

What is the Pledge?

The In Care Council help to monitor this pledge to make sure B&NES Council are supporting young people in care.

To get a copy of the pledge on DVD please contact your social worker or go online to see the full pledge.

We Promise



Bath & North East
Somerset Council



off the record

1 | Social Worker

- You will have your social worker's contact details so you can reach them when you need to.
- Your social worker or someone else in the team will return your call within two working days.
- Your social worker will be in touch with you regularly; every 1 – 6 weeks depending on your needs.

2 | Decision Making

We will involve you in 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 try to promise to do every thing that you ask, but when we can't make a promise, we will explain why.

3

Care Plan

- You will have an up to date care plan that is designed to meet your needs and consider your religion, race and cultural needs
- It will be written down. You will be given a copy and it will be acted on.
- It will be reviewed at least every 6 months.
- Meetings to review the plan will be run by an Independent Reviewing Officer. You will know their name and how to contact them.

4

Where You Live

- We will find a home that suits you.
- You will be 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 your Independent Reviewing Officer will review your care plan within 4 weeks.

5

Friends & Family

- We will help you stay in touch with your family, friends and 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.

Come and join the In Care Council to improve the services for children and young people in care.

Phone: **01225 312 481**

Email: **ICC@offtherecord-banes.co.uk**



In Care, We Care.



6

Education

- We will help you do the best you possibly can in school and will make sure you get a place at the best school for you.
- Each school has a named teacher for children in care. Their job is to look after your needs.
- You'll be fully involved in plans to support you in school. These plans will be in your Personal Education Plan, (PEP).
- We will offer you high quality work experience opportunities.

7

Hobbies & Interests

- We will encourage you to develop your talents, interests and hobbies and to support you to do the things you enjoy.
- We will celebrate your successes and achievements.



8

Health

- We will 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, 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.

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

Phone: 01225 477914

Email: charlie_moat@bathnes.gov.uk

or



Sarah Watts

Complaints
Procedure
Manager

Phone: 01225 477931

Email: sarah_watts@bathnes.gov.uk

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Moving on

- You can stay in care until you are 18 – you may even be able to stay after 18.
- We will support you to move on from care.
- We will support you to do what you decide.
- A pathway support plan will be created and reviewed every 6 months and after care, which you will receive.
- If you want to go back to education or training between 21 and 25, we will make a new plan to support you. We will stay in touch until you are 21 (25 if you're in education.)

10

Problems & Worries

- We will work hard to sort out any problems or worries you have.
- If we can't do what you ask, 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 changed.
- We will make sure you have all the information you need to make a complaint, contact details can be found on this side of this pocket pledge. We promise to always take your complaints seriously.



Children's Rights & Advocacy Service

Do you want to *stop*, *start* or *change* something in your life?

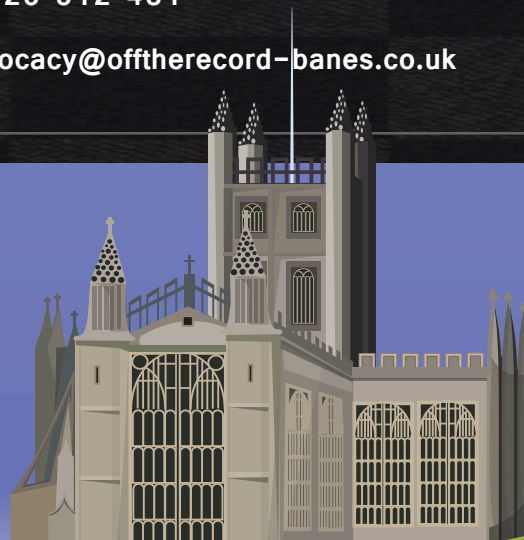
“Yes” then Contact Shout Out!



FREEPOST
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Making Bath and North East Somerset an even better place to live, work and visit.