

The Pledge

Our promise to you



Hartlepool Borough Council
Child and Adult Services



The Pledge: our promise to you

Notes

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.

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:



Telephone: 01429 284020



Email: socialservices@hartlepool.gov.uk



Filling in the form on our website: hartlepool.gov.uk/socialcarecomplaints

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