



Here for young people
Here for communities
Here for you

Resident Charter

Everyone has the right to feel
safe and protected.

We want to tell you about what we do, and how
we can support you.

Your rights and your responsibilities.



We want you to be the best version of you,
let's see what we can do working together!

This charter was developed together with Young
People



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What can you expect from us?

- Accommodation that is safe, secure and well maintained
- To be treated with respect, fairly, equally and where you can be you.
- Staff who see this as your space to feel safe and not just a place where they work
- Staff that will develop professional strong, trusting, and meaningful relationships with you.
- Regular support sessions where with we plan the future you want
- A place where your voice is heard, and advocated for, so you can influence the support you receive
- An opportunity to be part of shaping our service with access to forums and resident meetings, help us by letting us know what we can do better
- Access to the support you need by working with other organisations and professionals
- Support to access education, training, apprenticeships and work
- Staff that care, listen and encourage to develop a sense of responsibility and purpose.





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But wait, there is more:

You could become a Resident Champion, and/or be part of our Young People's Board.

You will always have a voice

Help in planning for the future, today is not your forever, today is the start of the next part of your journey and together we work towards what happens after the YMCA

Our Engagement Team delivering activities such as climbing, cooking sessions, walks, art, days out and much, much more

Support in setting up Universal Credit, a Bank Account, Passport and just the day to day stuff which helps you become independent

Access to Breakfast Clubs, 24 hour support, Wi-Fi, someone to talk to Games and activities





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WAIT, HOLD ON, STOP A MINUTE

OK, OK, lets have a moment to agree that life doesn't always go to plan, and we all have bad days.

It helps when we listen and respect each others' opinions, we have a responsibility to ensure everyone feels safe and secure, so have some ground rules which are in place for everyone, including our staff and we hope work for everyone.

We need to work together to keep the space clean and safe we will provide you with all that you need to keep you space clean and we will help keep the communal areas clean , but as you share, you'll need to look to working with others in the building to keep it just right.

We want to see people you love and care and welcome them as visitors – but they are your guests, so its up to you make that they feel comfortable but also, they respect your space and the people who live and work here

For us to really support you in building the future you want we can only achieve this if we both turn up. Be part of your journey, you are the only person that can help us help you and, in the times, where its difficult let's work together.

If you have a complaint, concerns or issue, talk to **any** member of staff , if you feel that it could be better, there are lots of ways to do this .

I..... Agree to, have read, understood and happy to sign

The resident charter

Your signature Date

Our signature..... Date