

OUR PROMISE TO YOU — BUILDING BRIGHTER FUTURES 2023-2026

Support for those who care for you – we will

- Make sure those who care for you are safe, trained and get the right support to look after you
- Help them to build life long loving relationships
- Support them to keep you safe, healthy, help you with school or college and make sure you see people who are important to you.
- Provide you with an independent visitor

Who you live with – we will

- Work with you and your family to understand who is important to you
- Help your family to look after you and keep you safe
- Ask other professionals to help to support you and your family
- Listen to you and involve you in all decisions made on your future
- Find the right people to care for you if you become a child in our care

As you become an adult – we will

- Help you to keep in touch with or return home to your family
- Support you to maintain friendships and relationships
- Make sure you have a safe place to live where you are happy
- Keep in touch with you and make sure you know we are here if you need us
- Support you financially, help you manage your money and pay your council tax
- Support you to stay put with your carer or stay close with your children's home
- Tell you what you are entitled to through our Offer and make sure this is downloaded on your phone

Family time – we will

- Make sure you spend time with people who are important to you in a way that is safe and enjoyable
- Ask you to tell us who you want to see, where and how often
- Help you to get to know people and build relationships that are good for you

Where you live – we will

- Try to find a home for you within your family
- Keep you in Hartlepool whenever possible by making sure there are homes for you in our town
- Make sure where you live is high quality
- Help the people you live with to understand what you need and care for you well

School, college and work – we will

- Help you to enjoy school and learn
- Make sure your school understands your learning needs, advocates for you and gives you any extra help you need
- If you have additional needs, make sure that we work with others to meet these
- If you are out of school, work hard to find the right school for you quickly and make sure you don't miss out on any learning
- Provide dedicated support for you when you leave school to find the right opportunities for you in college, higher education and work.
- Offer apprenticeships and work experience with Hartlepool Borough Council

Your health, wellbeing and happiness – we will

- Work with health professionals to understand your health needs and make sure these are met
- Talk to you about how you are feeling and ask you if there is any help you need
- Make sure the help you need is there when you need it
- Give you free access to our leisure services.
- Make sure you enjoy a variety of activities or interests

Listening to you – we will

- Ask you about what you think and that you understand what is happening and why
- Give you an independent advocate as and when you need one.
- Work with you to become involved and shape Council services
- Engage care experienced young people as mentors and role models to support you
- Provide you with opportunities to become involved in regional and national work.

Corporate Parenting - we will

- Make sure that everyone in the Council knows their responsibilities to children in our care and care leavers and looks for ways to create opportunities to improve your life
- Believe in you and celebrate your success

Sometimes we will act in what we believe is your best interests and you may not always understand or agree with this so you must ask us why