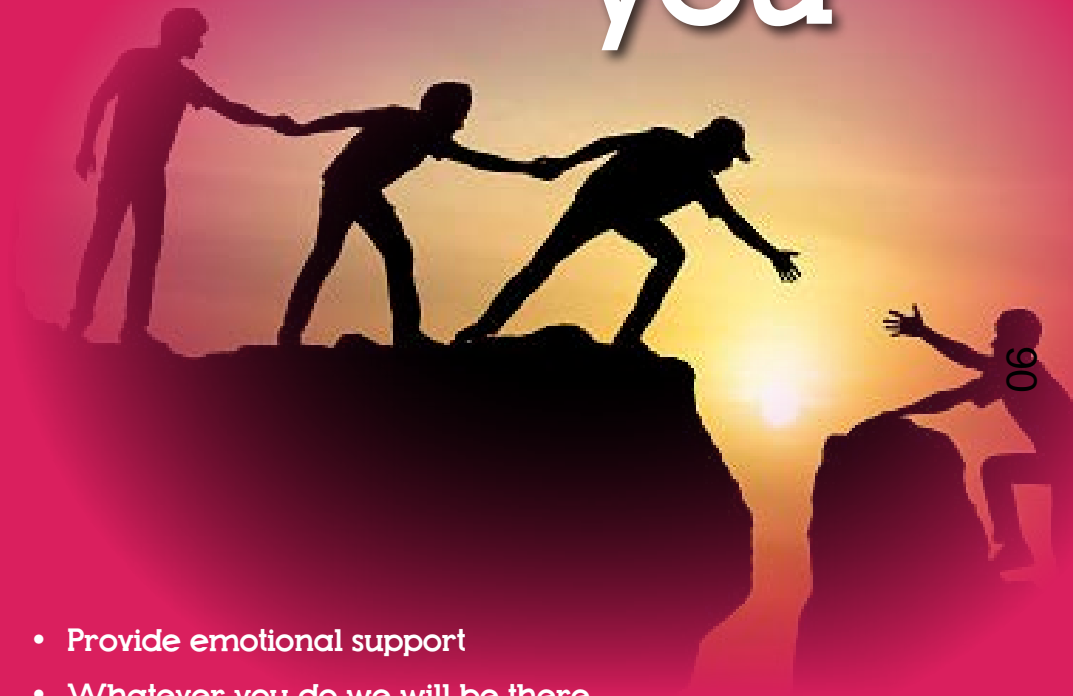




our **pr**  **m**ise  
*to children in care and care leavers*



# We will support you



- Provide emotional support
- Whatever you do we will be there
- Ensure all your needs are met
- Provide advice, information, practical and financial support
- We will make sure that you know what your rights are
- Will not judge you if things go wrong. We all make mistakes!

# We will **respect** your identity



- We will respect your unique identity
- Support you to develop your own personal beliefs and values
- Accept, respect and celebrate your identity, culture and heritage
- Value, respect and support important relationships
- Encourage you to express your identity positively

# We will **listen** to you



- We will listen and respect you
- Strive to understand your point of view
- Place you at the heart of all decisions
- Support you to talk about your worries and happy times
- Support you to seek independent advocacy

# We believe in you



- We will value your strengths and talents
- Support you to overcome any stumbling blocks you face
- Support you to achieve your goals
- Embrace your individuality
- Encourage your aspirations
- Support you to succeed in life

# We will support you to find a place you can call home



- We will do our best to find you a home near to people who are important to you
- Ensure you feel safe and secure
- As you grow we will support you to learn new skills to support your independence
- We are here to support if things go wrong

# We will inform you



- Legal entitlements and services
- Up to date and accurate information
- Support you to access your care records
- Provide information throughout your journey
- We will support you if you need to make a complaint

# We will be a lifelong champion



- Support you break down barriers to other agencies
- Work together with other services to better meet your needs
- Encourage and support you to make positive life choices
- Will make sure you know how to get support when you need it
- Trust and respect you

## Useful contact details

Your worker Phone and email

Complaints department phone and email

children s rights officer phone and email

Children in Care Duty phone and email

Out of hours phone and email

Who cares trust

Child line

Urgent Care 111

Police and emergency services 999

Princes trust 0116 255 0400

Out of hours service 0116 305 0005

our **promise**   
*to children in care and care leavers*



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