These rules are displayed for the benefit of you, not only does it ensure you get a fair deal from each and every team, but also ensures you give staff a fair deal.
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Seating arrangements

On arrival at the Centre, you will be allocated an individual seat for meals. This seat should continue to be used during your stay at Hillside, unless directed otherwise.

Serving

Each Unit has a rota for serving meals. A member of staff will be served first, followed by young people, one at a time (only one young person standing by the hatch at any one time).

All meals are to be consumed at the table, unless for reasons of ill health or risk.

Hats are not to be worn at the table.

Hot Drinks

Are to be consumed within the dining area, lounge areas and Level 6 Rooms, unless for reasons of ill health, then they can be consumed within the bedroom (only disposable plastic cups or drinks bottles are to be permitted within bedrooms). Cups are to be returned to the kitchen after use.

Breakfast

Breakfast will consist of either toast (max 2 pieces) or one bowl of cereal. Breakfast, on school days will be served between 8.00 am and 8.30 am. On weekends and holidays, breakfast will be served between 9.00 am and 10.30 am (11.00 am if on Level 6). One glass of fruit juice to be served and only at breakfast time. Fruit always available at meal times and break times.

Supper

Supper will consist of either toast (max of 2 pieces) or one bowl of cereal.
Takeaways

To be arranged during Mondays meeting and booked in diary only 1 per 3 weeks allowed. This is subject to the following conditions:

- It is convenient and possible for staff to leave the Centre to purchase the meal;
- Everybody is to have the same type of meal i.e. all Indian or Chinese etc;
- Residents have sufficient funds;
- Behaviour is of an acceptable standard.

Daily Routines

7:45 am – First Call

When young people are ready to leave their room, staff are to inspect the room to ensure that:

- Rooms are clean and tidy – beds are made;
- Dirty clothing ready to be removed and clean clothing on shelves – number of items to be checked;
- Dirty towels removed to the laundry room;
- Power is switched off and electrical items removed (as per Bedroom Level).

All young people called, checked and recalled every 3-10 minutes, depending on the Individual Risk Assessment.

Breakfast

All young people must be showered and dressed, cut off time for breakfast is 8.30 am (power at night will be lost proportionately if not on the Unit by ‘cut-off’ time).
8.45 am
Medication

9.00 am
Education

9.45 am
Education – Mondays only

**SHOWERING**

You are expected to shower in the morning. It will be expected that each young person showers following physical activity.

**UNIT KITCHEN**

Young people are not permitted to serve food during lunch and dinner. If a young person (on their dedicated kitchen day) has kitchen access, they may make their own breakfast and supper and help to serve at break time. Footwear must be worn at all times in the kitchen. Nobody is allowed to leave the dining area until staff in the kitchen have confirmed that the cutlery has been counted.

**UNIT ACTIVITIES**

Pool can be played at lunch time, at the discretion of the Shift Leader and providing it does not affect the return to education / school.

Limited garden access after dark, permission must be given by the Duty Manager.

All off Unit activities, including communal Level 6 Room to be concluded by 8.30 pm. Discretion may be used for
sporting events in the Conference Room. The last game of pool on the Unit is to end by 8.30 pm. The use of the Quiet Room and Level 6 Room may continue until bedtime, if deemed appropriate by the staff.

**KITCHEN ROTA**

If more than three people have access:

**Tawe and Nedd Kitchen Rota**

Bedroom 1, 2, 3, 4  
Have access Tuesday, Thursday, Saturday

Bedroom 5, 6, 7, 8  
Have access Monday, Wednesday, Friday

**Afan Kitchen Rota**

Bedroom 1, 2, 3  
Have access Tuesday, Thursday, Saturday

Bedroom 4, 5, 6  
Have access Monday, Wednesday, Friday

**LAUNDRY**

You are expected to wash and dry your own laundry.

Bedrooms 1, 2, 3, 4 – Sunday, Tuesday, Thursday  
Bedrooms 5, 6, 7, 8 – Monday, Wednesday, Friday

On Saturday bedding has priority!

Young people may do their washing on Sunday, but only after the bedding / towels have been washed and only at the discretion of the staff.
**ROTA FOR LAUNDRY**

Individual laundry rota’s are available on each Unit.

**BEDTIMES**

The following bedtimes apply to residents:

- 11 and 12 year olds  9.00 pm
- 13 and 14 year olds  9.15 pm
- 15 and 16 year olds  9.30 pm

Young people must be in their rooms by these times or they do not earn power in their rooms.

Young people may earn an extra half hour power on weekends if sanction free for the previous seven days.

**TRAINERS / SHOES**

You are expected to remove your trainers on returning from education at 3.45 pm. Under no circumstances are trainers to be worn or kept in bedrooms.

Shoes and trainers must be removed when young people return to the Unit. They may be stored in the unit store cupboard or in the side cupboard.

Slippers can be worn on the Unit and in Bedrooms.

Shoes / trainers are to be worn in education.

Appropriate footwear must be worn when participating on and off the Unit as per Health and Safety Guidelines. Staff will inform you when you need to wear trainers.
Residents will be permitted to use the telephone as set out below:

**Weekdays:**

2 x 10 minutes out-going and 2 x 10 minute in-coming calls allowed up to a total time of 20 minutes. Incoming calls 2 x 10 weekdays.

**Weekends / Holidays:**

3 x 10 minutes out-going and 3 x 10 minutes in-coming calls allowed up to a total time of 30 minutes. 3 x 10 in-coming calls on weekends.

Calls to friends and family should be made only after education. Any calls to Professionals do not form part of the call allocation time. You may be permitted to make calls to Professionals during break times, if deemed appropriate by the Shift Leader.

No telephone calls are permitted after 8.50 pm.

All contact **must** be supervised until your Initial Planning Meeting and is restricted to parents or main carer only. No contact with any friends can be authorised until the Initial Planning Meeting.

Telephone contact must always be via landline. If a parent / main carer does not have a landline number, then telephone contact to a mobile phone is permitted for contact to the parent / main carer only, using the full call allowance i.e. 10 minutes.

The Planning Meeting will identify all other authorised contact. Mobile telephone calls to extended family members (in the absence of a landline number) will only be authorised at **half** the call time allowance.

No mobile telephone calls to friends will be permitted unless agreed to in the Planning Review / Meeting. Landline and written contact with friends can **only** be approved via Planning Meetings and Reviews including Progress Reviews.
Mobile phone contact with friends can only be approved via Planning Meetings and Reviews. The time frame for outgoing calls is half of the call time to a landline i.e. 5 minutes and not 10 minutes.

Staff will refer to a young persons individual contact card.

**UNIT TV**

Use of TV on the Unit.

Times that Unit TV can be viewed (all subject to staff discretion and control).

- Before education;
- Break times;
- Lunch times (after lunch);
- Up to 9.30 pm at night.

The TV remote control is to be kept in staff possession at all times.

The volume is to be:

- Low enough to enable staff to hear the telephone ringing;
- Not in competition with the Quiet Room and vice versa.

No CD’s to be played on the Unit TV.

No music channels / videos are permitted.

Music / radio stations are permitted.
**TUCK**

Tuck may be purchased on a Saturday.

Each young person will be able to purchase a maximum of 7 items of tuck, providing they have enough pocket money from your weekly allowance.

One piece per day is to be given in the afternoon at break time as well as fruit.

**USE OF THE QUIET ROOM**

If the Quiet Room is being used by two or more young people, a member of staff must be present.

Young people are not permitted to use the Quiet Room if they have been risked out, returned from or kept back from Education.

No food or drink is allowed in the Quiet Room.

The Quiet Room may be used (subject to staff discretion):

- After breakfast;
- Break times;
- After lunch;
- Before bedtime / after education;
- When waiting for Reviews / Escorts etc. if on the Unit for non-behavioural reasons;
- Most times during weekends and school holidays (except meal times).

The use of the Quiet Room must be fairly shared out and on a rota basis if necessary (see booking rules / form).
**BREAKS**

Morning 11.15 am: Fruit and / or yoghurt only.

Afternoon 3.45 pm: Fruit and either one piece of tuck or crisps or two biscuits only.

**EARNING POWER IN YOUR ROOM**

In order to earn access to electrical items within your room at bedtime, you must:

- Do all your own laundry on time;
- Keep yourself and your room clean and tidy at all times;
- Attend education all day and for every lesson. If a lesson is missed for reasons other than by permission or risk then half power is lost. If two lessons or more are missed, then all power is lost;
- Complete your daily chores by 9.00 pm;
- Some power will not be earned if not on the Unit and ready for education by breakfast ‘cut off’ time (proportionate to the amount of time late).

If over the 7 day period you have been sanction free, you may have an extra half an hour on Friday and Saturday and your DVD Night.

See table below.

Depending on your bedroom level, you may be entitled to a TV Video / DVD for use within your bedroom as follows:

<table>
<thead>
<tr>
<th>AFAN</th>
<th>TAWE</th>
<th>NEDD</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bedroom 1 and 2 Monday</td>
<td>Bedroom 1 and 2 Sunday</td>
<td>Bedroom 1 and 2 Sunday</td>
</tr>
<tr>
<td>Bedroom 3 and 4 Tuesday</td>
<td>Bedroom 3 and 4 Monday</td>
<td>Bedroom 3 and 4 Monday</td>
</tr>
<tr>
<td>Bedroom 5 and 6 Wednesday</td>
<td>Bedroom 5 and 6 Tuesday</td>
<td>Bedroom 5 and 6 Tuesday</td>
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<tr>
<td></td>
<td>Bedroom 7 and 8 Wednesday</td>
<td>Bedroom 7 and 8 Wednesday</td>
</tr>
</tbody>
</table>
HOME REMEDIES

There is a recognised need to be able to treat minor ailments without necessarily consulting with the medical practitioner such as:

<table>
<thead>
<tr>
<th>Symptoms</th>
<th>Treatment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indigestion</td>
<td>Milk of Magnesia, Rennie Tablets</td>
</tr>
<tr>
<td>Mild Pains e.g. headache, period pains, toothache, cold/flu symptoms, muscle pains</td>
<td>Soluble Paracetemol Nurofen for Children</td>
</tr>
<tr>
<td>Diarrhoea</td>
<td>Clear fluid (water)</td>
</tr>
<tr>
<td>Mild Skin Conditions e.g. rash, cuts / bruises</td>
<td>E45 cream, Savlon cream, Anthisan cream, HC45 Cream</td>
</tr>
<tr>
<td>Sore Throats</td>
<td>Soluble Paracetemol</td>
</tr>
<tr>
<td>Coughs</td>
<td>Soluble Paracetemol</td>
</tr>
</tbody>
</table>

All medication given must be recorded on the young persons medication chart. If the condition persists longer than two days, then medical advice must be sought.

The Nurse may approve additional home remedies to those noted above.

You must inform staff if you are unable to take any of the approved medications.

TV / PLAYSTATION / MUSIC IN BEDROOM

See Behavioural Reward Scheme.

Music and TV

When permitted, music and TV can be used in the rooms:

maktadır Before education;
After lunch;

During breaks;

After education up to power off time at night.

**Playstation / X-Box / Wii**

Only to be used in bedroom when on Level 6 and only after normal bedtime. This may be dependent on the rota if there are two or more young people on Level 6.

**Example of Weekday Playstation Rota**

Weekday Playstation Rota
One ½ hour slots per person

<table>
<thead>
<tr>
<th>TIME</th>
<th>NAME OF YOUNG PERSON</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.30 – 9.00</td>
<td></td>
</tr>
<tr>
<td>11.15 – 11.45</td>
<td>EDUCATION</td>
</tr>
<tr>
<td>1.45 – 2.15</td>
<td>EDUCATION</td>
</tr>
<tr>
<td>3.45 – 4.15</td>
<td>EDUCATION</td>
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<td>4.15 – 4.45</td>
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<td>4.45 – 5.15</td>
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<td>7.00 – 7.30</td>
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<td>7.30 – 8.00</td>
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<td>8.00 – 8.30</td>
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<td>8.30 – 9.00</td>
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<tr>
<td>9.00 – 9.30</td>
<td></td>
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</tbody>
</table>

Two slots per person: slots take priority, if a slot is not being used the room may be used at staff discretion, names added on the day.
# Weekend Playstation Rota

<table>
<thead>
<tr>
<th>TIME</th>
<th>NAME OF YOUNG PERSON</th>
</tr>
</thead>
<tbody>
<tr>
<td>9.45</td>
<td></td>
</tr>
<tr>
<td>10.15</td>
<td></td>
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<tr>
<td>10.45</td>
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<td>11.15</td>
<td></td>
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<td>11.45</td>
<td></td>
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<tr>
<td>12.15</td>
<td></td>
</tr>
<tr>
<td>12.45</td>
<td></td>
</tr>
</tbody>
</table>

**LUNCH**

<table>
<thead>
<tr>
<th>TIME</th>
<th>NAME OF YOUNG PERSON</th>
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</thead>
<tbody>
<tr>
<td>2.15</td>
<td></td>
</tr>
<tr>
<td>2.45</td>
<td></td>
</tr>
<tr>
<td>3.15</td>
<td></td>
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<td>3.45</td>
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<tr>
<td>4.15</td>
<td></td>
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<tr>
<td>4.45</td>
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</tbody>
</table>

**DINNER**

<table>
<thead>
<tr>
<th>TIME</th>
<th>NAME OF YOUNG PERSON</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.00</td>
<td></td>
</tr>
<tr>
<td>6.30</td>
<td></td>
</tr>
<tr>
<td>7.00</td>
<td></td>
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<tr>
<td>7.30</td>
<td></td>
</tr>
<tr>
<td>8.00</td>
<td></td>
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</tbody>
</table>

**SUPPER**

<table>
<thead>
<tr>
<th>TIME</th>
<th>NAME OF YOUNG PERSON</th>
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</thead>
<tbody>
<tr>
<td>9.00</td>
<td></td>
</tr>
</tbody>
</table>

Two slots per person: slots take priority, if a slot is not being used the room may be used at staff discretion, names added on the day.
**BEDROOMS**

Drinking water bottles are allowed to be used in bedrooms.

No hot drinks allowed in bedrooms unless for reasons of ill health.

See also Bedroom Incentive Scheme, which states what is allowed in bedrooms.

No trainers of shoes allowed in bedrooms.

*(Possessions must strictly relate to bedroom level entitlement).*

**EDUCATION POINTS / PRIZES**

When a young person requests a product from a certain retail shop, it will be possible to order from that shop only if it is prepared to take an **official Hillside order**.

Young people can order things from the below shops using the points that they have earned from education:

- HMV
- Waterstones
- Wilkinsons
- Argos
- WHSmith

A young person is allowed to take a maximum of £15.00 in education vouchers when they leave and £50.00 in pocket money.

**POCKET MONEY**

Young people will have pocket money allocated to them on a weekly basis.

Parents / carers are not allowed to bring in pocket money for young people.
While it is important that you should feel comfortable and relaxed in education, a dress code has been put in place for you whilst in education:

- School uniform must be worn. No other tops or hats are allowed;
- Young people are only permitted stud earrings and a watch;
- There may be other restrictions subject to individual risk assessments;
- Young people are to be appropriately dressed before leaving the Unit to go to Education.

**REWARDS, CONSEQUENCES AND SANCTIONS**

Access to inter-unit activities is dependent on good behaviour, which staff will assess. Cinema access requires a young person to be restraint free for the previous 7-days.

Bedroom levels will always be tailored to the individual. Use of radio and TV in bedroom at night (power) is now subject to:

- Attending education (one lesson missed - half power not earned, two lessons missed - no power earned);
- Completing allocated domestic chore;
- Keeping bedroom clean and tidy and doing laundry on allocated day and attend to personal hygiene;
- Completing homework to an acceptable standard;
- Completing any additional work allocated by teachers or care staff to an acceptable standard;
- Level 6 for non-attendance for one lesson on a Friday will result in the young persons power being terminated at normal time.
SECURITY CHECKS

All areas including young peoples bedrooms are to be security checked on a daily basis and as and when required.

SMOKING

Hillside is a NO SMOKING environment.

BEDROOM LEVEL SCHEME

Level 1

This level indicates that there is a specific identified risk relating to the young person. This level can be utilised in partnership with all other levels. The use of this level highlights that there are concerning behaviours relating to the young person that requires close monitoring and / or differing operational procedures / strategies that will be highlighted within the young persons individual risk assessment.

Level 2

- Full bedding;
- Personal photographs;
- Sports bottle;
- 2 posters;
- 2 books or 2 magazines;
- 1 pen or pencil;
- Toiletries & 6 items of make-up (kept in side cupboard);
- Use of radio (to be removed at ‘power off’ time).
Level 3

- Have access to console games within Quiet Room;
- Full bedding;
- Personal photographs;
- Drinks bottle;
- 3 posters;
- 3 books or magazines;
- One pen, one pencil and one pack of 10 felt-tips;
- Toiletries (to be kept en-suite);
- Use of TV or CD/Radio (to be removed at ‘power-off’ time);
- 3 CD’s (to remain in room);
- 6 items of make-up (to be kept in side cupboard);
- 3 sets of clothing.

Level 4

- Have access to console games within Quiet Room;
- Full bedding;
- Personal photographs;
- Drinks bottle;
- 4 posters;
- 4 books or magazines;
- One pen, one pencil and one pack of 10 felt-tips;
- Toiletries (to be kept en-suite);
- Use of TV or CD / Radio (to be removed at ‘power-off’ time);
- 4 CD’s (to remain in room);
- 6 items of make-up (to be kept in side cupboard);
- 3 sets of clothing;
- Laundry basket;
- Alarm clock;
- Small rug;
- Plastic rubbish bin;
- Radio / CD or TV/DVD player (to be removed at ‘power-off’ time);
- Choice of DVD on their film night only.
Level 5

- Have access to console games within Quiet Room;
- Full bedding;
- Personal photographs;
- Drinks bottle;
- 5 posters;
- 5 books;
- 5 magazines;
- One pen, one pencil and one pack of 10 felt-tips;
- Toiletries (to be kept en-suite);
- 5 CD’s (to remain in room);
- 6 items of make-up (to be kept in side cupboard);
- 3 sets of clothing;
- Laundry basket;
- Alarm clock;
- Small rug;
- Plastic rubbish bin;
- TV/DVD and Radio/CD Player (to remain in room);
- Blow-up chair;
- Use of 1 DVD with each day shift (not permitted access at night time), only permitted on film night (no other nights);
- 3 wooden models;
- 3 pieces of artwork – foil pictures, velvet art etc.

Level 6

- Have access to console games;
- Full bedding;
- Personal photographs;
- Drinks bottle;
- 6 posters;
- 6 books;
- 6 magazines;
- One pen, one pencil and one pack of 10 felt-tips;
- Toiletries (to be kept in en-suite);
- 6 CD’s (to remain in room);
- 3 sets of clothing;
- Laundry basket;
- Digital alarm clock;
- Small rug;
- Plastic rubbish bin;
TV/DVD and Radio/CD player (to remain in room);
Blow-up chair;
6 items of make-up (to remain in room – no glass bottles permitted);
Use of one DVD with each shift pattern and on film night;
3 wooden models – if made by the young person;
3 pieces of artwork – foil pictures, velvet art etc. access permitted into Level 6 Room and Level 6 Club activities;
An extra half an hour power Sunday to Thursday;
Use of games console within their room on a rota basis with other young people on their Unit who have achieved Level 6 status;
DVD use at any time of the day and one per night (can have 2 DVDs on Friday and Saturday nights);
1 additional item of choice to be kept in room (agreed and risk assessed by Unit Leader);
Power until 1am on Friday and Saturday, if the young person is sanction free;
During school holidays, power until 1am can be earned on a Thursday – dependent on the young person being sanction free during the previous 7-days;
Can purchase own bedding from Argos;
Exclusive use of communal Level 6 Room;
Exclusive use of DVD’s within communal Level 6 Room.

**POWER OFF TIMES**

<table>
<thead>
<tr>
<th>Ages</th>
<th>Bedtime</th>
<th>Power Off</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 and below</td>
<td>9.00 pm</td>
<td>10.00 pm</td>
</tr>
<tr>
<td>13 and 14</td>
<td>9.15 pm</td>
<td>10.30 pm</td>
</tr>
<tr>
<td>15 +</td>
<td>9.30 pm</td>
<td>11.00 pm</td>
</tr>
</tbody>
</table>

**TV / Video Night**

Extra ½ hour only to be given on allocated video nights

<table>
<thead>
<tr>
<th>Sunday</th>
<th>Bedrooms 1 and 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>Bedrooms 3 and 4</td>
</tr>
<tr>
<td>Tuesday</td>
<td>Bedrooms 5 and 6</td>
</tr>
<tr>
<td>Wednesday</td>
<td>Bedrooms 7 and 8</td>
</tr>
</tbody>
</table>

Must be sanction free for 7-days.
Level 6

Extra ½ hour power Sunday to Thursday. Power until 1am on Fridays and Saturdays, including Thursday during holidays.

If sanctioned during a 7-day period, level 6 will only receive the extra ½ hour on top of their usual power.

Level 5 and below

If sanction free during the week extra ½ hour power on Friday and Saturday. Lights will be turned off ½ hour after power has been removed.

LEVEL 6 ROOM

These rules / guidelines were agreed to after discussion between the young people on the units and staff.

The following rules have been decided on for our use of the Level 6 Room.

1. If there is more than one young person in the Level 6 Room, then a member of staff must be present. There are only to be a maximum of 3 young people in the Level 6 Room at any one time.

2. Staff are not responsible for cleaning the room. The cleaning of the room is the responsibility of the young people and must be kept clean and tidy. If someone does not agree to clean the room, they will lose access for a period of time.

3. The items purchased for our Unit Level 6 Rooms are not to be removed and lent to any other areas within the Centre. We will report any damaged items to staff and failure to do so will result in loss of the room until further notice. All damaged items will be replaced / paid for by young people. If no-one admits to the damage then all who were present in the room will have to pay for the broken item(s).
4. Drinks and snacks can be consumed within the room, but we must clean up afterwards. Staff are not responsible for your mess.

5. The room is to be cleaned once per week on a Sunday, in addition to the times we clean after your use.

The above rules have been agreed to by all of the residents and we discussed any concerns with our unit representatives. They can raise your concerns with Senior Management.
The list below are items which are permitted into Hillside for the Young People:

- Magazines (age appropriate);
- Comics;
- Puzzle / Word Search;
- Photographs;
- Posters (age appropriate);
- CD’s (no blanks / copies);
- DVD’s (no blanks / copies);
- Clothing (to be agreed by Duty Manager);
- Birthday Gifts (discussed & agreed with Duty Manager);
- Christmas Gifts (discussed & agreed with Duty Manager).

Visits will be curtailed or restricted if any inappropriate items are found to have been taken on the Unit.

Thank you for your cooperation.