

# RESIDENT'S GUIDE

2024 /2025



Bonner  
House

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Tel: 0121 472 7474

[safeguarding@dudleylodge.co.uk](mailto:safeguarding@dudleylodge.co.uk)

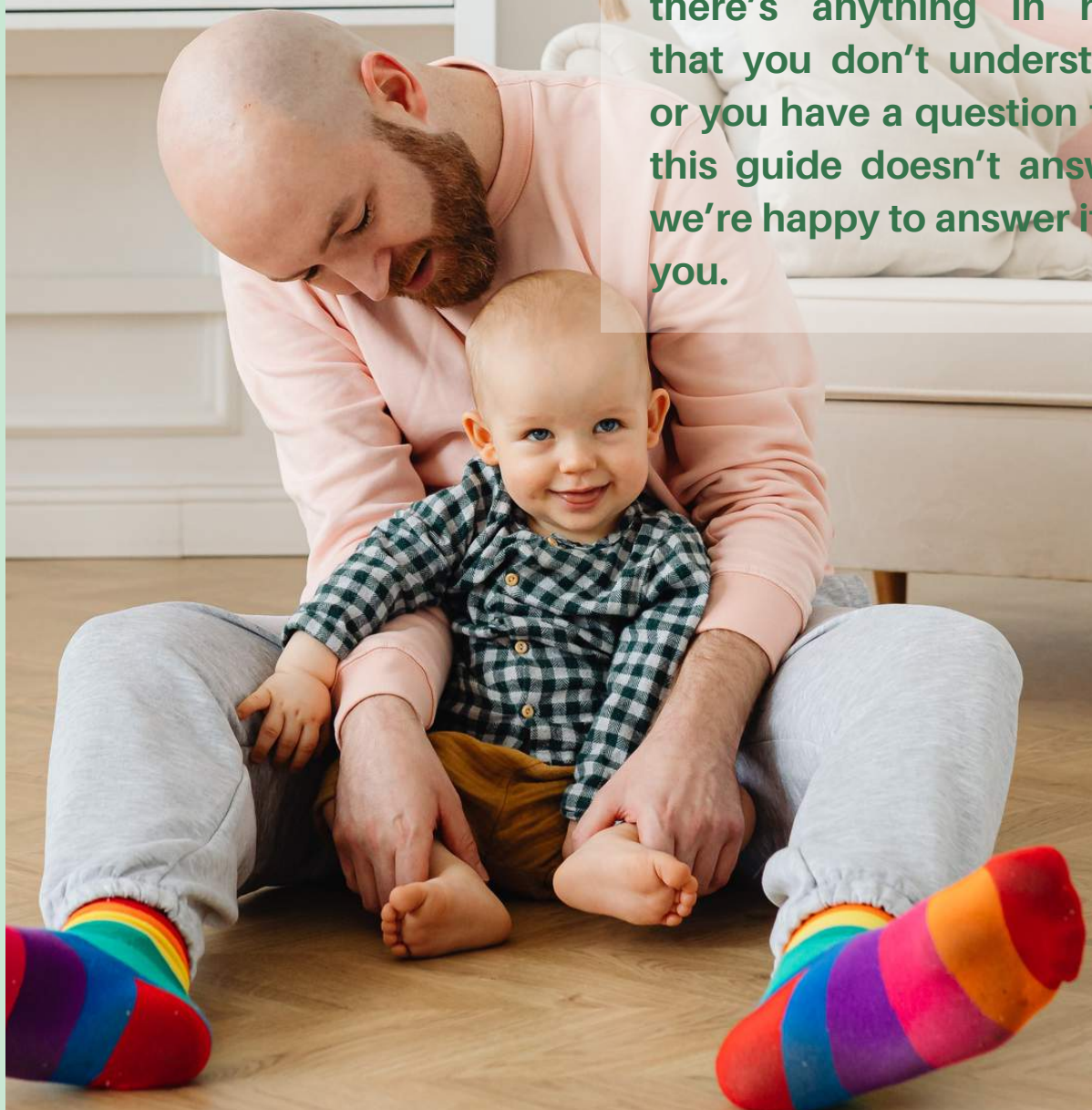


*firstly...*

We're  
here to  
help

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's 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.



# Contents

What are the aims of Bonner House? .....	2
What is Bonner House? .....	3
Our Purpose .....	4
What do you have at Bonner House? .....	5
Who works at Bonner House? .....	6
Promoting relationships .....	7
Sessions you may do .....	8
How staff will work with you .....	9
Feedback and development .....	10
Your privacy, dignity and respect .....	11
What will I be assessed on? .....	12
The centre rules .....	14
Protecting children and parents under 18 .....	15
Previous residents' experiences .....	16
Frequently asked questions .....	17
Making a complaint .....	19
Other people who can help .....	21
Contact details .....	24



# What are the Aims of Bonner House?

## **we assess**

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



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 give parents advice and support to help develop their parenting skills.

## **we help**

parents to understand and meet the needs of their child.



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

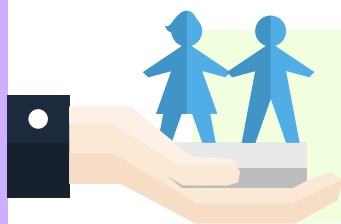


# What is Bonner House?

Bonner House is one of the assessment centres operated by the non-profit making charity, Dudley Lodge. Dudley Lodge has three assessment centres, Dudley Lodge in Coventry, Saxon House in Wolverhampton and Bonner House in Birmingham. This booklet is about Bonner House, Birmingham.



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.



## 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

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.

## When you move in

When you move into Bonner House you'll attend a 'Placement Plan' which is a meeting to discuss your stay. 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.

This meeting will also be used to design your assessment plan, you, Bonner House, and the social worker will all contribute in making sure the assessment is tailored to suit your needs.

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

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



*Resident welcome pack*



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.



# What do you have at Bonner House?

## 10 fully furnished flats

8 one bedroom flats and 2 three bedroom flats. Inside they have everything you could need. For example beds, a sofa, a smart TV, everything down to cutlery and plates. You're welcome to bring anything from your own home to make it feel more like yours. There is a laundry room with washers and dryers too.



## The HUB

In the HUB you will be spending most of your time with up to 2 other families. We have a team of dedicated family assessment workers who will be based in the HUB and will support you with the basic care tasks for your baby.



## A playroom

A relaxed and well equipped communal area equipped with toys for children of all ages. Your children will use the playroom whilst you attend groups or sessions. You can also use the playroom with your child to interact and play.

## 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.

## A playground

Our large outside playground is fully equipped with toys for children of all ages and has plenty of room for your child to run around and play.





# Who Works At Bonner House?

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

Carly Davis is the Chief Executives at Dudley Lodge.

Samantha Phillips, known as Somer, is the Registered Manager for Bonner House.

Somer has worked for Bonner House for 10 years in a number of different roles, such as, Family Assessment Worker, Family Assessment Practitioner, Team Case Manager, Quality Assurance Manager and Referral Manager. She moved into the Registered Manager role in 2022.

We also have Service Managers who support the Centre Manager with overseeing the centre.



*Somer Phillips*  
Registered Manager



When you move into Bonner 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 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 you with 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.**

During the first part of your assessment we will work closely with you to understand your needs and the best way to work with you. We can offer lots of support including using an interpreter if English is not your first language, supporting any physical needs you have and finding additional services if you need them.

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.

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.



# Sessions you may do

There are lots of sessions available and opportunities to develop your skills at Dudley Lodge, 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



You'll 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.



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.

Staff will work with you in your own flat, supervising you carrying out tasks with your children. Our staff work shifts so you'll have somebody working with you during the morning, staff then change in the afternoon.



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

## Targets and areas of priority

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

 Wake up 8am - 8.30am	 Breakfast 9.00am	 Brush teeth And wash hands & face Nappy change and get dressed - 9.30am	 Play time 10.00am to 11.00am
 Lunch time 1.00pm	 Play time and tablet time 2.00pm to 4.00pm	 Dinner time 5.00pm to 6.00pm	 7.00pm Bath time
 Outside play or a walk	 Bath time 6.30pm	 Brush teeth	 Story time

**Targets and Feedback**

This week, I need for you to answer the questions to help you think about what well.

**What has gone well this week?**

What one thing about your targets went best this week, what have you done well?

If baby could speak, what do you think they would say about this week?

What did you learn in your group this week?

**What could be improved?**

Example: What was hard to do? "I found it hard to do the target when I was tired." Do not worry but it is a target that you can improve on next week.

Example: What was you doing well at? "I was good at the target when I was happy." Do not worry but it is a target that you can improve on next week.

**My three targets this week should be...**

Example: I will do the target when I am happy. I will do the target when I am tired. I will do the target when I am sad.

Example: I will do the target when I am happy. I will do the target when I am tired. I will do the target when I am sad.

Example: I will do the target when I am happy. I will do the target when I am tired. I will do the target when I am sad.

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

## 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.
- If you need to make a private telephone call relating to your assessment then you can use the office phone.
- 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.

### CCTV Flat 8

We want you to see what we can see, below are images from the CCTV in the flat.



# 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 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.
- 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 Bonner 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 Bonner House.
- If behaviour towards a member of staff or another resident is discriminatory including but not limited to sexist, racist, homophobic, ableist, transphobic, it is extremely likely you will be told to leave the centre.

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

# Protecting children and parents under the age of 18

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.





# Previous Residents' Experience

We hope that you find your assessment a positive experience as many other families have.

We welcome your comments and suggestions forms can be found in your flat and on the suggestion post box located near the main office. Feedback on your experience is also sought as part of the evaluation process.



"The staff are very easy to talk to and get help and advice from"

"It has made me more confident and a good mum to my son"

"I feel I have a lot of support from staff and feel I can approach them if I have any worries"

"They have helped us a lot, it's had a positive effect on ourselves & we have been given the right advice"

"If it wasn't for the support & assessment it could have been another story for us"

"We are able to take the whole experience and reflect it positively on our family"

# Frequently asked questions

Families who have lived at Bonner House and experienced the assessment process have contributed to this guide and shared questions they had before moving into Bonner House.



## 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, cots, 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 Bonner House?

Bonner House employs a wide range of staff. Everyone is friendly and has relevant qualifications and experience. We have a notice board in the centre displaying staff photos and their role.

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

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

## Can I smoke at Bonner House?

There is an area in the garden for you to use during your stay. For health and safety reasons, no smoking 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 after 11 pm.

## Can I visit Bonner House before I move in?

Of course, we encourage families to visit the centre before moving in. You can arrange this through your Social Worker, or Solicitor. There are video tours of the centre on our website for families who live further away and can't visit before moving in.

# Frequently asked questions

## How long will I need to stay at Bonner House?

Every family's circumstances are different and each will stay at Bonner House for different amounts of time. On average, a typical stay is between 4-12 weeks.



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

Bonner 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 things like 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, i.e. Sealife Centre, Cadbury World, Drayton Manner etc.

## What is near Bonner House?

Bonner House is set in Bournville which is 5 miles from Birmingham City Centre. There are a number of local amenities near Bonner House and supermarkets like Sainsburys and Aldi are in close proximity. Katie Road GP and Health Visitors within walking distance as are local parks and children's activity centres. There are two local train stations near by and a number of bus routes into the centre.

## Can my friends/ family visit me at Dudley Lodge?

We encourage friends and family to visit you during your time here, however, all visitors must be approved by your social worker before they visit.



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

**Dudley Lodge**  
regulating children services  
**Dudley Lodge and Donar 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?  
Or 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**

**Initials:**  
G  
**Manager:**  
G

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 Bonner 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)**



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

The current Chief Inspector is **Sir Martyn Oliveris** His Majesty's Chief Inspector - He is responsible for Ofsted's inspection and regulation services and reports annually on the quality of education, children's services, and skills in England.

# Other people who can help

## Independent Advocacy

Independent Advocacy offer a range of services across Coventry, Warwickshire, and Solihull.

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@childrensommissioner.gsi.gov.uk](mailto:advice.team@childrensommissioner.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.

*Address:*

**St Andrew's Healthcare,  
70 Dogpool Lane,  
Stirchley,  
Birmingham, B30 2XR**

**Tel: 0121 4322 112**

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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[www.dudleylodge.com](http://www.dudleylodge.com)**