

## Transcript for What is it like to work at Aycliffe Secure Centre?

Text on screen is What is it like to work at Aycliffe Secure Centre? Durham County Council logo displayed.

Assistant Head Teacher sat in office space talking.

Text on screen is Neil Ezard, Assistant Head Teacher.

**I have to say the best part of my role is the young people...**

Images of outside and inside Aycliffe Secure Centre.

**I still after 16 years here, I still am very motivated and rejuvenated by working with young people on a daily basis. They forever challenge, they forever irk, they forever keep you on your toes...**

Assistant Head Teacher sat in office space talking.

**Do they keep me young? Yes of course they do. But yes, it has got to be the young people and the challenges that they bring. We can make spectacular differences here, in the lives that we can touch.**

Images of outside and inside Aycliffe Secure Centre.

Residential Worker sat in office space talking.

Text on screen is Paul Hudson, Residential Worker.

**The proudest moment at Aycliffe is when I've seen young individuals coming in with no trust to adults, or especially staff, and you start seeing that the armour coming from them...**

Individual cooking in kitchen.

Residential Worker sat in office space talking.

**Then I have had letters from these young individuals as well, thanking me for what I've done in their life and what a difference I have made in their life. It makes me feel ever so proud.**

Two males walking out of a door.

Assistant House Manager sat in office space talking.

Text on screen is Erin Blakeborough, Assistant House Manager.

**I chose to come and work at Aycliffe Secure Centre because I heard really good feedback from both people who currently work here, and people who have previously worked here...**

Woman cleaning inside the centre.

**And I thought it was an employment and the prospects, would be really good for myself and what I could do for young people.**

Individuals working in office space.

Assistant Head Teacher sat in office space talking.

**Aycliffe sort of gets under your skin and it does have an attraction to it because I think every day is so different.**

Male greeting someone at the door, woman working on laptop at desk.

Assistant House Manager talking.

**I went into residential work because I wanted to work with young children and make a difference in young peoples lives...**

Art work shown from inside the centre.

**So at Aycliffe there is lots of progression and lots of development, no matter what role you do at Aycliffe, and everyday you work to develop your skills but also with your managers on a monthly basis.**

Male opening door and walking through.

Senior Residential Worker sat in office space talking.

Text on screen is Chris Robson, Senior Residential Worker.

**During my time at Aycliffe, obviously I've been here 7 years, and I've had the opportunity to do many things, so I've achieved 2 separate NVQs, and I've moved from a Residential Worker up to a Senior Residential Worker...**

Female working on laptop and writing notes in office space.

Senior Residential Worker sat in office space talking.

**And then quite recently into Assistant House Manager position from that.**

Female entering room smiling.

Residential Worker sat in office space talking.

**The challenges in my role, I'm somebody who likes to change the world so sometimes I've got to say you can't do everything, stay within your boundaries, keep professional and take one day at a time...**

Female opening door, greeting someone.

Assistant Head Teacher sat in office space talking.

**It can be very challenging when you are faced with such tragic circumstances, for such fragile young people...**

Art shown from in the centre and outside area of centre shown.

Assistant Head Teacher sat in office space talking.

**When you have children yourself and you see the comfort you can provide for your own children, and you are suddenly faced with young people who have none of that, or who are taken away from their family, young people who have been traumatised, whose childhood has been robbed from them and their experiences have been taken away, forever taken away. That is something which is an enormous challenge.**

Member of staff using key fob to unlock door and going through door.

Living area shown and male chatting at a table with hot drink.

Assistant House Manager talking in office space.

**One of the hardest parts for me of the job is when they are struggling and their levels of aggression and physical aggression increase, it can be really challenging for staff.**

Senior Residential Worker talking.

Text on screen is David Welfare, Senior Residential Worker.

**With a little bit of perseverance, you can break through, and they always leave better than they came in.**

Male staff member using key fob to unlock door and opening door.

Senior Residential Worker sat in office space talking.

**So for a big part of the wellbeing within Aycliffe secure, obviously we do have a listening service but for large, the support of the team is the most vital thing, so obviously we do have to deal with a lot of complex and challenging situations...**

Male sitting at desk working on laptop, another male stood next to him writing in a book.

Senior Residential Worker sat in office space talking.

**But the team around us, we have this unique ability and almost like a bond really and we work within that to kind of support each other through the very difficult times...**

Male and female staff member working on laptops and chatting around a table.

Senior Residential Worker sat in office space talking.

**Then obviously from that you also have the support from the management team above, and it's throughout the ethos of the whole centre really that works within that.**

2 females sitting at desks on their computers working.

Assistant Head Teacher sat in office space talking.

**A team effort in supporting colleagues so that when we leave the building, we have the effect that anything that has gone on during that day, stays at Aycliffe and doesn't carry over into our home life and into our personal life as well.**

Female cleaning in dining area and male having a hot drink, sat at table.

Residential Worker sat in office space talking.

**And I just feel that working within a team environment, we can look out for each other but there are psychologists on-site as well, that if we need to tap into that, we have that facility open to us as well...**

Female working on laptop at table.

Showing computer facilities within Aycliffe centre.

Outside areas shown, with picnic bench and swings, football area and indoor gym area and indoor pool table room.

Residential Worker sat in office space talking.

**So I see it when we get young individuals coming into Aycliffe, from all different backgrounds, all different walks of life, within a period of time you start seeing changes in them and their settling, starting to become more secure in their environment, around you as well. You're gaining their trust, and you see these positive changes within young people, and it makes a massive difference.**

Female staff member unlocking door and going through within the centre.

Assistant House Manager talking in office space.

**The journey they go onto and how they develop, and for me, when they leave Aycliffe, it's when they ring up, send you letters, send you emails to say how well they're doing...**

Showing indoor gym area.

**And for me it shows that you've helped them achieve what they want to achieve in life...**

Showing outdoor football pitch and indoor sports hall.

Assistant House Manager talking in office space.

**And that no matter how tough they have had life, the challenges they had, the traumas they've been through, seeing them develop and become the best in their lives, that's the proudest moment for me. Making that difference for young people.**

Outside of Aycliffe Secure Centre shown.

Durham County Council logo displayed.

Text on screen is Join us, Visit [durham.gov.uk/aycliffesecurecentre](http://durham.gov.uk/aycliffesecurecentre)