

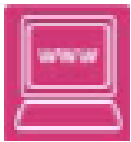
Contact us

If you think that we have or have not kept to our values or our promise to you, you can contact:

(worker to provide details).

About this booklet

This booklet tells you about the Children's Services pledge. We issued this factsheet in April 2012 and updated it in November 2014. We will check the information is up to date in November 2016.



You can download all of our factsheets and booklets from our website,

www.hartlepool.gov.uk/childrensfactsheets

Other useful factsheets

Title

- Talking to us

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The Children's Services Pledge



Hartlepool Borough Council
Child and Adult Services



The Children's Services division is part of the Child and Adult Services department at Hartlepool Borough Council. We want all children and young people to be healthy and stay safe while enjoying life.

Our values

The work we do is supported by **our values**. They are:

- We will work to protect children from significant harm.
- We will keep children and their families at the heart of everything we do.
- We understand that every child and every family is different. We will assess each child and their family 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 each child and their family 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 a child's quality of life by providing a service as soon as we find out that the child needs 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 each child's quality of life better.

Our promise to you

To make sure that the work we do keeps to our values, **we promise** to:

- treat you with respect
- work with you and your family to help you raise your children in a safe and caring family home
- employ workers who are skilled, honest and reliable and have your family's best interests at the heart of their work
- make sure that we keep your child's needs in mind when we make any decisions, no matter how difficult
- make sure that everyone involved with your child and your family understands how any decisions we make will affect them