

Bath and North East Somerset Council

This is a list of our promises to **all** children and young people in care and to young people moving on from care to adult life.

We promise you will have a named social worker who you know how to contact and who will keep in touch with you

This means:

You will have your social worker's office address, phone number and email so you can contact them when you need to.

When you leave a message for your social worker they will return your call as soon as they can – someone will get back to you within 2 days..

Your social worker will keep in touch with you regularly to check you are ok – at least every 1 to 6 weeks depending on your needs.

We promise we will involve you in all the decisions that affect your life.

This means we will:

- **ask** you what you want
- **listen** to what you say
- **act** on what you have told us

We can't promise to do everything you ask, but when we can't, we will explain why.

We promise that you will have a care plan that is up-to-date and meets your needs

This plan will include all the support you need, including any support to meet your religious, racial or cultural needs.

It will be written down, you will be given a copy of this and it will be acted on.

It will be regularly reviewed - at least every 6 months.

The meetings to review the plan will be run by an independent person called an Independent Reviewing Officer.

You will know the name of your Independent Reviewing Officer and how to contact them.

You will be given copies of the notes from your review meetings.

We promise we will find a home that suits you.

This will be a home where you are cared for and supported as one of the family.

If you move, we will try to keep you at the same school (if that's what you want)

Before you move (except in an emergency), we will offer you an independent advocate.

If you move the Independent Reviewing Officer will review your care plan within 4 weeks.

We promise we will help you stay in touch with your family, friends and any other people who are important to you.

If you are not allowed to see someone, your social worker will make sure you understand the reasons why.

We promise to help you to do the best you possibly can at school.

We will give your school all the information they need to look after you properly.
If you do not make as much progress as you can we will give you extra help to catch up, both at and outside school.

The plans to support you at school will be written down in a personal education plan and you will get a copy of this.

We will make sure you get a place at the best possible school for you.

We will offer you high quality work experience opportunities.

We promise to encourage you to develop your talents, interests and hobbies and to support you to do things you enjoy.

We will celebrate your successes and achievements.

We promise to take an interest in your health and encourage you to be healthy.

We will make sure you get regular health and dental checkups.

You will be given the name, office address, phone number and email for the nurse for children and young people in care who can give you confidential advice and help to be as healthy as you can.

We promise to work with you to give you all the help and support you need to make a success of moving on from care to adult life.

You won't be expected to move on from care before you are 18 – and you may be able to 'stay put' with your carers after 18.

Whatever you decide to do when you leave school (whether you want to find a job, go to college or university or do something else) we will give you help and support to achieve this.

The plans to support you to move on from care will be written down in a pathway plan and you will be given a copy.

Your pathway plan will be regularly reviewed – at least every 6 months.

We will stay in touch with you until you are 21 (or 25 if you are still in education).

If you want to start education or training again between 21 and 25 we will make a new pathway plan to support you with this.

We promise we will work hard to sort out any problems or worries you have.

We can't always promise to do what you ask, but we will explain the reasons why.

We will make sure you know how to get an independent advocate. That's someone who will listen to you and work with you to get things stopped, started or changed.

We will make sure you have all the information you need to make a complaint, including the name and contact details of the complaints procedure manager.

We promise to take all complaints seriously and deal with them fairly and as quickly as possible.

Are we keeping our promises?

You can let us know how well we are doing by sending your comments to:

Charlie Moat, Care and Young People Service Manager

Email charlie_moat@bathnes.gov.uk or phone 01225 477914

Or to Sarah Watts, Complaints Procedure Manager

Email sarah_watts@bathnes.gov.uk or phone 01225 477931

Write to one or both of us at PO Box 25, Riverside, Keynsham, Bristol BS31 1DN

You can also contact Shout Out! Children's Rights and Advocacy Service. Shout Out! is Free, Independent and Confidential and can help you have your voice heard to STOP, START or CHANGE something. Shout Out! Off the Record, Milward House, 1 Bristol Road, Keynsham BS31 2BA. Phone: 0117 986 5604/Freefone; 0800 389 5551 (free from landlines), email shoutouttradvocacy@yahoo.co.uk or text 07753 891 745.
.....**www.offtherecord-banes.co.uk/advocacy.aspx**

We promise to use your feedback to improve our services for children and young people in care.