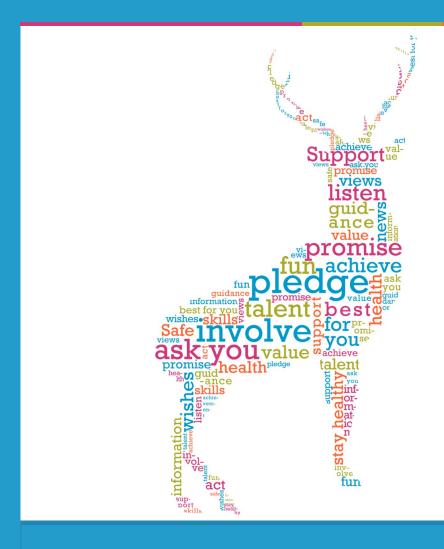
The Pledge

Our promise to you



Hartlepool Borough Council Child and Adult Services



The Pledge: 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.

We will use the Pledge 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

The golden rules

The Pledge has four golden rules. They are:

- 1. You will be listened to.
- 2. If you think you are being treated unfairly, we will do everything we can to sort out the problem.
- **3.** While you are in care, we're your Corporate Parents. We take that seriously and promise to do our best for you.
- **4.** We will help you to achieve your best, to have fun, stay healthy and safe.

Notes

Useful contact details

If you have any questions about the Pledge, please talk to

- your social worker
- your carer, or
- your Independent Reviewing Officer

If you have a complaint about our service

If you wish to complain about any part of our service you may contact our complaints officer by:

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Telephone: 01429 284020



Email: socialservices@hartlepool.gov.uk



Filling in the form on our website:

hart lepool. gov. uk/social care complaints

With thanks to...

Thanks go to Gillian, Rebecca, Leigh, Scott, John, Kelly and Sophie for their help with this leaflet.

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

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

Listening to 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

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

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

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