



**KEY
ENTERPRISES**
UNLOCKING POTENTIAL

Service User Guide



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Daily Timings

08:30 Centre opens (tea and coffee available in the canteen)

09:00 Activity in departments begins

10:10-10:30 Morning break (tea, coffee and snacks available)

12:00-13:00 Lunch (2 course cooked lunch provided free of charge)

14:30-14:50 Afternoon break (tea, coffee and snacks available)

16:00 Activity in departments ends, service users leave (14:00 on Fridays)

16:30 Centre closes



Map to KIE

Walking directions from Palmersville Metro Station:

12 min (0.6 mile)
via Chollerton Dr
Mostly flat

Palmersville
Newcastle upon Tyne NE12 9DD

- ↑ Walk east on Great Lime Rd/B1505
102 ft
- ↘ Turn right towards Espley Cl
0.2 mi
- ↑ Continue onto Espley Cl
0.1 mi
- ↘ Turn right onto Chollerton Dr
0.2 mi
- ↘ Turn right onto Bellingham Dr
Destination will be on the left
0.1 mi

Key Enterprises Ltd
North Tyne Industrial Estate, Whitley Rd, Newcastle upon Tyne NE12 9SZ

Area map:

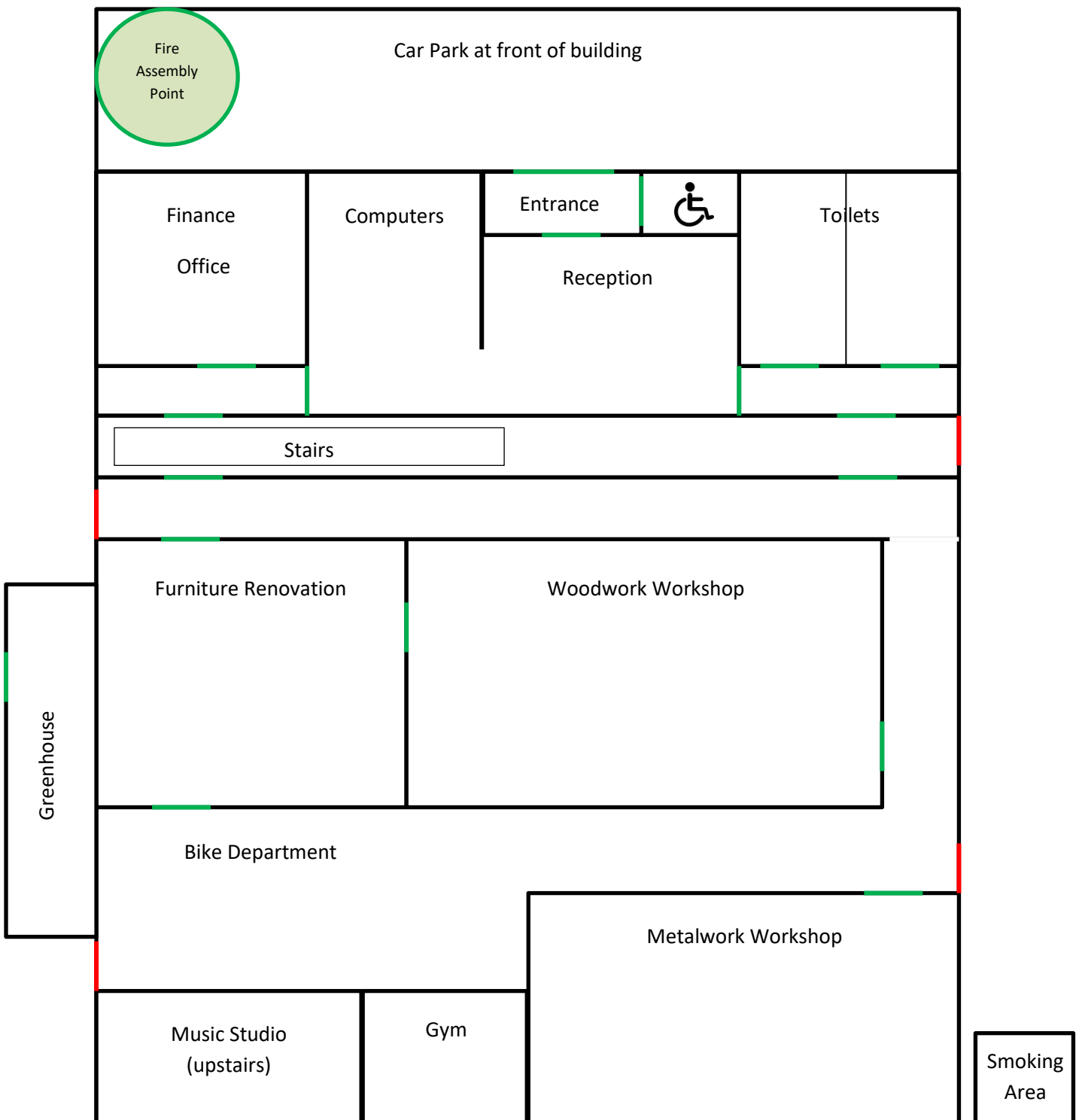
Key Enterprises Ltd

Palmerston
Holystone
West Moor
Forest Hall
Longbenton
Benton
Willington
Howdon

Full Address: Unit 36, Bellingham Drive, North Tyne Industrial Estate, Whitley Road, Newcastle upon Tyne, Tyne & Wear NE12 9SZ

Plan of the Building

Ground Floor:



The first floor contains the kitchen, canteen, service user quiet room (with a toilet), the staff / training room, General Manager's office, Service Manager's office, and spinning room.



Vision, Mission and Values

Our vision is a society in which those with additional needs are supported to reach their potential, lead productive lives, and have a real sense of belonging.

Our mission is to:

Improve skills – Provide supported opportunities for service users to develop new skills or maintain existing ones in a practical workshop setting.

Reduce isolation – Offer a supportive, dignified space where people feel comfortable and valued, provide opportunities for social participation and widen horizons with new experiences.

Increase wellbeing – Contribute towards the greater wellbeing of service users by providing a quality service and linking up with partner organisations to provide specialist support for identified needs.

All of these feed into our wider aim of **increasing meaningful opportunities** for those who use our services.

We exist to positively engage with anyone who can benefit from our services. Our purpose is to ensure we provide effective services that are based on our fundamental values of being:

Person-centred – Ensuring that the individual needs of anyone accessing Key Enterprises are met.

Responsive – Ensuring our services are fit for purpose, valued and driven by service users.

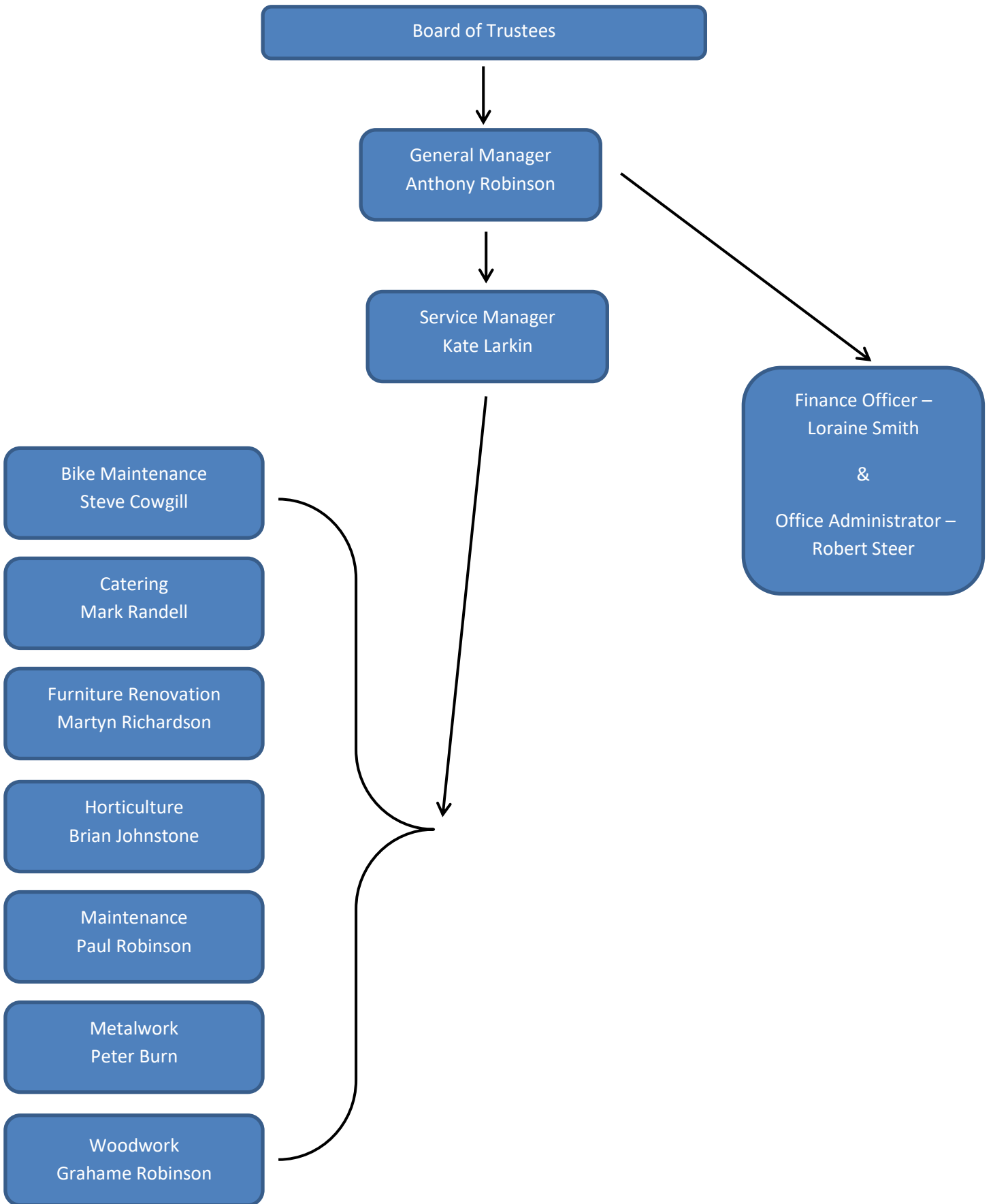
Transparent – Ensuring stakeholders know, feel part of and understand how we operate.

Accessible – Ensuring we maximise awareness of Key Enterprises amongst the wider community.

Aims of K|E

- Offer the opportunity and support to develop practical skills and gain experience in using them
- Generate transferable skills such as punctuality, communication, taking instruction, working as part of a team, awareness of health and safety etc.
- Create social opportunities to try new activities, build friendships, and develop communication with peers
- Increase confidence and self-esteem by nurturing a sense of belonging, highlighting positive contributions, and skills that have developed
- Provide a structure, routine, and sense of purpose

Organisational Structure





Meet the Team

Trustees:

Peter Andrew – Chair

Maggie Wakeley – Deputy Chair

Patrick Kilgallon – Secretary

Jane Gallagher – Trustee Specialising in Safeguarding

Liz Liddle

Heather Peters

Anoop Puri

Managers:

Anthony Robinson – General Manager, Safeguarding Deputy

Kate Larkin – Service Manager, Safeguarding Lead

Department Supervisors:

Steve Cowgill – Bike Maintenance Supervisor

Mark Randell – Catering Supervisor

Martyn Richardson – Furniture Renovation Supervisor, Safeguarding Deputy

Brian Johnstone – Horticulture Supervisor

Paul Robinson – Maintenance Supervisor

Peter Burn – Metalwork Supervisor

Grahame Robinson – Woodwork Supervisor

Office Staff:

Lorraine Smith - Finance Officer

Robert Steer – Office Administrator

We also have some great volunteers who provide additional support throughout the organisation.

Department Descriptions



Bicycle Maintenance

We sell, service and maintain bikes from our workshop and sometimes at pop-up locations around the North Tyneside area. We produce tutorial videos via YouTube to share basic maintenance tips.



Catering

The kitchen is the hub of K|E, it's a busy and welcoming area that provides a daily two course cooked lunch and refreshments throughout the day for service users and staff.



Furniture Renovation

The department features a high-quality restoration service, carefully stripping down products before mending, varnishing or painting them. Service users can create their own items and learn how to care for them.



Horticulture

Horticulture is a busy department carrying out gardening work within the community around Tyne and Wear in both domestic and commercial settings. We also grow vegetables that are used by the catering department.



Maintenance

From tidying up grounds, to mending and decorating, this department is handy and takes on a range of tasks both on site and in the community.



Metalwork

Metalwork is a vibrant and creative department with an industrial feel. Service users are encouraged to be creative whilst learning basic metal working skills producing a range of items from railings and hanging baskets to unique sculptures.



Woodwork

We make a wide variety of items including bird boxes, seats, benches, bird feeders, garden sheds and other bespoke pieces. Service Users can also design and create their own items.



Social Activities

We are committed to ensuring that our service users maximise their potential and this includes encouraging healthy and active lifestyles that also meet their social needs.

Regular activities

Football: We have a team of service users who play 5-a-side football and compete in a local league – we currently hold the trophy and are ready to defend it!

Walking football: We've recently started walking football sessions in the car park at K|E, they're great fun although the temptation to run can be hard to resist for some!

Bike rides: Weekly 2 hour guided bike rides take place exploring the local cycle routes from K|E. Tandems are available for those who struggle on their own.

Keytones band: Our house band who practice twice a week and perform across the region at various events including World Mental Health Day.

Local walks: Service Users are invited to join a small group going for local walks. This also provides a good opportunity for bird watching.

Occasional activities

Fishing charters: A great day out (weather permitting!), these trips are always popular with service users, despite the success of the haul!

Kayaking: A fun way to explore local bays, kayaking is great for building teamwork, practicing balance, and getting used to being in the water.

Great North Bike Ride: We undertake this challenging cycle annually which gives enormous satisfaction and a sense of achievement to service users and staff alike.

Day trips: Whether it's visiting different towns or trying a new challenge, day trips allow service users to experience something new. Recent examples include go karting, visiting a haunted castle, and a trip to the national football museum in Manchester.

Educational trips: Visiting establishments like the BBC, to see behind the scenes and learn more about how they work and checking out local museums.

Group meals: Socialising is an important element of life at K|E, and meals out provide a good opportunity to mix with people from different departments and get to know each other better.

Trips and one-off activities* are planned throughout the year and are aimed at enriching the lives of service users, broadening their horizons and reducing their social isolation.

* Some activities and trips incur additional costs that are met by the service users.



Fitness

At K|E we understand the benefits to both physical and mental health of exercise. We also understand that there are many barriers to accessing public gyms. As such, we provide some exercise bikes and a range of weights machines. Anyone who wishes to use these must complete an induction and a health questionnaire prior to using the equipment. A supervisor will explain how to use the equipment safely but any use is at your own risk. If you have any questions about the gym provision please speak to Steve Cowgill (Bike Maintenance Supervisor) Martyn Richardson (Furniture Renovation Supervisor) or Paul Robinson (Maintenance Supervisor).

Sparring – Martyn runs some box fit sessions for anyone who is interested. We provide gloves, pads and have a punch bag. If you'd like to give it a go, speak to Martyn!



Courses

Throughout the year we run short courses that are open to any K|E service users. These include:

- Key skills – looking at personal hygiene, basic food preparation, and general household cleanliness. Throughout this course elements of numeracy are also included
- Introduction to cooking – including budgeting, shopping, using relevant kitchen equipment, cleaning and preparing basic meals



We also access accredited training in functional skills (Maths) and performing manufacturing operations qualifications through University Centre Quayside. Staff from their team deliver training and complete assessments on site at K|E for anyone who is keen to formalise their learning.



Health and Safety

Fire Procedures:

We carry out fire drills at regular periods. If you hear the fire alarm you should;

- 1) Make your way calmly to the nearest fire exit
- 2) Not stop to collect personal belongings
- 3) Meet at the fire assembly point
- 4) Wait at the fire assembly point until a register has been taken and a member of staff tells you it's safe to go back into the building

It is important you sign in and out to support fire safety so we know who is in the building.

If you notice a fire you should inform a member of staff immediately.

Machinery:

Each department houses the machinery that is required to perform the tasks involved in your training. You must not use any machine until you have been adequately trained to do so. Your supervisor will let you know when you are ready to use the machines. They will also let you know the correct safety procedures for use of the machines and these must always be adhered to. You listen carefully to supervisors instructions and not undertake any tasks unless you have been instructed to do so.

Personal Protective Equipment:

Some machines and tasks require the use of personal protective equipment which will be issued to you. You must always use this equipment correctly and ensure it is in good condition. Such equipment can include safety goggles, coveralls, gloves, hats, high-viz etc. There may be items such as boots that you will be asked to get for yourself. Where these are required for you to safely access a department, K|E will contribute to the cost of these. We try to provide boots while you try out departments that require them, but once you're attending regularly you may wish to purchase your own pair.

Accidents:

We do our best to ensure your safety but if you do have an accident, no matter how small, you need to tell your supervisor immediately. They will ensure you get the right first aid if required and also record the accident in the accident book.

There are first aid kits situated in the main reception on the ground floor, and in the Catering Supervisor's office on the first floor.

All of our supervisors are first aid trained.



Confidentiality

At K|E we provide a confidential service. This means that any personal details or issues that are shared with us will be kept within K|E and not shared externally. The exception to this is if we are concerned for the safety or wellbeing of someone (whether they attend K|E or not). In these circumstances we will have to share the relevant information with services who may be able to help or provide additional information. Services we might have to share information with include:

- Social services
- Support services
- Housing services
- Health services
- The police

If we need to share information about you with someone, we will always try to speak to you and explain our reasons before this information is shared, although there are some instances where we may not be able to. Sometimes it is helpful for us to speak with other organisations involved in supporting you, and we do this with your permission.

Safeguarding

Key Enterprises has a Safeguarding Adults and Child Protection Policy and procedure which set out the commitment to take all reasonable steps to prevent and detect abuse and raise alerts where abuse is suspected. If you would like a copy of these please speak to a member of the management team.

Data Protection

All personal data held or processed by K|E will be stored securely (paper files locked away, digital files password protected) and only shared with appropriate staff members and third parties where necessary. Information will be kept in line with our data retention policy – for most information relating to people accessing our services that means we will keep it for the duration of their involvement with K|E and for 5 years after leaving. Accident and incident forms will be kept indefinitely. K|E abides by the rules set out in the General Data Protection Regulations.

Equality and Diversity

At K|E we expect everyone (staff, service users and visitors) to be treated respectfully. We don't accept discrimination based on disability, gender, age, race or sexuality. Any reports of discrimination, bullying, or abuse will be treated seriously, investigated thoroughly, and reported to third parties as required. Incidents of discrimination or abuse may result in the termination of your place at K|E.



Medical Information

Basic medical information is included on your referral form. If this, or any other information provided changes you must let K|E know immediately in writing. This allows us to keep our records up to date enabling us to help you effectively while you're with us.

Due to the types of activity provided by K|E, and the risks associated with them, everyone in attendance should be up to date on their tetanus injections. By attending K|E you accept that this is recommended.

Personal Items and Money

Any personal items that are brought to K|E are done so at your own risk. Lockers are provided and service users are encouraged to use them. K|E is not responsible for any loss of or damage to personal items.

At K|E there is a tuck shop that sells sugar free pop and a range of chocolate bars for 50-70p each. Other than that, there is nothing you will need money for unless there is a special trip or activity taking place.

K|E also request that you don't buy or sell any goods from other service users or staff when at K|E and that you refrain from lending any money. This is in a bid to prevent any financial abuse, or incidents where people may change their mind about a purchase. If you're worried that another service user is struggling with finances, please speak to a member of staff.

Communication

Where requested, K|E staff can complete a communication diary to update your carer on what you've been up to, and how you've been that day. It works best as a two-way communication tool so that K|E are kept up to date on any changes to mood, triggers, issues and positives too. Please speak to the service manager if you would like to request this.

Alternatively, K|E can send occasional updates and photos. If you would like this please contact the service manager and provide an email address where possible.

If you would like copies of any letters, updates or information slips to be sent to a family member or worker please pass their email address to the service manager.



Signing in and out

Every service user at K|E is required to sign in and out for safety purposes so we know who is in the building at any one time. You must put the time next to your name on the paper sheet on reception – staff will be available to help you if needed.

Sickness and Days Off

If you're unable to attend K|E due to sickness, appointments, holidays or other plans it's important you let us know. Where possible, please tell us in advance. If you're unable to give us notice, please call us as near to 8:30am as possible so we know not to expect you. This means we know you're safe, and the department you're due to be in knows to get started without you.

If you need to change or reduce the days you come to K|E, please speak to the Service Manager. To reduce your days or leave K|E you will need to give one month notice. In order to provide an appropriate service, fees for K|E are based on placement rather than attendance so you will be charged whether you attend or not.

Meals and Refreshments

Tea, coffee and snacks are provided from 8:30-9:00 as well as during morning and afternoon break. A 2 course cooked lunch is provided at 12:00. As well as what's on the menu that day, there is the option of ordering a jacket potato, salad or sandwich with a choice of fillings. Any dietary requirements will be catered for and should be specified on the referral form as requested.

Credit Union

K|E are linked with a credit union that can be accessed by anyone who lives or attends services in North Tyneside. It can be used as a simple savings scheme, and a member of the credit union will come to K|E on request to speak with members, take payments or process withdrawals of funds.

Suggestions, Compliments and Complaints

We welcome feedback on our services and what we can do to improve our offer. There is a comments box in reception that can be used for anonymous feedback. Any suggestions, compliments or complaints can be submitted directly to the General Manager by emailing Anthony.Robinson@key-enterprises.com or sending them in the post marked for his attention.

Should you have a complaint relating to the General Manager, please send it to Key Enterprises postal address marked for the attention of Peter Andrew, Chair of Trustees.

If you would like a copy of our grievance or complaints procedures, please contact reception on 0191 270 1138 or email reception@key-enterprises.com. If you would like to speak to someone external to K|E about any concerns you may have, please contact North Tyneside Council or Healthwatch North Tyneside (contact details on final page).



Induction Checklist

	Date and initial (service user)	Date and initial (worker)
Shown where toilets are		
Shown where fire exits are		
Shown where fire assembly point is		
Told about fire tests		
Told about fire procedures		
Told who are first aiders		
Told how to report an accident		
Told how to report an incident		
Shown who supervises each department		
Shown where the smoking area is		
Shown how to sign in and out		
Told about individual responsibility for Health and Safety		
Told about confidentiality		
Told about safeguarding		
Code of conduct explained and signed		
Publicity form explained and signed		
Use of computers form explained and signed		
Health and Safety quiz completed		



Useful Contacts

K E Main office	0191 270 1138
Anthony Robinson – General Manager	Anthony.robinson@key-enterprises.com
Kate Larkin – Service Manager	Kate@key-enterprises.com

In an emergency	999
For medical advice	111
For non-urgent police enquiries	101

Samaritans (Support for distress & despair)	0191 232 7272
Calm (Male suicide prevention)	0800 58 58 58
Mental Health Matters (Listening & Support)	0800 085 1718
Learning Disability Helpline (Listening & Support)	0808 808 1111

North Tyneside Community Learning Disability Team	0191 643 7885
North Tyneside Community Mental Health Team	0191 220 5750
North Tyneside Talking Therapies (counselling)	0191 295 2775
North Tyneside Carers Centre	0191 643 2777

Healthwatch North Tyneside	0191 263 5321
North Tyneside Council	0345 200 0101
North Tyneside Adult Safeguarding	0191 643 2777



In 2018 we celebrated our 35th birthday – thank you to all staff, service users and supporters who have helped to make K|E the success it is over the last 35 years.

