Hartlepool Borough Council
Children's Social Care

# The Pledge

## Listen & value your opinion

We promise to:
- involve you in plans and decisions made about you
- make sure you can talk to the adults who make decisions about you
- support you if you want to make a comment or complaint
- make sure you have contact details for your social worker and any other workers you may want to talk to
- involve you in hiring staff who work with children and young people
- explain your plan to you and make sure you understand it

## The 4 golden rules

The Pledge has four golden rules. They are:
- you will be listened to
- if you think you are being treated unfairly, we will do everything we can to sort out the problem
- while you are in care, we're your 'corporate parents'. We take that seriously and promise to do our best for you
- we will help you to achieve your best, to have fun, stay healthy and stay safe

## The pledge will be used to:

- ask you what you need
- listen to what you say and take your views seriously
- act on what you have told us and get back to you
- make a plan with you that says how we will look after you
- involve you in making our services better

## Your health

We promise to:
- give you the contact details for your doctor, dentist, optician, looked after nurse and any other health workers
- give you access to information on all health issues
- help you to take part in activities that you enjoy
- make sure you have regular health check-ups
- arrange for someone to go with you to appointments, if you want us to

## Our promise to you

The Hartlepool Pledge was made with the help of young people.

This is really important. It means that we can be sure the Pledge will make a real difference to your lives.

We will only promise you things we know we can do.

## Road to adulthood

We promise to:
- help you with your life skills
- prepare you for adult life
- provide support and guidance with money
- help you find and settle in to a new home when you wish to leave care
- help you to access adult social care services if you need them

## From school to work

We promise to:
- take an interest in your education and keep you at the same school if we can
- encourage you to think about your dreams and achieve your ambitions
- make sure your finances are sorted out before you go to university, if you choose to go

## Your skills and talents

We promise to:
- help you to achieve your ambitions
- encourage you to take part in sport or leisure activities
- give you information on local activities and events
- take an interest in your hobbies and celebrate your achievements

## Where you live

We promise to:
- try very hard to find carers who are the best people to look after you
- give you information about the carers' home
- make sure you know who is responsible for you and how to get in touch with them
- consider your views and wishes, needs, age, culture and any disabilities you may have
- try to make sure you feel safe, have private space and time for yourself

OUR PROMISE TO YOU • OUR PROMISE TO YOU • OUR PROMISE TO YOU • OUR PROMISE TO YOU • OUR PROMISE TO YOU • OUR PROMISE TO YOU