

THE PARK LODGE CHARTER

Park Lodge is a supported housing project for homeless young people in Leicester

We provide:

- A safe, stable and supportive place for young people to grow
- A 24/7 open door to house, support and listen to all the young people
- A space for personal development, for expressing aspirations and for beginning to realise talents and ambitions
- An opportunity to work through personal traumas and develop appropriate attachments as a basis for positive relationships
- An accepting and stimulating environment in which young people can explore and express themselves
- A sense of belonging, home and community where they are respected, nurtured and valued

To achieve this, we expect that:

Our young people will:

- Respect and engage with the staff, other young people and the wider community
- Seek to be honest, trustful and open in their relationships
- Be treated fairly and without fear or favour
- Sign up to and keep to any house rules
- Explore their hopes, dreams and aspirations
- Reflect and learn from their actions and, with support and encouragement, begin to find solutions to problems for themselves
- Take responsibility for themselves and their actions
- Take up opportunities for personal development and seek to spend their time constructively
- Build their sense of self-esteem and worth
- Manage their money and pay their rent on time
- Look after their property and health
- Develop the life skills they need to live independently

Our staff will

- Respect and empower each other and the young people they support
- Be honest, open and flexible and build relationships of trust and fairness, without fear or favour
- Be firm when necessary to challenge unacceptable behaviour
- Observe professional boundaries with each other and young people and help young people to recognise their importance
- Listen, care, trust, encourage, support and guide
- Value and celebrate diversity and difference
- Provide informed choices and challenges and help young people to take responsibility for the consequences of decisions they take
- Encourage appropriate and calculated risk taking
- Set clear and realistic expectations and goals for themselves and for the young people they support
- Provide young people with accurate information and signpost them to other organisations and agencies
- Make space for professional conversations in which they can reflect on their work and achieve high standards
- Take up opportunities for personal and professional development

Our Management Committee will:

- Develop the Project and seek to keep it viable
- Delegate authority in a clear and accountable way
- Give staff the tools to do the job the best they can
- Provide space for professional conversations – e.g. reflective practice
- Offer support, challenge and guidance
- Be approachable and responsive