

Working to our promises in the Pledge

Children in Care Pledge

1. **Respect** - We will respect you as individuals, with differing wants, needs and beliefs and tailor the service you get to fit you.
2. **Safe** – We will keep you safe and help you to keep yourself safe.
3. **Support** – We will support you in all aspects of your education so you are able to achieve your full potential.
4. **Health** – We will support you to live a healthy lifestyle and ensure you are offered regular health checks and supported to attend these.
5. **Listen** – We will support you to have a voice in your care plan and make sure you are listened to. We will ensure you know how to make a complaint or compliment about your care. You will have access to advocacy support to do this if wanted.
6. **Information** – We will keep you updated of any changes to your care plan and ensure you have contact details of your Social Worker and IRO as well as all meeting dates.
7. **Life Story**– We will make sure you know why you are in care and support you to understand this honestly at different age appropriate times through your journey.
8. **Contact** – We will support you, where possible, to have contact with the important people in your life (including friends).
9. **Prepare** – We will make sure you are given the knowledge and skills to ensure you are ready for adult life.
10. **Promises** – We will NOT make unrealistic promises to you and will explain fully if we are unable to do something.

Care Leavers Charter

1. Respect

We will listen to you as individuals with an open mind, with your different needs, ideas and beliefs. We will tailor the service to fit you or make sure you have an explanation if we are not able to do something for you.

2. Helping you to do the best you can

We will value your strengths and talents, encouraging your aspirations. We will support you with education and employment.

If we can't meet your needs we will try and help you find a service that can. We will do our best to help you break-down barriers you might encounter with other agencies, to ensure you reach your goals.

3. Health and well-being

We will support you to live a healthy lifestyle. It is important to look after all aspects of your health, including sexual, and emotional health as well as physical health. We will do what we can to ensure you know what you can do to keep healthy and that you have the right information and know what to do if you have any concerns.

4. Clear Communication

We will stay in touch with you, and make sure you can contact your worker in a way that is best for you. We will let you know how to complain or access an advocate if you are not happy with the service you have. We will invite you to express your views on how the service can be improved.

5. Finding a home

We will work alongside you to prepare you for your move into independent living. We will help you think about the choices available and to find accommodation and furnishings that are right for you. We will do everything we can to ensure you are happy and feel safe when you move to independent living. We recognise that at different times we may need to reconsider the plan depending on your differing needs.

5. Support

We will provide support set out in current Regulations and Guidance. As well as information, advice, practical and financial help, we will provide emotional support. We recognise that you might change your mind about what you want to do. If we can't meet those needs we will try and help you find a service that can.