



# **County Fostering Services Ltd**

---

## **Children's Guide**

A cartoon illustration of a girl with brown hair, wearing a yellow dress with a bow and green sleeves, standing on a wooden stool. She is holding a paintbrush and painting a blue house. The background is a bright blue sky with white clouds, green hills, and a rainbow. A speech bubble is positioned above her.

**Hello, this is your guide to being looked after by your foster carers.**

**Your social worker, independent reviewing officer, foster carers, school, and County Fostering; all work as a team to make sure you are happy, healthy, see your family, go to school and have fun.**

**Children who cannot live with their parents or other family members, for whatever reason, go to live with foster carers. These are families who are going to care for you, and make sure you are always safe.**

**Foster carers are special people who want to look after children, they have a spare bedroom in their house which will be yours.**

**They will always be there for you to talk to, and give you time and space to talk about things that worry you.**

**They usually encourage you to have fun too, joining clubs, going on holiday or days out.**

**Foster carers might have pets which you can help to look after if you want to.**

**Every child needs grown-ups to look after them and keep them safe, and happy. Sometimes mums and dads can't do this, so the foster carers step in to do this, for children.**

**Children who need to live with foster carers, have not done anything wrong. They just need to be cared for properly, and loved.**

**How will foster carers look after me?**

**Foster carers will give you your own bedroom which can probably be decorated how you would like it done.**

**The house will be clean and warm, with you being included in all their family activities.**

**They will support you to feel part of their family while you live there.**

**Your social worker will try and take you to visit the foster carers home before you move in to their home. This means that you will be able to see your new room before your move.**

**Your room will have everything you need to be cosy, including your clothes, toys books and photographs...**

**Foster carers will :**

- **Keep you safe.**
- **Support you to be healthy.**
- **Give you your own bedroom.**
- **Encourage you to eat healthily.**
- **Make sure you have clean clothes to wear.**
- **Support you to follow your religion.**
- **Support you to go to school and do the best you can.**
- **Encourage you to continue to attend groups such as Scouts, football and horse riding.**
- **Encourage you to develop different hobbies and activities.**



**House Rules:**

Every home has House rules. These are about how to treat people, not swearing in the home, having kind hands, how to behave with other people in the family, pets and visitors.

House rules are a way of keeping you safe, and mean that you know what is expected of you in a new home with new people.

If you are unsure of anything, please speak to your foster carer, they will be able to explain everything to you.

**Family Time:**

**(This is sometimes known as Contact)**

**When you aren't living with your family, it is normal to miss them.**

**You will still be able to see some members of your family, as long as its safe. Your social worker will explain the arrangements for family time.**

**Your foster carers will support you with this as it can sometimes be difficult to spend time with family and then return to your carers.**

**Please talk to your foster carers, or social worker if you have any worries about family time.**

**The family times may be supervised by either a worker, your foster carer or your social worker. This is to make sure you are kept safe at all times.**



**You may meet a lot of different people while you live with your foster carers.**

**You will make new friends and have new experiences and opportunities.**

**We have a children's forum, which is a chance to say what you feel about the carers and company.**

**Most of the time, children's forums are simply a time for FUN!!**

## House Rules:

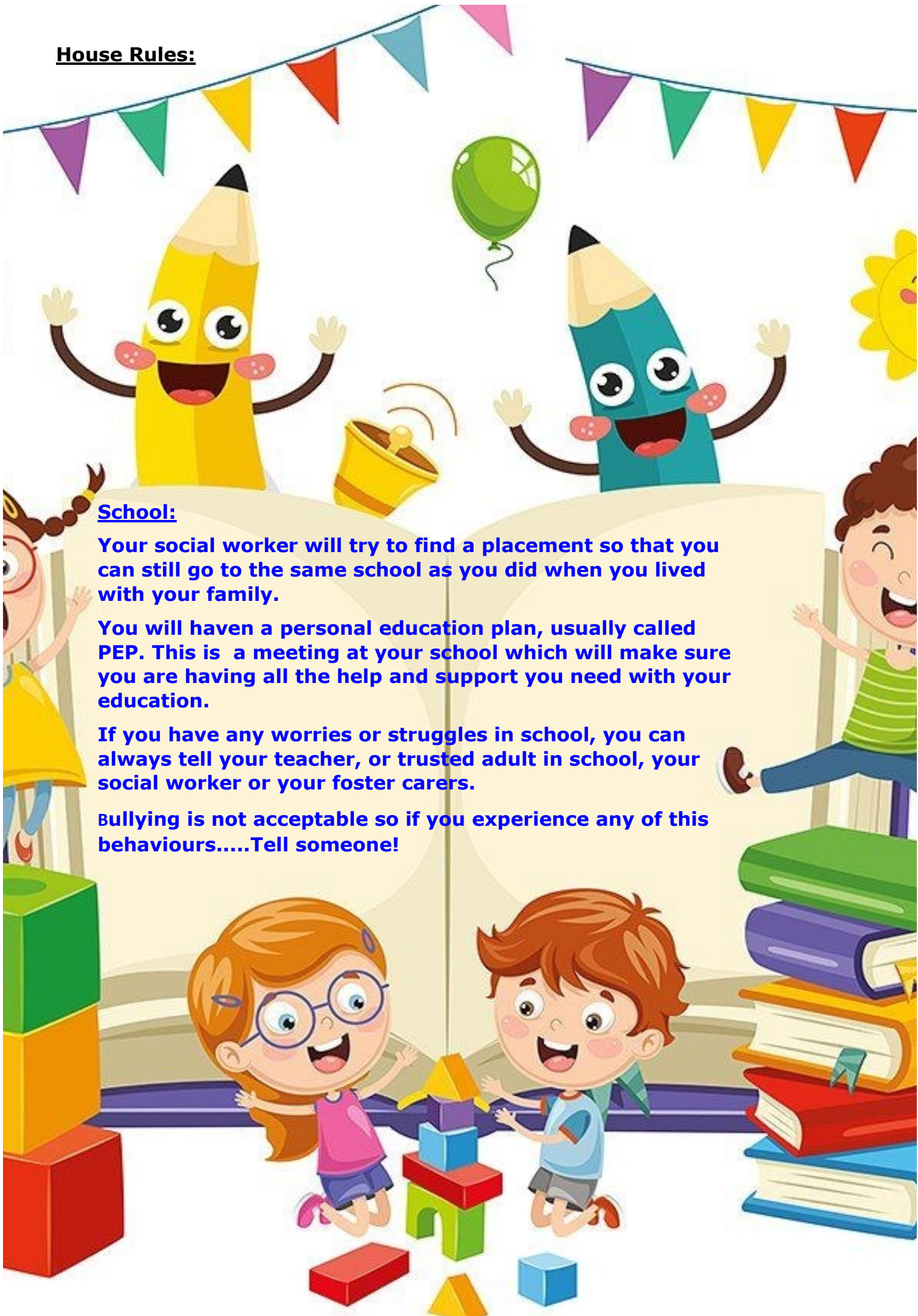
### School:

Your social worker will try to find a placement so that you can still go to the same school as you did when you lived with your family.

You will have a personal education plan, usually called PEP. This is a meeting at your school which will make sure you are having all the help and support you need with your education.

If you have any worries or struggles in school, you can always tell your teacher, or trusted adult in school, your social worker or your foster carers.

Bullying is not acceptable so if you experience any of this behaviours.....Tell someone!



## Who will be working with me?

A team of these people work closely together to make sure you are very well cared for.

### Independent reviewing officer (IRO):

They will visit you in the foster home and then chair your looked after reviews. They make sure you have everything you need.

### Your social worker:

Your social worker is the person who makes the decisions about your care plan.

The care plan is written after your looked after children's review.

These reviews take place every 6 months, and makes sure that you are looked after properly and then plan what needs done next.

They will visit you at least every 6 weeks.

### Supervising Social Worker:

You will see this person at your foster carers home, they make sure your foster carer is doing everything that they need to do for you, but also any concerns or worries they might have.



**Sometimes you will be happy, sad, angry, worried, confused or scared about something. Try and talk to someone, there is always someone to listen to you, whatever the time or place.**

**We want you to be happy with your foster carers. If there is anything you aren't happy about living there, then you can let someone else in County Fostering know.**

**Often things can be sorted out, just by talking to someone.**

**You can ask your foster carers anything.**

**Don't be afraid or nervous about asking something you don't know about them, their home, other children, health or school.**

**If they don't know**

**Our office number is 01604 438581**



## **Useful Telephone Numbers**

County Fostering Services Ltd—01604 438581

Ofsted—0300 1231231

National Missing Persons Helpline—0208 392 4527

NMPH—24 hour Free Phone Confidential Helpline  
0500 700700

NMHP—Runaway Helpline—0808 800 7070

NSPCC—0808 800 5000

Childline—0800 10 19 96

Anti-bullying Helpline—0800 1111

Child Advocacy UK—0808 800 5792

# COUNTY FOSTERING COMPLAINTS PROCEDURE FOR CHILDREN



# HOW ARE YOU FEELING?



If something is making you sad or unhappy you should speak to your grown ups and ask for help.

We care about any troubles you may have and we will treat you seriously and fairly.



We will make sure that we give you the best support and help and explain to you how we are going to do this.

We will investigate your worries and make sure we have them written down.



# WHO CAN MAKE A COMPLAINT?

If you are not happy with something, you can make a complaint.

You can speak to any of your adults about your complaint and they can help you to do this, or even make a complaint for you.

Your Foster Carers and Social Workers will make sure that your complaint is dealt with seriously and try their best to help to resolve it for you.

You can decide not to carry on with the complaint at any time.



# WHAT CAN BE COMPLAINED ABOUT?

- A problem
- The quality of a service
- The delivery or non-delivery of a service
- The way in which the agency carries out its policies and practices.

If you are unhappy about a change in your care plan or placement plan you should let your Social Worker know and they will try their best to make things better for you. If you are still unhappy, your Independent Reviewing Officer will help to support you further.

We want to make sure that you are happy and ask that you let us know of any problems, to do with anything are always spoken about. Don't keep your worries to yourself!



# CAN I GET HELP TO COMPLAIN?

Sometimes you might need some help to make a complaint.

Your Social Worker, Foster Carer or Independent Advocate are there to help you do this so please make sure you speak to them if you are worried.



## THE COMPLAINT STAGES

We want to make sure that your complaint is resolved as soon as possible.

1

We will have a meeting with you and your Supervising Social Worker - unless your complaint is about them.

2

We will write down your complaint and send it to the Fostering Manager who will then speak with you within 7 days. We will contact and Independent Complaints Investigating Officer who will help further.

3

If you are still unhappy we will take your complaint to panel who will help try to resolve this for you.

**Being happy is the most important thing and if you are not, please make sure you talk to one of your grown ups who will always be there to listen and help you!**

