Our promises to you
We understand that being in care isn’t always easy.

If we are going to get it right for you we need to make a real difference to help you do your best and have success in your life.

If for any reason we cannot keep our promise, WE WILL explain why.
Have we kept our promise?

If you don’t think so, talk to your Independent Reviewing Officer, Social Worker, Personal Adviser or Advocate, who will listen and try to improve things for you.
We Promise:

• To find a placement for you that is as near as we can to your family and friends and if appropriate, help you to keep in contact with them.

• To ask you and your parents about what type of carers and placements you want and need.

• To take into account your age, background and beliefs, including your ethnicity and cultural identity.

• To make sure we can communicate with each other fully if you speak another language or have a disability.
Good memories for the future

Have we kept our promise?

If you don’t think so, talk to your Independent Reviewing Officer, Social Worker, Personal Adviser or Advocate, who will listen and try to improve things for you.
“We promise to provide opportunities for YOU to take part in hobbies and interests”

To help you build a memory book of important people...

... and experiences in YOUR life
An adult will always be here for you.

Have we kept our promise?

If you don’t think so, talk to your Independent Reviewing Officer, Social Worker, Personal Adviser or Advocate, who will listen and try to improve things for you.
We Promise:

To make sure that YOU have a named Social Worker or Personal Adviser...

... an Independent Reviewing Officer and a named Nurse, and know how YOU can contact them if you need to

To make sure that YOU have at least one person in your life who you can expect to be around throughout your time in care.
A good education is very important.

Have we kept our promise?

If you don’t think so, talk to your Independent Reviewing Officer, Social Worker, Personal Adviser or Advocate, who will listen and try to improve things for you.
We promise:

To make sure that **YOU** have a place in school or if you have finished year 11 a place in education or employment with training

To work with key members of staff in your education or work based learning to ensure you are helped to achieve your best

To help **YOU** catch up with schoolwork if you fall behind

To expect your carers to take an active interest in YOUR EDUCATION

To provide a COMPUTER if you have been in care for 6 months or more, are aged 11 or older and attending school or college

To celebrate YOUR achievements and success
Have we kept our promise?

If you don’t think so, talk to your Independent Reviewing Officer, Social Worker, Personal Adviser or Advocate, who will listen and try to improve things for you.
We Promise:

- To make sure that you are able to tell us your wishes, feelings and interests, taking into account any disabilities you have

- To listen to you before making decisions that affect you

- To look after your educational, health and care needs

- To support you in finding the right legal advice if you should need it
Getting ready for being an adult

Have we kept our promise?

If you don’t think so, talk to your Independent Reviewing Officer, Social Worker, Personal Adviser or Advocate, who will listen and try to improve things for you.
“We promise to support you as you grow and become an adult and make sure that we ask you about important decisions we make in your life.”

“The Kent Care Leavers Charter is our promise to care leavers and explains in detail support that can be offered. Your Social Worker or Personal Adviser will be able to provide you with a leaflet or you can access the charter on our Kent Cares Town website:

http://kentcarestown.lea.kent.sch.uk/the-kent-pledge
What should you do if you don’t think these promises are being met:

- You can always speak to your Social Worker or Personal Adviser
- You can ask for an advocate (this is a person who is independent of Kent County Council who can speak on your behalf and help make sure your voice is heard)

You can contact:
YLF Telephone: 01622 683815
Email: advocacy@ylf.org.uk
Website: ylf.org.uk
Speak Up.
Be Heard.

Our Children and Young People’s Council and Young Adult Council are groups of young people in care and care leavers who meet regularly around the county. The meetings give you the chance to meet others and have your say on how improvements could be made to help you and others.

To find out more speak to your Social Worker or Personal Adviser.

OR: Telephone: 03000 412777
Email: VSK_participation@kent.gov.uk