



The Vision

www.hartlepool.gov.uk

The Children's Services Vision is that all children and young people in Hartlepool are safe to:

- Enjoy a happy, safe and healthy childhood
- Participate in making decisions that affect them
- Able to realise their ambitions and aspirations.

We will work together with children/young people and their families to support them to identify at the earliest opportunity what services and support they require to transform their lives.

We will achieve this by working with services which are of the highest quality, timely and accessible to all. Services provided will fully understand their needs and their unique circumstances of all children and young people and are designed to make a real difference to their life.

The work of Children's Services is based upon the following values which determine the way we will work together to achieve the vision:

- We will work to protect children/young people from significant harm;
- We will keep children/young people and their families at the heart of everything we do;

- We understand that all children/young people and their families are different. We will discuss the needs of children/young people and their families so that we can offer services to suit their needs. We will do this using an approach called the 'team around the child' model;
- We will respect children/young people and their families and always treat them with dignity. We will not make changes to the services we provide without good reason;
- We believe we can make the biggest difference to children/young people's quality of life by providing a service as soon as we find out that they need support from us;
- We will check our services often to make sure they are as good as they can be. We will make changes to our services if we need to;
- Our workers will be skilled and will do their jobs well. Managers will give support and guidance to the staff in their teams. All workers will get high quality training as part of their job;
- Our services will work together to make sure we make children/young peoples quality of life better.

To make sure that the work we do upholds the values, our promise to children/young people who use our service is to:

- Treat children/young people and their families with respect;
- Work with children/young people and their families to help them feel safe in a caring family home;

- Employ workers who are skilled, honest and reliable and have children/young people and their families best interests at the heart of their work;
- Make sure that everyone involved with children/young people and their families understands how any decisions we make will affect them.

Contact us:

You can contact the Children’s Hub by letter, telephone, email. If English is not your first language, we can provide a translation service.

Our opening times:

We open at 8:30am every weekday. We close at 5:00pm Monday—Thursday. On Fridays we close at 4:30pm.



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