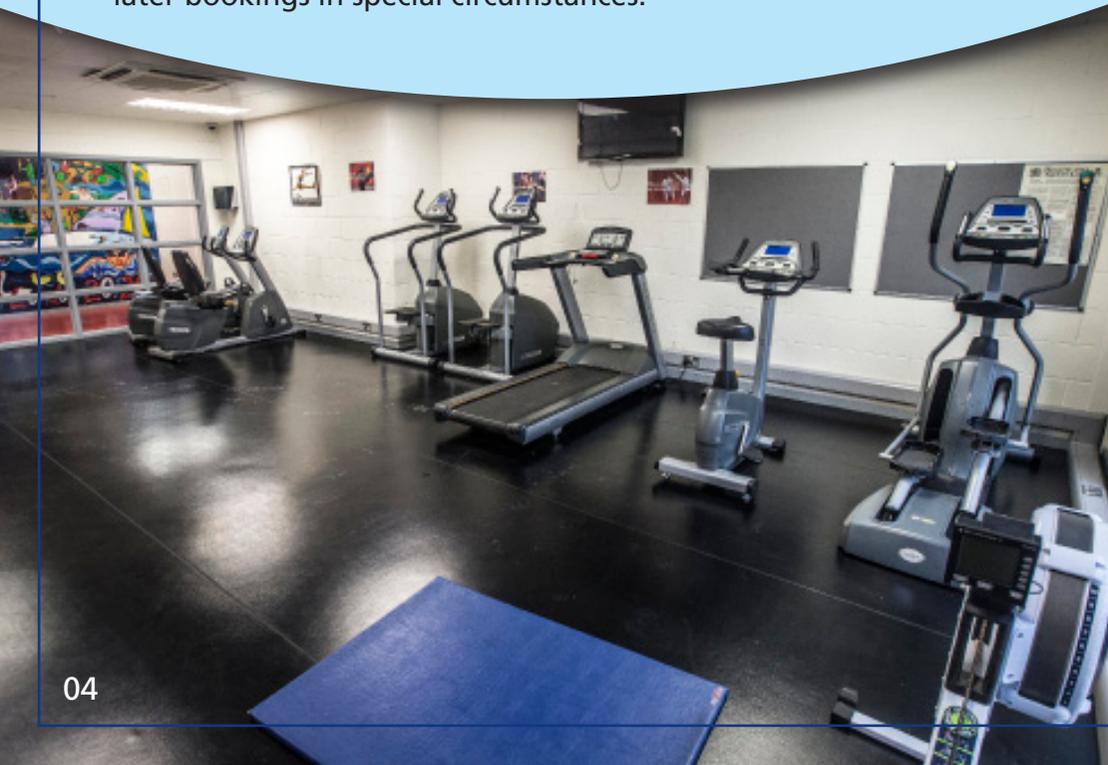


What will happen when I visit?

You will be asked to show photo identification to staff. You will be asked to place all personal belongings e.g. phone, money, keys etc. in a locker and remove outdoor coats. To keep young people and staff safe, we sometimes need to search visitors.

What can I bring?

You can bring, books, magazines and small amounts of money but you must give them to staff before going to the visit. Staff will make sure that what you bring is entered on to your child's property list. We will give them to your child after the visit. We like you to bring things such as clothing and shoes for your child. Many other things such as food, make up and bathroom items are not allowed for security reasons. Please talk to staff about anything you would like to bring before you visit.



"I like Aycliffe because the Centre makes me feel safe and secure."

a young person

When can I phone?

You can phone your child at any time after 5.30pm Monday to Friday as during the day your child will be at school. On Saturday and Sunday you can phone at any time. You can also keep in touch via Skype, please talk to your child's case manager. If you have any questions you can ring staff at anytime.

Who can my child phone?

Your child will have access to a private phone each day. They will be able to keep in touch with their family regularly. Other people they want to phone will have to be agreed before they can make ring them. Your child can phone independent services, such as a ChildLine and our advocacy service NYAS, as often as they want.



Can I send letters?

Please send as many letters as you want. They will be given to your child on the day they arrive. Please add the name of the home e.g. Auckland, Barnard, Lumley, Walworth or Durham when addressing the letter. Your child will be able to write to you and can send as many letters as they want free of cost.

Does Aycliffe allow smoking?

Durham County Council has a no smoking policy. No-one is allowed to smoke anywhere within the centre grounds. This includes e-cigarettes.



What about health, religion or special diet?

Our nursing team will check your child's health and any problems will be looked at. We will make sure any religious or cultural needs are met. You can talk to a member of staff at any time about your child by phoning the home. Your child will have access to services to help with all of their needs. A wide range of professionals work with our care staff to form a 'Team Around the Child'. This will help us to offer the best possible care.

**"I like attending Education.
The options are good with a variety
of lessons to choose from."**

a young person

How will you keep my child safe?

Aycliffe has high levels of staff keeping a close watch on how young people get on with each other. Regular care planning meetings are held with all services involved with your child. We have an anti-bullying policy and always act to stop bullying. Any serious safety concerns are reported to Durham County Council Protection Team. Any concerns involving staff are reported to the looked after designated officer. All concerns are investigated thoroughly. Further information on Durham County Council's Child Protection Policy can be found on the LSCB website www.durham-lscb.gov.uk

Aycliffe provides a safe and caring home for all children. Aycliffe staff always try to set an example of treating everyone with respect including when behaviours may be challenging. We know that there are times when physical response is needed, but only when all other responses have not worked. Physical response by staff must be a last resort and only used to stop injury to children, others or significant damage to property. The name of physical response used at Aycliffe is P.R.I.C.E. (Protecting Rights in a Caring Environment.)

Will my child go to school?

Aycliffe has its own school which all our young people attend, so your child won't miss out on any education. Classes are small with work always set at the right level. We offer a variety of subjects based on the National Curriculum. These can lead to recognised certificates and qualifications such as AQA and Key Skills depending on how long they are here. We will work with your child to help them succeed, in their own way, in school.



“Being at Aycliffe really boosted my confidence and I have learned a lot from being there. I am really grateful to the staff for helping me to control my anger and for supporting me.”

a young person

How can Aycliffe help my child succeed?

Through education and a range of specialised intervention programmes we work hard to provide your child with skills to make good choices regarding their future. While they are here they work with their key worker and other specially trained staff to achieve this.

How can Aycliffe promote my child’s positive skills?

At Aycliffe we work hard to promote all aspects of positive behaviour both in education and the home. To do this we have a scheme called BRILLS (Behaviour Rewards in Life Long Learning). This scheme encourages children through rewards to improve behaviour and achieve within school.

How will I be informed on my child’s progress and how do I know they are happy?

During your child’s stay, we will contact you with regular updates on progress and how they have settled. You will be invited to their meetings. We like you to ask any questions, especially if there are things worrying you or there are things you are not sure about.



Who can I contact if I am unhappy with my child’s care?

Details of people who you can contact if you wish to complain can be found in the letter sent out with this pack. The home manager can be your first contact and they will work with you to seek an answer to your questions.