

# Our Guarantee to You

## York's Children and Young People in Care

*"We will believe in you and make sure you have every chance to achieve your dreams"*

### Rights

We will ensure you know about your rights and the things you are entitled to when you come into care, including your right to have an Advocate or an Independent Visitor if you would like one. For more information about what these are, visit: [www.showmethatmatter.com](http://www.showmethatmatter.com)



### Family and Friends

We will support you to keep in touch with family and friends and if this is not possible, we will help you to understand why.



### Education

We will help you to identify a teacher in school who you feel you can talk to and can attend your reviews. We will work together to develop a Personal Education Plan (PEP) which works for you and ensures you have the right support to do well. We will support and guide you to make the best choices after school to help you achieve your goals.



### Where you live

We will find you carers who will get to know you and help you feel safe, comfortable and cared for. We will listen to you so we can find you the right place to live.



### Supporting you until you're an adult

To help you feel more prepared for your future, your social worker will work with you when you turn 16 to help you develop your pathway to independence. Once you turn 18 your pathway plan will identify the support available to you up until you are 25, if you need it.

### Your Review

Your review is all about you, therefore, it is really important that everyone knows your views. You will have the opportunity to talk to your Independent Reviewing Officer (IRO) before your review whose role it is to make sure this happens. They will talk to you about how you want your review to take place and can support you to chair your review if you wish.



### Social Worker

Your social worker will get to know you, listen to you and involve you in decisions which affect your life. This will help to create a care plan that is right for you. We will make sure you can contact your social worker, or a member of their team, so that you can get a response when you really need it.



### Health

We will make sure that you have the chance to talk about your health and emotional wellbeing and that you've got all the information and advice you may need.



## Speak Up – Children's Rights and Advocacy Service

If you feel any of these guarantees are not being met then you may like an Independent Advocate to help you express your views. You can contact an Advocate from the Speak Up service on:



 **07769 725174 (text or call)**     **@speakup@york.gov.uk**     **SPEAK UP Service**



*M. Kelly*

**Martin Kelly**  
Corporate Director of  
Children and Education



*B. Webb*

**Cllr Bob Webb**  
Executive Member for Children,  
Young People and Education



# “Help us to get it right for you...”

We will meet every ..... and I will let you know if this changes. If you would like to meet more frequently, please let me know.

Sometimes I will need to visit you where you live.

Where else would you like to meet? .....

If you have asked me to do something, I will contact you within the timeframe we agree, even if there is no update. This is so that you know I have not forgotten and I'm still working on it.

If either of us are running late or need to cancel, we should let the other person know.



I will let you know when I am going to be on holiday. Sometimes I may be unable to let you know if I am off work, for example if I am ill.

When I am not at work you can contact the duty team on:

During the day (9am – 5pm) .....

Emergency Duty (5pm-9am) **0300 131 2 131**

Is there anything else you would like to add?

## How to contact my social worker

Name .....

Number .....

Working Days .....

Managers Name .....

We will both answer texts or calls and if we can't, we will get back to the other person as soon as we can.

I will let you know, if I need to share something you have told me.

**I will take a copy or photo of this so I have a record of what we have agreed.**

Signed ..... *Social worker*

Signed ..... *Child/young person*