

RESIDENT'S GUIDE

2026/2027



Bonner
House

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safeguarding@dudleylodge.co.uk



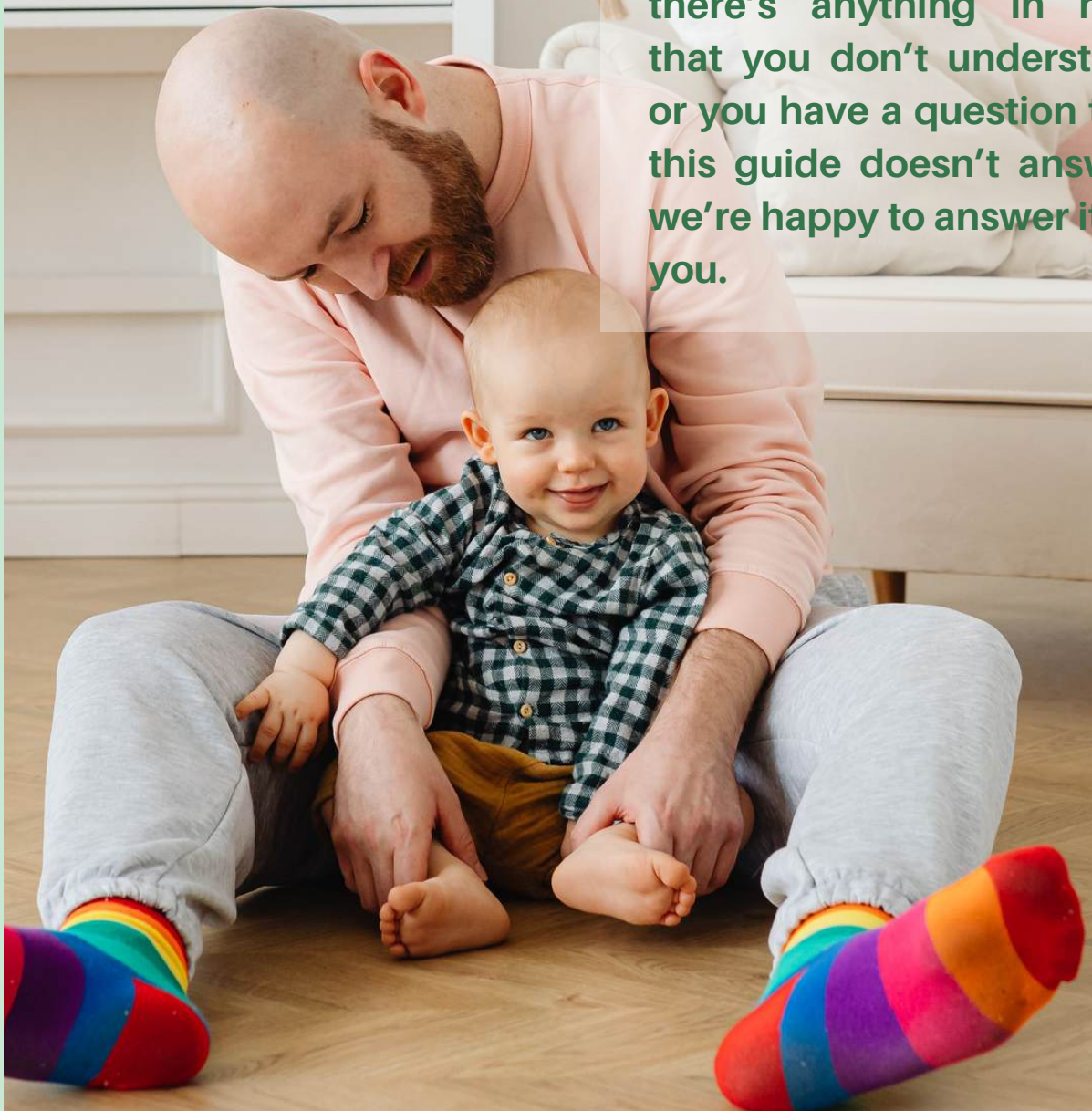
21.10.2025

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.



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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 two assessment centres, Dudley Lodge in Coventry 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 Executive 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.



Somer Phillips
Registered Manager



We are Amy & Natalia - Service Managers at Bonner House. We have both worked for Dudley Lodge for over 10 years and have a passion for parenting assessments and working closely with families to support them to make positive changes. We share the role as Service Manager, and you may see us around the Centre supporting the case managers and FAW team. We also meet with you to complete evaluations and are always happy to hear any feedback about our service from our residents



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 Relationship Based Practice?



We provide you with an assessment individual to you

Our Relationship Based Practice 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 a lot of time with you 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.

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.

WEEKLY TIMETABLE						
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9.00am				Health visitor time to be confirmed		
10.00am	Child development With Playroom Leader in the flat childcare provided	Budgeting session	Freedom Group session	Relate session	Child development with Playroom leader in the flat childcare provided	
11.00am			LAIF Review			
12.00pm				Residents meeting	Feedback and targets	Residents activities in the coach house
1.00pm	Link work	Relationships group		Relationships group		
2.00pm						
3.00pm			Protection group		On line safety group	



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	12.30pm
 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	 Warm milk & bed time. 7.30pm to 8.00pm Read a story or nursery rhymes
 Outside play or a walk	 Bath time 6.30pm	 Brush teeth	 Story time	 Bed time 7pm

Targets and Feedback

This week, I need that you to answer the questions to help to help you think what went well.

What has gone well this week?

What one thing about your targets from last week, what has gone well?

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

What did you learn in your group this week?

What could be improved?

Example: Baby has been in a baby's room in your group so we can read about you baby's but do you can make sure she is safe.

Do not worry but in a baby's room.

Example: Baby has been in a baby's room in your group so we can read about you baby's but do you can make sure she is safe.

My three targets this week should be...

Example: You have been in a baby's room in your group so we can read about you baby's but do you can make sure she is safe.

Example: You have been in a baby's room in your group so we can read about you baby's but do you can make sure she is safe.

Example: You have been in a baby's room in your group so we can read about you baby's but do you can make sure she is safe.

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?

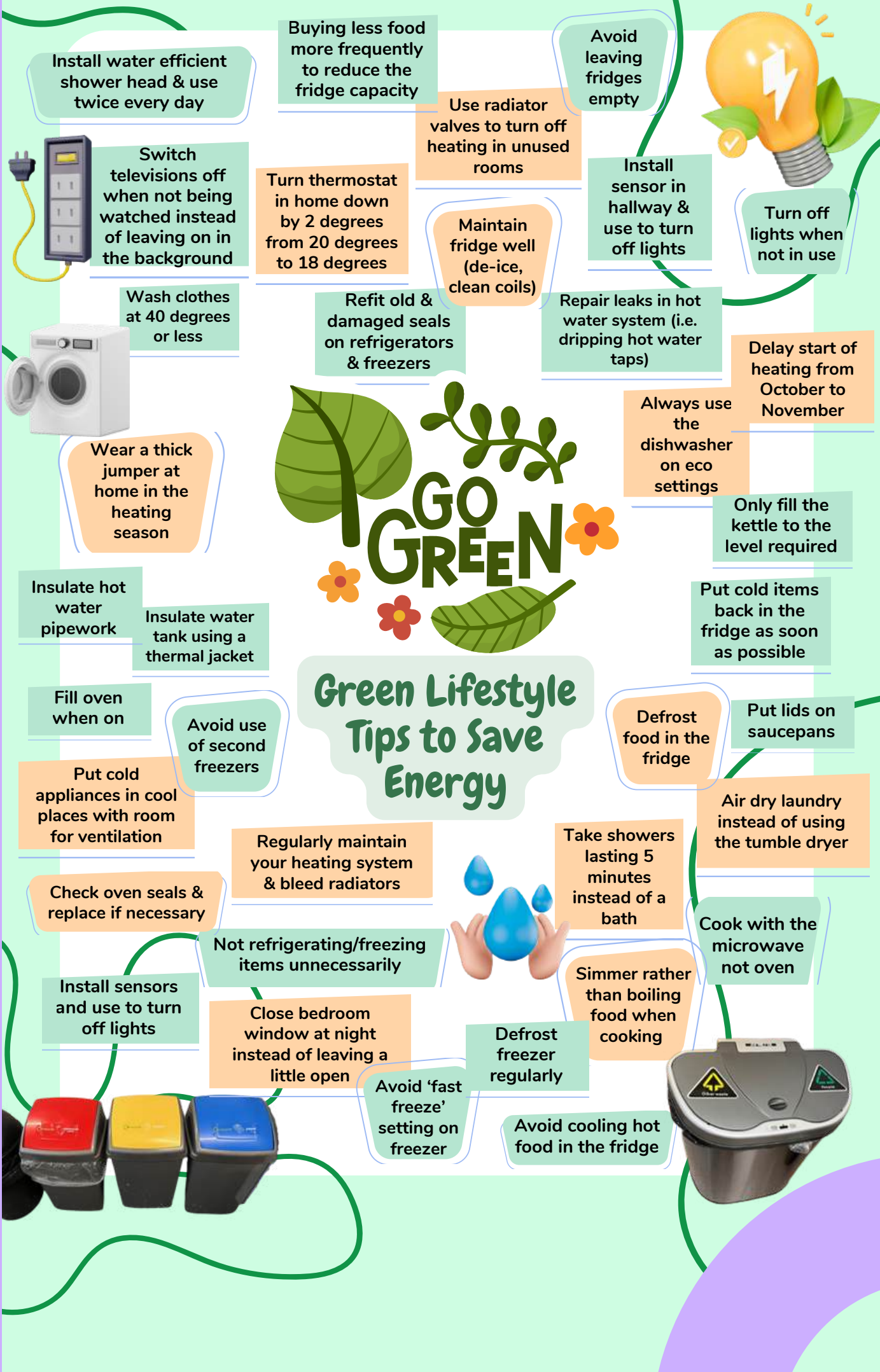
We have various groups happening each week, including a resident's meeting, sensory play, play groups for older children, and educational groups (focusing on things like protection work and self-esteem). We also hold social events to celebrate different cultural events, i.e. Easter, Eid, Diwali, Thanksgiving, 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.



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.



The form is titled 'Dudley Lodge Safeguarding Children Services External Complaints Form'. It includes fields for 'Name of person making complaint', 'Date', and 'Contact the complaint to: complaints@dudleylodge.co.uk'. A note states: 'All The complaint will be sent directly to the Registered Manager of the Centre it relates to. Please send this form to complaints@dudleylodge.co.uk once it is complete. We aim to respond to your complaint within 7 days.' There is a large box for 'Brief history of complaint'.

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 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

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 Oliver**, 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

Children's Rights Commissioner

Dame 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**

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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Main Bonner House Telephone:

0121 472 7474

**Email: safeguarding@dudleylodge.co.uk
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