

# The Pledge



## My Family

- We promise to do all we can to place you within your family or with friends. If this is not possible, your social worker will explain who has been looked at and the reasons why you cannot live with them.
- We promise to keep you living with your brothers and sisters. If this is not possible, we will make sure you see each other if you want to and keep in touch.
- We will ask you how often you want to see your family, friends and the places that are important to you and help make arrangements, if needed, for this to happen. If this is not possible, your social worker will explain the reason why you might not be able to see your family.
- We will ask you whether we have got it right and if it isn't, we will try to put it right.

## My Accommodation

- We promise to find you the best available home where you will be safe and supported. If we can, we will try to give you a choice of where you might live and we will try to find you a place to live that is near your family and friends.
- If time allows, you will have a proper introduction to your new home, and we will show you a picture of the people you might live with before you move into the home. If this isn't possible, your social worker will explain the reasons why.
- We will help build a photo album of important people in your life and places you have been to whilst in care. Social workers will work with you to develop a plan for your future. The plan will be written down and you will be given a copy. We will support you to stay in care, if appropriate, up to the age of 18 and help you find appropriate accommodation when you leave care. Social workers will work with you to prepare for leave care, this could be a taster week at Bramlings (or somewhere similar) at 16/17 years of age.
- We will make sure you have an independent reviewing officer to review your plan and to check every 6 months that those plans are on track. They will meet with you on your own to listen to your views – you will have their name written and how you can contact them.

## My Social Worker

- We promise to provide a social worker who will get to know you well and who will keep in contact with you and listen to what you say. We can't promise that this worker will not change but if there is a change, you will be given the reasons why.
- You may not have a say in who your social worker is but if you don't get on with them, we will look at the reasons for this and possible options for change. We will give you information on how to contact your social worker by office telephone, email or mobile number. We will give you the duty social worker contact details and out of hours contact details for emergencies.
- The people working with you will recognise your birthday and other important events in your life, in a way that is special to you.
- We will talk to you about how often your social worker will see you and you will have the opportunity to speak alone with your social worker when they visit you.
- They will be on time for meetings and, if not, explain why.

## My Life

- We will ask you what your dreams are and will help you pursue them.
- Your carer will talk to you about your interests and will support you in accessing them. If this isn't possible, you will be told the reasons why.
- You will have free access to WB leisure centres for some activities and your social worker will provide you with information about these facilities and local activities.
- We will ensure you have support to promote your good health and well being.
- We will do as much as possible to have your friends to stay if this is what you want.
- Your social worker or carer will discuss with you how much money you may have or help you claim the benefits you are entitled to.
- We will listen to your views. We will provide you with the opportunity to be part of our Children in Care Council (CiCC). CiCC is a group where young people in care can have a say on issues that matter to them and, can make sure they are heard by people who make decisions. CiCC is able to meet with the director and lead member of the Council on a regular basis and attend Council. We will give you information on how to make a complaint and information on how to access an advocate. If you have a complaint, we will support you to make your complaint and to try to resolve this.
- We will support you in following your own religion if you choose to do so.
- We will celebrate your achievements.

## My Education and Future Plans

- We will meet with you and plan any moves between schools. You will be supported in making any moves at the key transition stages. We will not ask you to move schools when you are in years 10 and 11 unless there are no other options.
- We will talk with you to find the best time and place for school meetings that suit your school/college timetable.
- We will draw up a personal education plan to encourage you to have high ambitions and help you get the best results you can.
- We promise to tell you the name of the teacher in your school who has responsibility to meet the needs of children and young people in care and who can support you.
- We will help you if you fall behind with your studies, providing extra support for those who do need it.
- We will support you if you want to go to university. This may include financial support.
- We will provide work placements for you.
- We will ensure that your placement has a computer with internet access for you to use for your homework.
- We will provide free group music tuition for all children through Berkshire Maestros and tell you about this opportunity. If placed out of Berkshire, we will support you to have access to the music lessons you would like to do.

If you think we are not meeting our Pledge to you, please talk to your social worker about it. Alternatively you can raise this with the Complaints Manager as a representation (text/phone 07770 0322122), or you can raise it at your Review with the Reviewing Officer (the IROs can be contacted via the Conference and Review Team on 01635 503153).

