



The Children's Guide to the Phoenix House Family Oak Lodge School.



Your Child, Their Future,
Our Priority.





Welcome to Phoenix House and family here at Oak Lodge School.

Phoenix House is located near to Wandsworth Common and Clapham Common in Balham.

Oak Lodge School and Phoenix house opened in 1905—a long time ago for deaf pupils. In 1968 a new school was built for boys and girls.

We are very happy that you have joined Phoenix house, we will support you whilst we all live together.

We have up to 17 other children staying with us from Monday to Friday, some children only stay a few nights.

This guide will tell you about the routines of Phoenix House and your week day home and new family.



Saul Allison
Senior Residential
Worker

My Guide

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Where will I live?



You will live at Phoenix House



Where will I sleep?



You will sleep in your own bedroom.

You can bring posters and toys and favourite things to make it how you like.



Where can I wash?

There are bathrooms,
each has a toilet, bath
and shower.



Where will I eat?



We have a kitchen area for our meal times.

What time can I eat?

Breakfast is from 7.30.

You can choose toast, cereal,
On Fridays you can have a cooked breakfast.

There are also croissants. Let us know
what you like and we will try

Fruit and snacks are always available



Weekly menus are available for dinner. You can help choose the menu

You can help to prepare and cook the evening meal. Everyone helps to clear away.



Supper time is between 6pm and 7pm. Snacks are available after school and before bed.

When do I get my pocket money?



All young people get pocket money once a week.
Your pocket money is for you to spend on things you like.

We will help to teach you about money management.



What fun activities can I do in the evening?

Play with friends



Go swimming at Balham swimming pool



Play football, table tennis, go on the outdoor gym

Play board games



Go out for a local walk on to the common, go shopping in



What if I have a problem or I am unhappy?



There are certain ways you should be treated.
You have the right to:

- * Be Safe, secure and protected. Be listened to and treated fairly.
- * Given information, healthcare and education.
- * To feel free to enjoy your religion and culture
- * To be helped to manage any disabilities you have.
- * To advocacy and support
- * To be treated equally

What is an advocate ?

How can I access advocacy support?

You can speak to your key worker and request independent advocacy support

You can speak to your social worker and request independent advocacy support



Or you can call;

- * SeAp advocacy 0330 4409000
- * Young lives foundation 01622 693459
- * Wandsworth Independent advocacy 02088717707
- * Megan Berny-Jones
- * The Children's commissioner 02077838330




Who can I ask for help?

You can speak to:

Oak Lodge School
Your child – Their future – Our priority
Safeguarding Team - 2021-2022






Caroline Rowlandson
Designated Safeguarding Lead (DSL) / Headteacher

 Jess Doyle Wellbeing Co-ordinator Safeguarding Deputy (Maternity Leave)	 Karen Duggan-Stevens Head of Sixth Form & Senco (Designated Teacher)	 Rachel Rust Head of Residential Phoenix House	 Christine Mukasa Deputy Head Induction DSL
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If the DSL or Deputies are not available you must see the **Headteacher** who will help you decide what to do next.
If you believe there is an immediate need for a safeguarding response, or want to access whether a safeguarding referral is appropriate, call Wandsworth Initial Point of Contact (IPOC).
Call 0208 871 6622 (9am – 5pm) Out of hours: 0208 871 6000 or email ipoc@wandsworth.cjsm.net which is a secure email address. If the child does not live in Wandsworth please speak with the DSL for further guidance.

Safeguarding Governors

 Stephen Cave Safeguarding Governor scave@oaklodge.wandsworth.sch.uk	 Des Jarrett Chair of Governors (Safeguarding Complaint Against the Headteacher)	 Melody Fowler-Wright Whistleblowing Governor mfowlerwright@oaklodge.wandsworth.sch.uk
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Or you can call;

- * OFSTED on 03001234666
- * Child Line on 08001111

Who will be working with me?

Your key workers and staff in residential.

Your key worker will meet with you to talk about how you are doing and feeling.

What does my key worker do ?



Your key worker is someone that attends meetings with your family about you care and progress.

They call your family weekly to update them on the week.

Kelly is the night waking staff. She looks after you when you are asleep.





My name is Rachel Rust.
I am the Head of Care and Deputy
Designated Safeguarding Lead.



This is Saul Allison,
Senior Residential Worker
& Positive Behaviour Lead.



This is Trent Hansen,
Senior Residential Worker
& Activity Coordinator.



This is Victoria Wright,
Residential Worker.

*On maternity leave
until September 2022*



This is Hala Saredidine,
Residential Worker.



This is Rute Cardoso,
Residential Worker.



This is Cindy Hyson,
Residential Worker.



This is Nina Caswell,
Residential Worker.

What will I be learning?



- * Our young people enjoy a wide a variety of outings and activities after school hours, ensuring you develop life skills, travel training, healthy lifestyles and money management.
- * We actively promote communication and identity—through attending Deaf Club and links with other residential schools.



To make a complaint

You can:

Raise it at a residential council meeting, put a comment in the complaints box.

Speak to your key worker, Rachel head of care, social worker, independent visitor, headteacher Caroline