

Dudley Lodge  
Safeguarding Children Services

# RESIDENT'S GUIDE

2024 / 2025



**Saxon  
House**

96 Tettenhall Road | Wolverhampton | WV6 0BP

Tel: 01902 952176

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# First of all...

## we assess

parents in a supportive environment that puts a child's safety first.



## we give

parents advice and support to help develop their parenting skills.

## we help

parents to understand and meet the needs of their child.



## we offer

information to parents about child development and make sure all children are kept safe.

We understand that an assessment centre is a new and daunting environment but our professional and friendly staff are there to support you every step of the way.

This guide will give you all the information you need about coming to us for a residential assessment. If there is anything in here that you don't understand or you have a question that this guide doesn't answer, we're happy to answer it for you.



# What is Dudley Lodge?

Dudley Lodge is a non-profit charity. We have three assessment Centres, Dudley Lodge in Coventry, Bonner House in Birmingham and Saxon House in Wolverhampton. This booklet is all about Saxon House, Wolverhampton. Parents come to us through a referral, this referral will be made by the local authority. Following a successful referral, you will then come to us for an assessment.



Saxon House, Wolverhampton

## What are Dudley Lodge's aims?

We assess parents in a supportive environment that puts their child's safety first. We give parents advice and support to help develop their parenting skills. We help parents to understand and meet the needs of their child. We offer information to parents about child development and make sure all children are kept safe.

## Overview

**An assessment is a way of learning about your parenting skills and ability to safely care for your child. Each family has different needs, but when we work with you our aim is to ensure we achieve the best outcome for your child**



## We work with you

**We aim to keep families together where possible and when it is safe and within the best interest of the child**



## When you move in

When you move into Saxon House you'll attend a 'Placement Plan' which is a meeting to discuss your stay at Saxon House. In this, we'll talk through what is expected of you and of us.

This is also your chance to tell us how you want us to work with you and how we can meet your needs. Our assessments are a 2- way process, with our aim being to work alongside you.

## We're here to help support and guide you

Once you've moved into Saxon House, a family worker will spend time with you, completing an admissions pack which will help you learn more about Saxon House. If at any time you have a question, always ask.



Our assessment centre is 24 hour so there is always someone on hand

# Our Purpose

We aim to provide high-quality services which are efficient, effective and value for money. We aim to promote independence, respect the dignity, equality, and diversity of families and give protection where needed.

We aim to work in partnership with Mums, Dads and Carers, to help them and promote their abilities, through education and training in skills and qualities that will enable their children to develop in a safe, stable and loving home.



# Our objectives are:

- To ensure the safety and welfare of children remains central to the assessment process.
- To undertake and develop family assessments then effectively inform subsequent interventions and support packages.
- To work in partnership with Mums, Dads and carers to improve their abilities, insight, and self-awareness enabling them to safely care for and protect their children.
- To improve and develop services to incorporate the diversity of needs of families requiring assessment, intervention or support.
- To create a safe environment in which children and Mums, Dads and carers can gain positive and beneficial experiences.
- To continually develop the knowledge, awareness, skills, and expertise of the staff and team.
- To improve and develop the resources and facilities available to families, staff, and visitors.
- To develop and sustain effective community networks and partnerships to enhance service provision.



At Dudley Lodge



**We believe that**



All children have the right to have their safety & welfare needs met.



All adults have a responsibility to respond to concerns, worries & doubts regarding the safety & wellbeing of children.



It's people who make the difference, & to give their best they must be treated with dignity & respect.



# What do you have at Saxon House?

## Five fully furnished flats

Inside they have everything you need: for example, bed, a sofa, a TV, cutlery and plates. You're welcome to bring anything from your own home to make it feel more like yours though. There is also a laundry room with two washing machines and dryer



## The Hub

There is a 'hub', which provides a homey environment for families to spend time in. It is expected that in the first two week families spend time in the hub. There are facilities for your children in there, as well as kitchenette you can use.



## Outside area

There is an outside area at the back of Saxon House that provides an outdoor space for families.



## Support services

We have links with Phoenix psychological services if you need them. We also have a local health visitor who can come and see you and your baby during your stay.



# Who Works At Saxon House?

**Our friendly professionals are here to help and support**

Carly Davis is the Chief Executive for Dudley Lodge.

Saxon House has a Registered Manager, Eve Marandola, and a Service Manager, Katrina Beaumont.



When you move into Saxon House you'll be allocated a Team Case Manager. Your Manager will write your reports for meetings and court and will regularly meet you to talk about your assessment and how it is going. We have lots of Family Assessment Workers who are all fully qualified and experienced in working with parents and children. Family Assessment Workers and Night Workers will work closely with you during your assessment.

# Promoting Relationships

## What is the 80/20 Programme?



We provide an assessment individual to you

Our 80/20 programme gives you a balance of support and assessment, supporting you to build or re-establish relationships with your child and offers you teaching, advice and support in all areas of parenting. This means that staff will spend 80% of their time supporting you in developing your skills.

**The first few weeks of parenting is very important to build a positive foundation or rebuilding that relationship between a parent and a child.**

You will be given the opportunity to put into place what you have learnt in a safe environment where advice and support is available at your request or the need of the family.

We have an excellent teaching programme in place to enhance your knowledge of key areas such as protection, domestic abuse, relationships, child development and keeping safe online. This will give you the skills you need to keep you and your family safe.



# Sessions you may do

There are lots of sessions available and opportunities to develop your skills at Saxon House, some of these might include:



**Cooking and meal planning**



**Child safety and protecting them from harm**



**Play sessions and behaviour management**



**Hygiene and housework planning**



**Budgeting and money**



**Child development**

# How staff will work with you

When you move in, you'll be given a work plan, this is like a timetable. Your work plan will explain the sessions of work you're expected to do and when. It also includes the levels of supervision required for you and your children.



You will have individual sessions with staff on areas you need support with.

There are group sessions for you to attend. Staff will support you and give you advice and guidance.

You will have regular feedback and your Team Case manager will give you targets and areas of priority every 7 - 10 days. You will always be given the opportunity to make comments during feedback sessions and identify areas you require further support with.



You will attend regular review meetings to formally discuss your assessment with your Team Case Manager, Social Worker, and other professionals involved in your case. A written review report will be provided for these meetings. There is a section of this report for your own comments.

# Feedback and development

These help guide your assessment and give you structure to improve.

Targets and Feedback		What could be improved?		My three targets this week should be...	
<p>This week, I would like you to answer the questions in red to help you think what went well.</p> <p><b>What has gone well this week?</b></p> <p>When you think about your targets from last week, what has gone well?</p> <p>If baby could speak, what do you think she would say about this week?</p> <p>What did you learn in your groups this week?</p>		<p>Example-Make sure baby is safely secured in your arms or a car seat when you carry her so you can make sure she is safe. Do not carry her in a bouncer chair.</p> <p>Example-Make sure you bring supplies with you when you go out or go to appointments (red book, nappy, bottles etc)</p>		<p>Example-You have lots of sessions next week - make sure you manage your time well to ensure baby's needs are met, you get rest, and you make all your appointments.</p> <p>Example-Use your timeout in a child-proofed way - like going to the park.</p> <p>Example-Staff will give you the easy-read Freedom book. Read this and give it some thought, especially in terms of your own experiences.</p> <p>Staff can help me achieve these targets by...</p>	

Every time staff work with you they write notes about what they have observed, you can read these notes if you wish by making an appointment with your Team Case Manager.

Your Team Case Manager will use the information from your notes to list 'Targets and areas of Priority'. They will read and discuss this with you and you will have opportunity to give your own feedback, list other targets, and identify areas you need support with.



# Your privacy, dignity and respect

## Your supervision levels

- The needs of your family depend on the supervision you receive from staff. This can range from hourly checks to 24-hour supervision. Your supervision will be discussed as part of your placement plan and you will always be told your level of supervision.
- Staff will knock your flat door before entering. If there is an emergency, staff have access to an emergency key to enter flats.
- If you need to meet with a Solicitor or Social Worker, we have a room where you can talk in private.
- CCTV cameras are placed at the entrance of the building and public areas. They are also in flats, although these can be switched off depending on your levels of supervision. There are no cameras in bathrooms, you can see in your packs what the staff can see on the CCTV in your flat.
- If audio/video monitoring is needed as part of your assessment, staff will clearly explain why it is being used, and your consent will be obtained. You are able to freely use your own baby monitors within your flat to listen to/ see your baby.



# What will I be assessed on?

## Basic care

Feeding, bathing and hygiene etc.



## Ensuring safety and protection

Making sure your child is kept safe and supervised at all times including protecting them from people who are a risk.



## Emotional warmth

Giving your child love and affection and understanding their needs.



## Stimulation

Playing and talking with your child, providing appropriate toys.



## Guidance and boundaries

Dealing with unwanted behaviour and rewarding good behaviour.

# What else will I be assessed on?

## Stability

Providing your child with a routine and a stable and secure environment



## Family history and functioning

The relationship between all family members and any problems you may have had in the past



## Wider Family

How aunts, uncles, parents, grandparents, and siblings support you and your children? Are there any difficulties?



## Housing

Do you have property? What support do you need in this area?



## Employment and income

Do you work? If so how do you manage this alongside caring for your children and how do you manage your money?

# The centre rules

**We don't have many, but the ones we do have are important**

## RULES

- No violence, physical or verbal will be tolerated. Physical violence towards anyone in the centre will result in you being told to leave and the police will be informed.
- If you are sexist or racist to a member of staff or another resident, it is extremely likely you will be told to leave the centre.
- You must not look after other residents' children or leave your children with them.
- Any of your children's medicines must be stored in the office until you have demonstrated that you can administer it appropriately
- No person is allowed to use or bring illegal drugs into Saxon House. If staff have concerns, the police will be called and a thorough search of the building will be carried out.
- Any visitors to the centre must be approved by the social worker prior to visiting Saxon House.

**A copy of the centre rules will be included in your admission pack**

# Protecting children under 18 years old

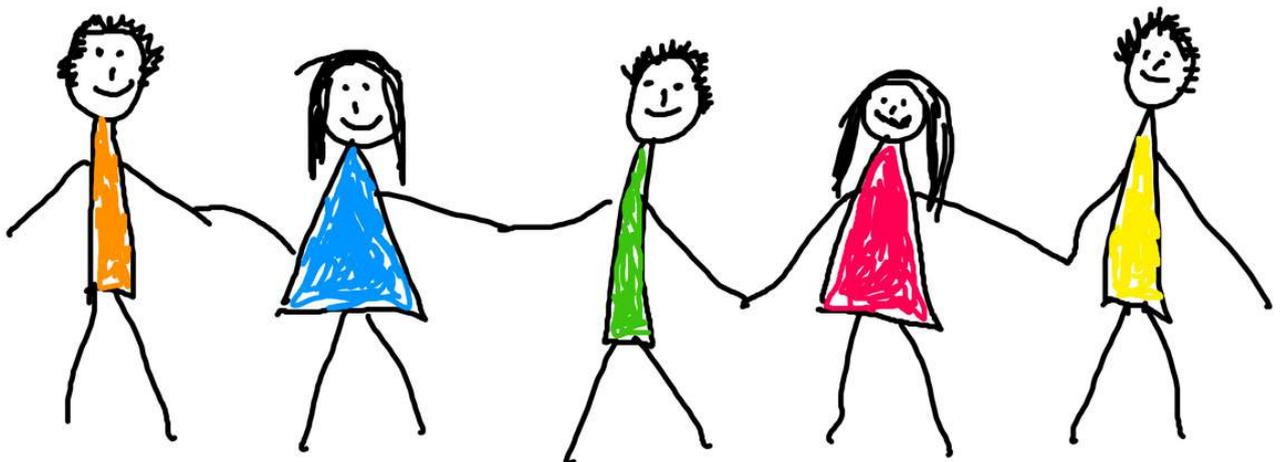
All staff are responsible for protecting children and young people and must report any concerns they have.

If staff know or feel abuse has taken place then the appropriate professionals will be informed.

All staff at Bonner House have been police checked through the Disclosure and Barring Service.

All personal visitors to the centre must be approved by your Social Worker prior to their visit.

If you have any concerns about the welfare of any child/ young person living at the centre they should report their concerns to a member of staff.



# Frequently asked questions

## **What do I have to bring with me?**

Your flat is ready for you to move into, all furniture, kitchen equipment, and a television is supplied. We provide larger items for your baby, such as a baby bath, cold water steriliser, and highchair. Any other items your child/ baby needs will need to be provided by yourself, like toys, a bouncer chair and a pushchair etc.



## **Who works at Saxon House?**

Dudley Lodge employs a wide range of staff. Everyone is friendly and has relevant qualifications and experience.

## **Will I have to share my flat with other residents?**

You do not have to share any of your flat facilities with other residents. Residents have a shared laundry room.

## **Can I smoke at Saxon House?**

We have an outside, smoking area for you to use during your stay. For health and safety reasons, no smoking or vaping is allowed inside your flat, or any other areas of the building. At night, the centre's security system is in use, so unfortunately there is no smoking or vaping after 10 pm.

# Frequently asked questions



## **How long will I need to stay at Saxon House?**

Every family's circumstances are different and each will stay at Saxon House for different amounts of time. On average, a typical stay is between 6-12 weeks.

## **Are you on camera/ being filmed while living at Saxon House?**

Saxon House has CCTV in communal areas such as the garden, landings and car park etc. There are fixed cameras in resident's flats but these are only turned on if your supervision level requires it. If you're not being monitored on CCTV and your camera does not have a black cover on it, please let your manager know. If during your assessment video / audio monitoring is required, they will be turned on. However, your consent will be obtained, and the reasons for monitoring being used will be explained.

## **Do you offer any activities or events for residents?**

We have various groups happening each week, including a resident's meeting, sensory play, play groups for older children, and educational groups (focusing on protection work and self-esteem). We also hold social events to celebrate different cultural events, i.e. Easter, Eid, Diwali, Thanksgiving, Christmas, and Ramadan. Etc. We also organise outings at various points through the year to local places of interest.

## **What is near Saxon House?**

Saxon House is 1.6 miles from Wolverhampton, and is a 2-6 minute walk from bus services. The train station is approximately a minutes' drive, or takes approximately 20 minutes on public transport. We have various shops nearby, and located in the City Centre is a soft play centre, swimming pool, cinemas, and play centres. There are also several Children's centre's that we access, a GP, dentist, and various Stay and Play groups. A full guide to the local area will be in your flat.

# Making a complaint

If you are unhappy with anything regarding your assessment and you wish to make a complaint then you can use one of the complaints forms that you will find in your flat, or ask a member of staff for a form

If you find it difficult to complete forms any member of staff can support you with this.

Hand your form into any member of staff and they will bring it to the attention of a Team Case Manager or the Centre Manager. They will then meet with you within 3 days of the complaint to discuss and try to resolve the matter.

If necessary a further meeting will take place within 7 days of the complaint.

Studley Lodge  
Saxon House  
COMPLAINTS FORM

Individual's Name:  
Issue Concern - Occurrence Date:  
Completed Form Given To:  
Date Given to Manager:

Exact Nature of Individual's concern/Issue

Individual's Desired Outcome

Outcome:  
How has complaint been resolved?  
CB approach and coping mechanisms to be discussed in supervision.  
Any support conversations must take place in Office

Is this to Individual's satisfaction?  
Mum raised further concerns when we met with her including requesting her and not receiving them-this was resolved and notes provided.

State any timeframes in relation to specific actions, etc.  
All actions were completed within 24hrs

Author:  
Date:

Parents and children (if they are old enough) are able to make use of the complaints procedure of the placing agency (the social worker's local authority)

How to make a complaint will be discussed in more detail in your admissions pack.



# Other ways

If you do not wish to bring your complaint directly to Saxon House, you can go through other people such as your Social Worker, Solicitor or Children's Guardian.

You can also complain directly to your placing local authority or Ofsted.

## What is Ofsted?

Ofsted is the office for standards in education, children's services, and skills. They report directly to parliament and are independent and impartial. They inspect and regulate services which care for children and young people, and those providing education and skills for learners of all ages, including Dudley Lodge.

**tel: 0300 123 1231**

**email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)**

**[www.ofsted.gov.uk](http://www.ofsted.gov.uk)**



**Amanda Spielman** is Her Majesty's Chief Inspector - She is responsible for Ofsted's inspection and regulation services and reports annually on the quality of education, children's services, and skills in England.

**James McNeillie** is the Regional Director of West Midlands, he is responsible for the quality of inspection and the improvement of providers in the region.

**Rumbi Mangoma** is the inspector allocated to Saxon House.

# Other people who can help

## Independent Advocacy

The Independent Advocacy can support you to gain access to information and explore and understand your options. They speak on behalf of people who are unable to speak for themselves or choose not to do so.



They aim to help people by supporting them to express their own informed decisions and safeguard people who are vulnerable or discriminated against or whom services find difficult to support.

## Mental Health Advocacy

- They provide statutory, hospital and community Mental Health Advocacy services in Coventry, Warwickshire, Solihull and the surrounding area.

## Specialist Advocacy

- They provide a specialist advocacy throughout Warwickshire for eligible clients such as older people and those with learning disabilities.

## Parental Support Advocacy

- They can support parents through legal proceedings such as child protection cases, family court, parenting assessments and family medication.

## Autism

- People with Autism often find it difficult to communicate their wishes and feelings. They can help to ensure their voices are heard with an issue of concern.



# Independent Advocacy

## Support Services

Independent Advocacy can offer you personalised support to meet your needs, from simple tasks like shopping to support with access to solicitor services.

## Appointee Service

They can look after the finances if you're unable to do so and work with you so you regain control of your own finances.

## Brokerage

They can give you freedom of choice and greater control over the planning and delivery of your care and support services through a Support Brokerage Service

## Mediation / Conciliation

They can act as a mediator/ conciliator in complaints involving medical practitioners or social services departments and their clients.

*Call, email or write to:* **Independent Advocacy**  
**Avenue M**  
**Stoneleigh Park**  
**Warwickshire, CV8 2LG**  
**tel: 024 7669 7443**

**email: [office@independentadvocacy.org](mailto:office@independentadvocacy.org)**

# Children's Rights Commissioner

Rachel De Souza is the  
Children's Commissioner  
for England.



She has a legal duty to promote and protect the rights of all children and young people in England with a particular focus on those with difficulties or challenges in their lives, and in particular, those living away from home, in or leaving care, or receiving Social Care services.

Children and Young people are those up to ages 18 years, or 25 years if they have been in care, are care leavers or have a disability.

Her work focuses on making sure the adults in charge, or making decisions, listen to what children and young people say about things that affect them. She encourages adults, including the people making decisions about children's lives, always to take their rights, views, and interest into account.

## Advice, guidance, and assistance

If you are a child or young person who lives away from home or who receives social care, who needs advice or assistance, you can call the Children's Commission on: **0800 528 0731**

or email: [advice.team@childrenscommissioner.gsi.gov.uk](mailto:advice.team@childrenscommissioner.gsi.gov.uk)

*The postal address is:* **The Office of the Children's  
Commissioner,  
Sanctuary Buildings  
20 Great Smith Street  
London, SW1P 3BT**



POhWER delivers information, advice and support and advocacy services throughout England, including the West Midlands and Warwickshire.

POhWER aims to support people who face difficult issues and want to make their voice heard.

All POhWER's services are free, independent and confidential.

Advocacy plays a big part in the services they provide. Advocacy is:

- Ensuring people have the information they need to make the right choices for them.
- Supporting people to speak up and be heard.
- Helping people to secure their rights and the services and support they need.
- Enabling people to play a full part in their communities.



VoiceAbility work with people across England to:

- Express their views and wishes.
- Secure their rights.
- Have their interests represented.
- Access information and services.
- Explore choices and options.

**Telephone**  
**0300 303 1660**

**E-mail**  
**helpline@voiceability.org**

**Website**  
**Voiceability.org**

Please ask if you require further information on advocacy services.

An advocate will listen to you, help you talk to people and ask them questions, go to meetings with you, help you understand information given to you, and your rights, make telephone calls for you and write letters with you.

An advocate will not tell you what to do, talk to people you don't want them to talk to or keep information from you. POhWER advocates are highly trained and independent.



## **“Valuing Children and their Families”**



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