

# Guide for Young People looked after by Herefordshire



HEREFORDSHIRE  
COUNCIL

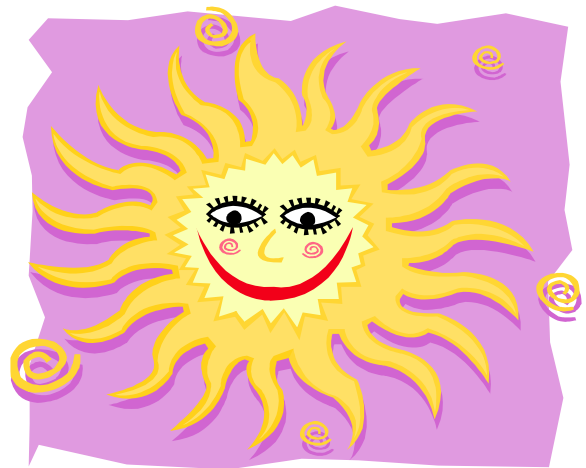
This leaflet is a guide for children and young people who are looked after by Herefordshire Council. It is the young people's version of our Statement of Purpose for the Fostering Service.

You can fill some of it in yourself.

The most important things you should know are that while you are being looked after, you should be:

- Provided with the help you need;
- Protected from harm;
- Treated with respect and dignity;
- Consulted on your views; and
- Helped to participate in decisions about you.

## What do we Aim to do?



We aim to provide the best care possible for you.

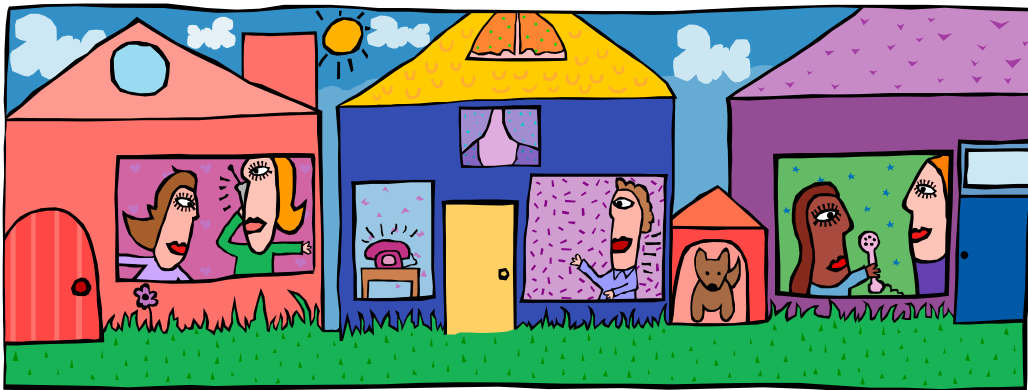
Some children need to be looked after for just a short while and some a longer time. Some need to be the only child in the family, others need to be with their brothers and sisters.

Some children need special help to sort out their problems, and when they are older, need help to get ready for living on their own or going off to college. It is our job to make sure a plan is made with you to meet all your needs however old you are.

We will always try our best to see that you are well looked after and that you are happy. Herefordshire Council works hard to find families who like fostering so we can choose the best family for you.

## Who are foster carers?

Foster carers are single people or couples who are chosen especially to work with children and young people and look after them when they are not able to live at home with their family. Sometimes they have children of their own, sometimes their own children have grown up and have left home. What they all have in common is that they care about



making life better for children and helping them through the difficult times.

Our foster carers live in all sorts of places. Some are in the country, and some are in towns. We will do our best to make sure that your foster family is one that meets your needs. They cook you the food that you like, help you to buy the clothes you need, have fun with you, teach you new skills and help you when things go wrong.

Some of the things  
Young people in care  
have told us about

## Foster carers



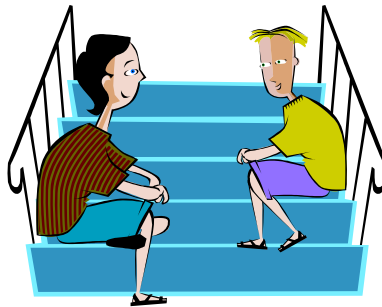
“They listen, talk to  
you, help you  
through  
rough patches”.

“Let me have fun: play  
snooker; help me  
understand”.



**“Go out when my brother comes;  
Kind to me”.**

**“Take me shopping; make me  
happy when I am sad”.**



*“Someone to talk to”.*

**“Look after me and feed  
me well”.**

## Answers to some questions

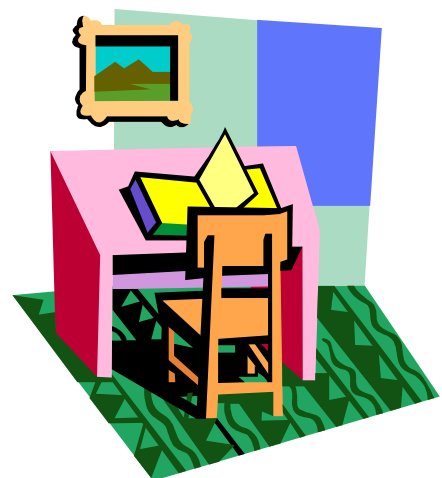


### WILL I BE SAFE?

Everyone who works for Herefordshire Council, whether they are foster carers, social workers, teachers or managers, has a duty to protect and support children. We will do our very best to do this, and we all have special training to help us do our jobs well.

### WHAT ABOUT MY EDUCATION?

We believe that your education is very important. We will work with your school to make sure you get all the help and support you need. In addition, there are teachers who have a special interest in the education of young people who are in care. They are part of the Education Liaison and Support Service (ELSS) and work closely with you and all those who are involved in your care.



## WHAT ABOUT MY HEALTH?

We will make sure your health needs are met and you get all the advice you need to stay well.



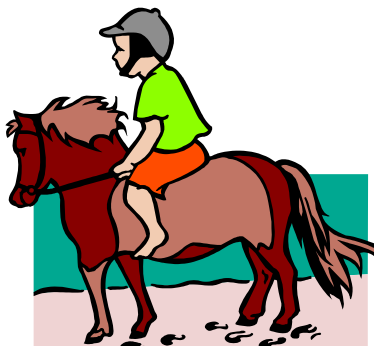
Some children and young people need special help because they have a disability. Whatever your needs, we will make sure you get the right support and help in your foster home and at school.



## HAVING A GOOD TIME?

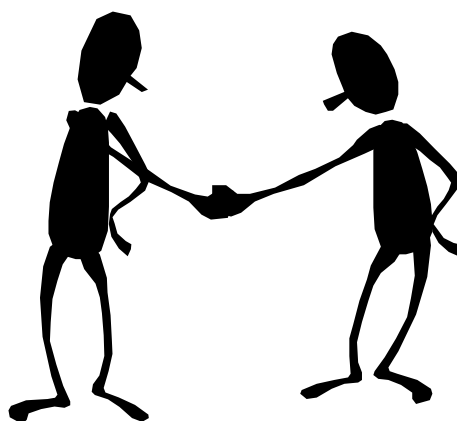
We also think that having a good time is important

We will help you to join clubs and do things you enjoy.



## RESPECT

Everyone who is involved with your care should have respect for your views. If you have a different religion or culture from your foster family you will be supported in observing your own customs and beliefs.



## BULLYING

All children and young people have a right to be protected from being bullied.

Remember bullying is not just about someone threatening to hurt you physically, but also being made fun of or being made to feel small in any way. If this happens to you we will make sure you are listened to and helped to make it stop. We have an Anti-Bullying Strategy, and everyone who works with you has a responsibility to make sure it is working well.



## What can I do if I am not happy?



If you are not happy for any reason in your foster home there are always people you can talk to. Sometimes you may be worried about something you don't like in your care plan or about your foster home. You may be upset by something that is going on at school or somewhere else.

The most important thing to do is to talk to an adult you can trust. This might be your foster carer, your social worker or your teacher. Whoever you choose will listen to you and try to help you sort out the problem.

If you want to speak someone independent you can contact either Roger Morgan (Children's Rights Director) at [www.rights4me.org](http://www.rights4me.org) or on 08005280731, or Ofsted on 030001231231

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My social worker's name and telephone number is:

My foster carer's name and telephone number is:

My teacher's name and telephone number is:

Names and telephone numbers of people in my family are:

Space to write any other names, numbers or notes you might need.

## Children's Rights & Advocacy Service

Any looked after child can ask at any time to see an advocate. This is an independent person who can help you if you have any problems you don't feel you can discuss with your social worker or if you would like help getting your views across at your review.

When you became looked after you will have received a Pack-Attack Box containing lots of useful information, including how to contact an advocate.

If you speak to an advocate everything you say to them will be kept confidential. They won't give their opinion or say what they think they will only say what you think on your behalf. An advocate will listen to you and make sure what you think and want is heard and listened to.

The only time an advocate will tell anyone else about what you say is if you or another child are being seriously harmed, or might be if nothing is done.

Contact number the Advocacy Team on Freephone 0300 330 3131

If you need to talk to someone out of office hours you can contact the Emergency Duty Team on 01905 358116. You can also make a Freephone call to Childline on 0800 11 11 - open 24/7.

Also if you wish to make a complaint about something an advocate will be able to help you to do this. However if you do wish to make a complaint directly you can contact the Customer Insight Unit on 01432 260535.

A Reminder:



If

- ☹ You're fed up or unhappy
- ☹ People aren't listening to you
- ☹ Someone is treating you badly

Talk to some you trust:

- ☺ The people who look after you
- ☺ Your social worker
- ☺ A member of your family or a friend
- ☺ Your teacher
- ☺ The Children's Right Officer