



WILDERNESS EXPERIENCES

Caring for young people with emotional and behavioural difficulties



So, what exactly is **Wilderness Experiences**

Inside some of your questions answered




WE-UK.CO.UK CARE SERVICES FOR CHILDREN AND
YOUNG PEOPLE IN SCOTLAND AND ENGLAND



**INVESTORS
IN PEOPLE**





We are a different kind of placement. We are based around the Lake District in the North West of England and South West Scotland.

We do not have a set base and you could be staying in all sorts of places.

For example; our own Narrow Boat





Some questions you may ask

Question: What will I do whilst I'm with you?

Answer: Part of the time you'll be giving all sorts of activities a go, part of the time you'll be doing everyday things like visiting places that might interest you.

Question What activities will I have a chance to try?

Answer: How about Rock Climbing, Canoeing, Mountain Biking, Caving, Sailing. The list goes on!

Question What do you mean "Working with Animals"?

Answer: You could be feeding goats, mucking out stables, taking ferrets for a walk, or just giving the animals a little bit of care and attention.

Question Where will I sleep when I am with you?

Answer: If you are out on activity you may be sleeping in a tent, or even under the stars. Whilst you are working with the animals there is a caravan to stay in and the rest of the time you may be in a Youth Hostel, Bunk house or a holiday cottage.

Question Will I need any special clothes?

Answer: Clothes you do not mind getting mucky will help, but we will make sure you have everything you need.

Useful Information

Mailing address:

Whilst you are with us your contact address will be:

Wilderness Experiences
Manor House
Brisco
Carlisle
Cumbria
CA4 0QS

Post:

Your post can be sent here and we will make sure you get it as soon as possible. Usually at the next staff changeover.

Telephone:

The Office Telephone number is:
01228 409553

Your team

During your time with us you will be cared for by a group of adults who all have one objective to assist you enjoying the programme offered in a safe and secure environment.

The team will consist of Senior Team Workers and Team Workers

You will see a lot of them and they will work with you for most of the shifts, if not all.





Expectations

What you can expect from us?

- To be respected
- To be listened to
- To make sure you have adequate clothing
- To help you to contact your Social Worker and family if you want to
- To help you in your transition to your next placement
- To keep you safe

What we expect from you

- To respect other people
- To respect other peoples things
- To engage in all parts of the programme
- To respect your accommodation
- To help out with daily chores
- To enjoy yourself!



Staying in touch

If you want to write letters or postcards whilst you are with us we will make sure you get them. In fact we would like you to stay in touch with the important people in your life and will do all we can to help.

Your staff team will have a mobile phone where you can receive incoming calls. Your team phone number is:

Tel:

You will be given privacy whilst you take the call unless staff suspect that something illegal is being planned!

You will be given a daily amount of phone money and taken to a phone box so that you can make your calls.

By arrangement and agreement with your placing authority you may be provided with a mobile phone; a phone allowance/ phone credit of £5.00 per week will be received each Friday by your team.

Activities

Here at Wilderness you'll have the chance to try out new things or if you've done them before to improve your skills. We have some brilliant staff who can really show you an exciting time whilst keeping you safe.

Towards the end of your stay with us you will help plan an expedition, maybe a river trip or some serious climbing. What a buzz to go zipping down rapids to find a cool bivvi site, build a fire and sit under the stars toasting marshmallows.





Animal time

Your animal time will be spent working with your staff helping to look after a variety of animals many who have been ill treated in the past. We have a number of sanctuary's that we are fortunate enough to be able to access.



More info

Your programme

One of the first things we will do is sit down with you and plan your programme so that we can make sure you know what is going on and when. Your Key Worker will do this with you.

Bedtimes

Your regular bedtime will be discussed with your Key Worker. You will get enough sleep to be able to get up in the morning ready to face another exciting day!

We will schedule "lie in" mornings when we can have a bit more of a chilled start when we plan your programme with you.

Pocket money

Pocket money is based on your age and you will receive a set amount each day



Keeping you safe

It may be necessary for your own or someone else's safety to hold or restrain you. This is not something we do unless we really have to and we will only do it for the shortest possible period of time.

Our staff are trained in NVCI and have to have training frequently to make sure they know how to do this safely.

We do not often have to restrain the young people who stay with Wilderness Experience

Important Contacts:

Your Social Worker is

.....
.....

Tel:

Other Important people for you:

Name:

Address:

.....

.....

.....

Tel:

Name:

Address:

.....

.....

Tel:

FIRE:

As you will be using different accommodation locations during your stay - the team will need to go through the fire evacuation procedure at the start of each stay.



If you need to complain or raise a concern

If you are unhappy about anything then please speak to a member of our staff, they will make an effort to get things sorted out for you. You won't always like the decision that is made but we will always try to explain our reasons behind the decisions.

If you make a complaint then it will be taken seriously. You can either write or tell someone what is wrong. We will arrange for you to speak to an appropriate adult such as a parent, guardian or Social Worker.

Our Appointed on Call (Registered Manager) is on call to listen to your problems and to try to sort them out. You can also talk to the Independent Listener, the Office has the number and can make an appointment for you.

There is a complaint form in your file which will be passed to the Registered Manager to look into.

You, or others on your behalf have the right to make a complaint about the service directly to Ofsted on 0845 6404040 or write to:

Ofsted, Northern Region,
Royal Exchange Buildings,
St Annes Square, Manchester,
M2 7LA.

You can contact CHILDLINE on 0800 1111 or

You can also visit
www.rights4me.org





Contact:

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Tel: 01228 409553

Email: office@we-uk.co.uk

www.we-uk.co.uk