

**WE WILL
BELIEVE IN YOU
HELP YOU PLAN FOR YOUR
FUTURE
CARE ABOUT YOU**

Complaints and concerns
You can discuss any concerns or
worries you may have with your social
worker.

Children and Young People
have a right to complain.

If you would like to make a complaint
you can contact the complaints officer

on:

01429 284020

email to:

cas.complaints@hartlepool.gcsx.gov.uk

UASC - A GUIDE FOR CHILDREN AND YOUNG PEOPLE

Who are cared for by Hartlepool Borough Council



WE CARE ABOUT OUR CHILDREN, YOU COULD TOO

Our support to you

We will support you with -

- Housing / where you live
- You in the community
- Health and wellbeing
- Your Voice
- Money
- Education, Employment and training

Please see Our Promise To You - Building Brighter Futures, Our Local Offer To You and the Rights and Entitlements leaflet for further information.

You will have a dedicated social worker who will support you until you are 18 years old.

You will then have a Personal Advisor who will support you until you leave our care or up to the age of 25 years old if you need extra support.

We will work with you to ensure you are listened to and that your voice is heard.



You will have a health assessment to make sure you are in good health. You will then have a yearly health assessment with a nurse or a doctor. We will register you with a GP, dentist and optician and support you to attend appointments.

If you want independent advice and support, you are entitled to an advocate from NYAS (National Youth Advocacy Service) They can help to support you with your concerns and to give you advice.

We will encourage you to attend an ESOL skills for life programme that will help you learn the English language.



You can attend a group for unaccompanied asylum children and young people.

The group is on Monday's - 3.30 -5.00pm at Pathfinders.

We will celebrate your heritage, culture and traditions such as celebrating Ramadan. We will provide prayer mats, cultural food and other things that are important to you in your culture.

There are other supporting services within Hartlepool communities that can support you.

Please speak to your social worker or personal advisor for more information.