Steve Taylor Reviewed 01.09.2026

Prosper Care
Services Northwest Ltd



Welcome Booklet

Welcome to Willow House

Welcome to Willow House! This booklet is for you to keep and to read in your own time. If you would like, one of the team can go through this with you too. One of the team will go through different bits with you to make sure you understand key points.



The purpose of this guide is to share information around living with us. Any questions that you may have about this booklet, us as a team or your new home please ask. Hopefully this booklet will help you settle once you know a bit more.

Willow House is your home, and we want you to feel safe, comfortable and happy here.

Your new home

We are really pleased that you have chosen to live here with us and we will try our best to make your time at Willow House a happy time for you.



We know that you have been through change and understand that you may at times feel a bit scared, unsure of some things and maybe even a little excited. We hope that living at Willow House is a good experience for you.

Willow House is an end link house and is located in the Huyton area of Knowsley. Your new home is situated near to a wide range of local amenities with plenty of shops, a sports and community centre, fast food outlets and lots more. There are many groups and activities that you can join if you wish, including youth groups, dance classes, martial arts clubs, football clubs, drama clubs etc.



About living in care

Living in care is when you live away from your parents. This may be for a short time or it might be for a little longer. There are lots of reasons why someone might live in care, and if you ever need to talk about this just speak to a member of the team and we will try and help you understand. If we can't help we will find someone who can.

Your social worker will talk through things with you around what kind of time you will have with your family. Your social worker will meet with you regularly to check that everything is ok and to answer any questions that you might have.

Our team

There will be a member of the team here at all times. Some will be here in the morning to get you off to school and then there may be a change in the team and when you come home from school it could be a different team member – some are here of an evening when you come home – and some are here through the night to keep you safe. Everybody here will do their best to help care for you.

Hannah – Registered Manager

"Hi, I'm Hannah. I'm the manager at Willow House and you will see me on a more day to day basis. I have 2 dogs, Indie and Ruby. They sometimes come with me to work so you can get to meet them if you would like? I will be around to listen to you and make sure that you are living in a safe and loving home".



One member of staff from this lovely team will be your key worker who will spend time with you. You can talk to them about anything you feel you may not want to talk about with the other members of the team. However, this doesn't mean you have to wait for your key worker, you can speak with any member of the team including Hannah!

We also have a befriender who will take you out where you can grab a posh coffee or a milkshake. They will talk about areas where you may be struggling with things and help you try and work through these. The rest of the team will help you to achieve this. We cannot keep secrets, but you can talk to any of us about anything and we will try and help you if you want help in some areas.

There is also an Independent Visitor who visits on a monthly basis. You will hear this person called an IV, Reg 44 or independent Visitor. This person is generally a lady called Lisa but this may change sometimes. They will review our paperwork and make sure you are living in a nice clean, tidy and safe house. They will want to have a chat with you, just to go through things with you to make sure the team are looking after you.

Your bedroom

Your bedroom has a smart TV, wardrobe, desk and fold up chair, bedside table, comfy bed and a lamp. You also have a light up picture too! You can decorate your bedroom how you would like to have it. You can repaint it to your favourite colour or add posters of your favourite singer or sports club. You are encouraged to keep your bedroom clean, tidy and safe. The team will help you to do this if you need some help. The team will complete daily health and safety checks and will check all rooms in the house including your bedroom. We will always knock on your bedroom door if you are in before entering as this is your space. There may be times when we have to complete a room search. This is when we think that there may be something in your bedroom that shouldn't be and could cause you or others harm. We will ask you first in most circumstances if you have something in your bedroom you shouldn't have and give you the opportunity to pass over anything you may have. There may be sometimes when we have to go straight into your bedroom without asking but this would depend on how dangerous we think this maybe. If you are missing, the team and the police will have to check your bedroom.

Awaiting photographes

Inside your new home

Willow House looks after a total of 2 children and has 2 team members who sleep overnight. Willow House is a 4-bedroom house with a big living room where you can watch TV on our Smart TV. This then leads through to the new fitted kitchen and dining room where we all like to sit and eat our meals together. There is a bath and shower room upstairs. In the living room we have lots for you to do. We have books, games, and a Smart TV for you to use.

Awaiting photographes

From the dining room there is the back doors leading onto a small patio area with some potted plants and garden furniture. You can spend time playing with sports equipment or enjoying sometime in the sun!

Upstairs there are 4 bedrooms. One of these will be yours and the other 2 are for the team when they sleep overnight. There are two bathrooms and one has a great power shower in for you to use.

Time with your family and friends



During your time here at Willow House we feel that it is very important for you to keep in touch with your family and friends if it is possible. If everyone agrees, your family and friends are welcome to come to Willow House. We will support you to spend time with family and friends on days out too if possible.

We will help you as much as possible to keep in touch with the important people in your life.

If this is not always possible to see family, we will help you in other ways such as writing letters, phone calls or possibly facetime calls.

Money, money, money!

You will receive money for different things. Pocket money:

7 YEARS OLD- £3.00

8 – 9 YEARS OLD- £3.50

10 – 11 YEARS OLD- £5.00

12 – 13 YEARS OLD - £8.50

14 YEARS AND ABOVE - £10.00



Clothing money is £15.00 per week and you can use this to buy clothes you like to wear. We will buy your school uniform or if you have a job or apprenticeship we will pay for the clothing for this too.

We also have some targets for you to try and earn each day. These may be money led or prizes you can earn.



A telephone is provided for you to make calls to family and friends. If you have a mobile, we will look at a monthly top up voucher for you. We will supply all your toiletries and general items like toothpaste and shower gels.

Activities and holidays

We have some great fun things in mind for you! We like to go for long days out like theme parks, days at the beach or out hiking and waterfall walks.

There are other things to do like swimming, Lazer quest or bowling and

we want to know what you enjoy doing.

At the weekend we can go camping (weather permitting). In the school holidays we can spend time away on a holiday. We can stay local or find some lovely sunny place if you would prefer.



We understand that you may like to bring a friend with you to spend the day out with them and this is something we can do. We would just need permission from who looks after them.

Time and a place



We like to be flexible around mealtimes but we also like everyone to have an evening meal together. This way we can all chat about how your day has been.

Bedtimes will depend on your age, but we will go through this with you.



Bedtimes may be extended at weekends and during school holidays as a treat and reward for you.

Fire safety and what to do

When the alarm sounds, we always take action!

If you hear the fire alarm do not panic you should leave the building by the quickest route but do not run. Never stop to collect belongings or look for the team especially at night. If you discover a fire shout “fire” to alert the other people in the house as you are leaving the building. Go to the fire assembly point so the team can make sure you and the others are safe.



Your fire assembly point is the lamppost outside of number 1 Green Way. This will be shown to you when you arrive.

Never re-enter the building until told it is safe to do so by the Fire Service or a member of your team.

The team will explain to you the escape routes and emergency exits when you arrive. There will also be regular fire alarm tests but the team will tell you about these. You do not need to leave the house for these.

Equality and Diversity

Willow House is committed to providing an environment which recognises and values people's differences and focuses on the strengths that those differences bring to our home. We may complete cultural nights in the home and out in the community along with encouraging you to complete charity events with the team.



We support all young people and staff in maximising their potential to succeed.

Smoking, Illegal drugs and alcohol

Willow House is a non-smoking building for everyone. This includes the team. Illegal drugs and alcohol are not allowed at Willow House. We want to keep you safe and if we do find any, we will take these away from you and dispose of them or hand them to the police. The team will talk over things with you if we feel you may have been involved in illegal drugs or alcohol.



If you would like help and advice around illegal drugs and/or alcohol, just ask a member of the team who will happily get you the support that you need. There are some helpful contact numbers later in this guide.

Learning



While at Willow House you will be expected to continue with your learning.

We understand that you may have some barriers to learning but your education is important. We will do all that we can to support you in maintaining your learning.

We have a laptop with internet access for you to use for your homework and studies. The team will be more than happy to help you with your homework and school projects if you would like some help.

If you attend school or other learning regularly and follow your plan you will be rewarded.

Bullying

Bullying can take place almost anywhere, including in your home and can happen in many ways. Bullying doesn't just have to happen to you in person, you can be bullied by text or online through the likes of social media. Bullying can involve name calling, teasing, threats, insults, hitting, kicking, punching or other violence, having your belongings taken from you, or being ignored or left out.



Bullying is NOT ACCEPTABLE at Willow House in any form.

You can speak to anyone here at Willow House, or you can speak to your social worker or your teacher at school. This is whoever you most feel comfortable talking about it to.

If you don't feel that you can talk to anyone here, you can call **Childline**. You don't have to put up with this on your own.

If you are unhappy



If you are unhappy about anything at Willow House We want you to tell us. Sometimes you may feel you don't have a complaint but that you are unhappy about something. This we call a "grumble" and can hopefully be sorted out. If you speak with the team or leave a note in the complaints box Hannah or the deputy manager will go through this with you and try and sort this out for you. If you do want to make a complaint this is easily done. There are different ways in how you can make a complaint.

To make a complaint you can:

- Speak to your key worker or any other member of the team
- Speak to your social worker, your IRO or someone you trust
- Complete a complaints form and put this in the comments box under the mirror in the living room. Complaint forms are also kept here.

We will talk with you so that we can sort out your complaint and will resolve this for you.



Useful contacts for you

Here is a list of contact details of other people you can talk to if you need any extra help:

Childline 0800 1111
www.childline.org.uk

Who Cares 020 7251 3117
www.thewhocarestrust.org.uk

NSPCC 0808 800 5000
www.nspcc.org.uk

NHS Free Smoking Helpline 0800 022 4332
www.smokefree.nhs.uk

FRANK 0800 77 66 00
www.talktofrank.com

A National Voice 0161 237 5577
www.anationalvoice.org

Connexions 0808 001 3219
www.connexions.gov.uk

Brook Information Service 0808 808 1236
www.brook.org.uk

Sexwise 0800 28 29 30
www.ruthinking.co.uk

Please ask your key worker for any other numbers that you might need.

Important information

Your key worker will help you to complete the following information:

Your social worker: _____

Independent Reviewing Officer: _____

Ofsted:

General Helpline 0300 123 1231

Or write to Ofsted, Piccadilly Gate, Manchester, M1 2WD

Children's Rights Commissioner, Rachel do Souza,0800 528 0731 or email to: help.team@childrenscommissioner.gov.uk

he Children's Commissioner for England is an independent body stablished under the Children's Act 2004. The main role is to promote nd protect the rights for children in England with focus on the most ulnerable.

Our address & telephone numbers

Willow House
34 Eglington Avenue
Whiston
Prescot

Telephone:

E-mail:

Please use the rest of this page to write down any important information that you need: