

Caring Promise

Our Promise to Children in Care

About the Caring Promise

The Caring Promise is a list of promises Lincolnshire County Council has made to Children in Care.

We looked at the promises councils in other parts of the country have made to help us make a list. Then we shared it with Children in Care to make this final list. It's split into 6 sections:

1. Involve you
2. Work with you
3. Support your daily life
4. Help you to be healthy and stay safe
5. Support your education, employment and training
6. Explain your rights and where to go for help

Children in Care and Care Leavers also helped with the design.



Involve you

We will do this by:

- * helping you share your wishes and feelings in a way that suits you
- * listening to your wishes and feelings and taking them into account when making decisions about your life.
- * telling you if we can't do what you want, and explaining why
- * making sure you understand decisions and plans
- * meeting your individual needs, taking into consideration your age, interests, abilities, race, culture, religion and sexuality
- * understanding that your needs and wishes may change over time
- * offering different ways for you to be involved in your reviews
- * providing reports from any meetings you attend in language you can understand so you have a record of what was said



Work with you

We will do this by:

- * making sure you know how to contact your Social Worker
- * providing the opportunity for you to speak with your Social Worker alone every time they visit
- * doing our best to keep you with the same Social Worker. If you have a change of Social Worker, we will make sure that they say goodbye and tell you who your new Social Worker is
- * making sure you know how to contact your Independent Reviewing Officer (IRO)
- * giving you the opportunity to meet with your IRO before your review
- * giving you answers to your questions within 2 weeks
- * only sharing information about you with people who need it, and only when they need it



Support your daily life

We will do this by:

- * using the language you choose to describe where you live and who you live with
- * doing our best to make sure you are happy in your home and local area
- * doing our best to keep you in the same home and school to minimise having to start over
- * not moving you from where you live unless there is a very good reason. If we have to move you we will explain why
- * if you are moving, giving you information about your new home and carers before you move
- * working with you on your Life Story to help you to understand your past and why you are in care
- * helping you to keep in contact with your family if this is a safe thing to do
- * helping you to keep photographs and memorable items from your childhood and help you to add to this as you grow
- * helping you grow in confidence, be proud of yourself and make positive decisions

- * giving you information about local activities and events and supporting you to get involved if you want to
- * supporting you to take part in activities and holidays with your carers
- * helping you to concentrate on things that you want to achieve.
- * celebrating your achievements, birthdays and religious festivals



*Help you to be healthy
and stay safe*

We will do this by:

- * supporting you to have a healthy mind and a healthy body
- * doing what we can to keep you safe. We expect you to do what you can to keep yourself safe
- * helping you with anything that is bothering you if you tell us about it
- * having a nurse that you can contact if you have any questions about your health
- * making sure you are registered with a doctor and dentist and have regular health and dental check-ups
- * providing you with access to all the information you need on health issues



Support your education, employment and training

We will do this by:

- * helping you to do your best at school and college. We have a team of people who can help you. This includes your Designated Teacher and a Virtual School Co-ordinator if you need one
- * supporting you with your Personal Education Plan
- * making sure you get help to think about your future career
- * doing our best to make sure you don't miss any school because of things happening in your life, and helping you get back on track if you fall behind
- * expecting your carers to take an active interest in your education, including attending parents' evenings and school events
- * celebrating your achievements



Explain your rights and where to go for help

We will do this by:

- * making sure you know what your rights are
- * telling you about the different help you can get. If you can't find what you need, we expect you to tell us or someone else so that help can be found for you from someone you trust
- * making sure you know how to complain if something has gone wrong
- * providing someone to help you called an 'advocate' if you feel you are not being listened to, or need help with sharing your wishes or feelings
- * giving you the opportunity to join Voices 4 Choices (V4C), Lincolnshire's Children in Care Council where you can meet new people, share your views and get involved in activities

Contact information

If you feel this Caring Promise is not being kept, or if you want more information, contact:

participation@lincolnshire.gov.uk

Support

Need help? Call the **Social Care Team**:

01522 782155 (Monday to Friday, 8am to 6pm)

01522 782333 (emergency out of hours)

Advocacy

If you feel you're not be listened to or need support in a meeting you can ask **Total Voice Lincolnshire** for an advocate:

01529 400479 or text 07860 018887

tv@voiceability.org

www.totalvoicelincolnshire.org

Complaints

If you're not happy speak to **Customer Services**:

01522 843322

www.lincolnshire.gov.uk/comments-feedback

customerrelations@lincolnshire.gov.uk

Customer Relations Team
Lincolnshire County Council
County Offices
Newland
Lincoln
LN1 1YL

Get Involved

Voices 4 Choices

V4C is Lincolnshire's Council for Children in Care and Care Leavers. We work with adults in Lincolnshire County Council to help improve services. We also have fun doing some great, free activities. Join us and share your ideas. Help us make life better and have some fun too!

V4C will check that we are keeping the Caring Promise and will let us know if we aren't doing what we say we will. V4C will also make changes to the Caring Promise if they think they're needed.

Big Conversation

This is an opportunity for Children in Care and Care Leavers to meet with senior staff and county councillors. You can share issues and talk about ways to improve services.

Find out more:

participation@lincolnshire.gov.uk

www.lincolnshire.gov.uk/young-people



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