



Suffolk
County Council



**"We want the very best for
you and for you to be happy,
safe and well."**



We will find a home for you where you are safe, well cared for and can be happy.



- If possible this will be with family or friends and near to your school. If this is not possible the reasons why will be explained to you.
- Before any move your social worker will tell you why, listen to your views and support you through it. They will plan the move with you (unless it is an emergency).

You should be able to stay at the same school if that is what you want and it is best for you.

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

- You will know when, where and how you will see them.
- If you are not able to see someone, or see them as often as you would like, your social worker will make sure you understand the reasons why.





You will know your Social Worker's name and they will give you their blue contact card so you know how to contact them.



- You will also have the emergency number for 'out of office' hours.
- If you leave a message your social worker will call you back as soon as they can, in 2 working days or less. If they are not at work another worker will call you.
- Your social worker will keep in touch regularly to make sure you are ok.
- If your social worker is going to be late or needs to cancel a visit they will let you know.
- If your social worker is going to be away for a long time we will give you another worker to contact.
- We will try not to change your social worker but, if we need to, we will let you know and make sure there is a good handover.

We will listen and talk to you about decisions that affect your life. This means we will:

- ask you what you want
- listen to what you say
- respect you and your views
- be honest with you even if it's bad news

Nobody can promise to do everything you ask, but when that can't happen, the reasons why will be explained.



Your Social Worker will make a plan with you about how you will be looked after. This is called a Care Plan and you will have a copy.

- There will be a meeting to check your care plan at least every 6 months. This meeting will be run by an **Independent Reviewing Officer** or **IRO** for short.
- You will know your IRO and they will give you their orange contact card so you know how to contact them.
- These are **YOUR** meetings, we will help you to go and talk about things that are important to you. If you don't want to go, your IRO and Social Worker will make sure they know your views.
- This Promise will be checked at every meeting to make sure it is working for you.



We Will help you to follow your interests and hobbies and to be the best you can possibly be.



- We will celebrate with you the things you do well, your successes and achievements.
- We will support you to take part in activities that make you happy.

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

- Your social worker will listen to you and try and help you sort things out.
- Nobody can promise to do everything you ask, but your social worker will make sure you know why decisions have been made.
- If there is still a problem or you want to make a complaint you have the right to an **independent advocate**. This is someone who can help you have your say.
- You can also become a member or give your views to **Brighter Futures & C2C, Suffolk's Children in Care Councils**.
- Go to www.thesource.me.uk for more information



We will help you do your best at school

- You will be given a place at the best possible school for you.
- Your school will be given all the information they need to look after you properly.
- If you need it, we will organise extra help so you can do your best.
- Your successes and achievements will be celebrated with you.
- If at all possible you will not be moved during important exam years.
- You will be able to take part in school activities and trips.



We will help you be as healthy and happy as you can be.

- You will meet with a doctor or nurse when you first come into care to check your health.
- If you have any health needs we will deal with them as quickly as possible.
- You will see a nurse every year to keep a check on your health.
- We will make sure you know how to speak to a nurse in between these checks if you have any health worries.
- We will help you to be as healthy as you can be in both body and mind.





We will 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.

- Planning for this will start with you by the time you are 15.
- We will help you to stay in your placement until you are ready to move on, as decided in your Care Plan.
- Whatever you decide to do when you leave school, your worker will help and support you to achieve this.
- If you become a Care Leaver, you will have support until you are 21 (or 24 if you are still in education).
- We will work with you to give you work or training opportunities as part of your leaving care service.

We will only share information about you with people who need it in order to look after you properly



How well are we keeping these promises for you ?

What is working well for you...

What's not working so well...

What needs to happen...

