

How do I make a complaint?

Sometimes we make a mistake or things go wrong. If you are unhappy about something, please speak to your own social worker, your foster carer, teacher or your independent reviewing officer so that they can try and put things right.

If you feel that you have not been listened to, or you are unhappy with something that the Council has done or has not done, we want to hear from you. If you want to, you can ask a friend or grown-up that you know and trust to help you.

phone us on 020 8314 7435
text us on 07710 705611
email us on talk2us@lewisham.gov.uk

These organisations may also be able to help you with any complaints, suggestions or opinions:



Children's Commissioner

Children's Commissioner for England,
Sanctuary Buildings, Great Smith Street, London SW1P 3BT
Phone number: 0800 528 0731
Email address: www.childrenscommissioner.gov.uk



Local Government Ombudsman

The Local Government Ombudsman
PO Box 4771
Coventry CV4 0EH
Phone number: 0300 061 0614



Ofsted

Phone number: 0300 123 1231
Website: www.ofsted.gov.uk



Childline

Phone number: 0800 1111
Website: www.childline.org.uk



NSPCC

Phone number: 0800 800 5000
Website: www.nspcc.org.uk



The Advocacy Service

For independent advice and to help children say what they feel.
SFC Croham 0800 093 2012

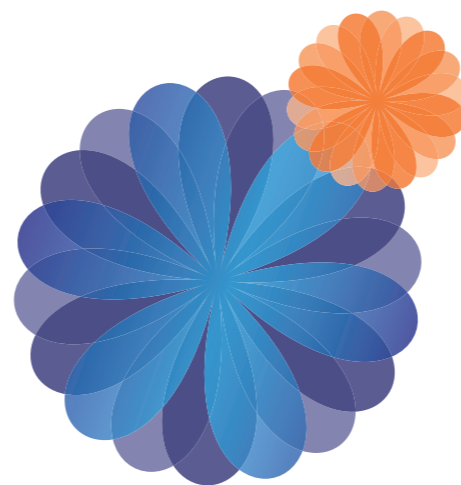
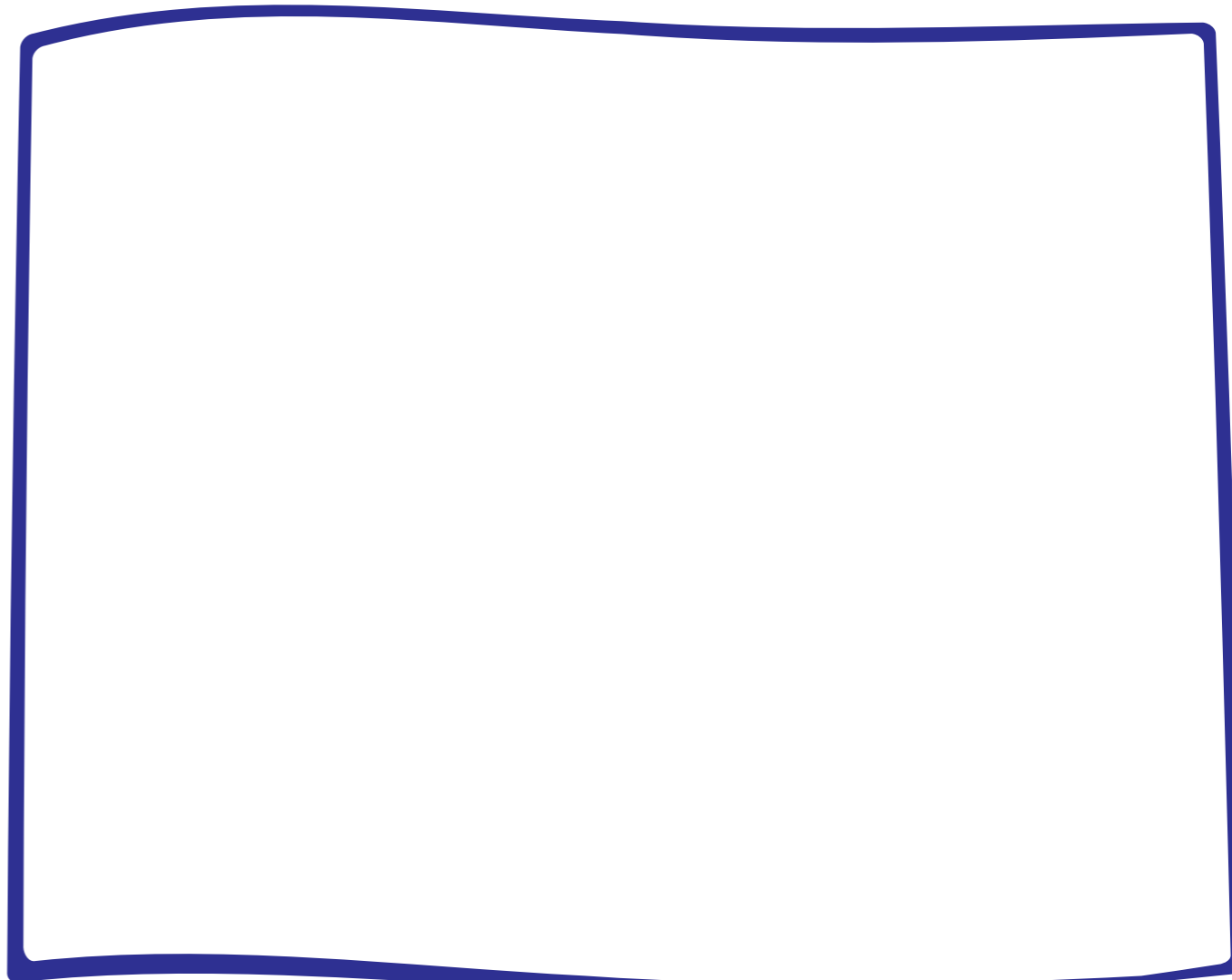


My fostering booklet

This booklet belongs to

All about me

A drawing of me



My birthday is on

I am years old

The colour of my hair is

The colour of my eyes is



My favourites

My favourite food is

My favourite TV programme is

My favourite book is

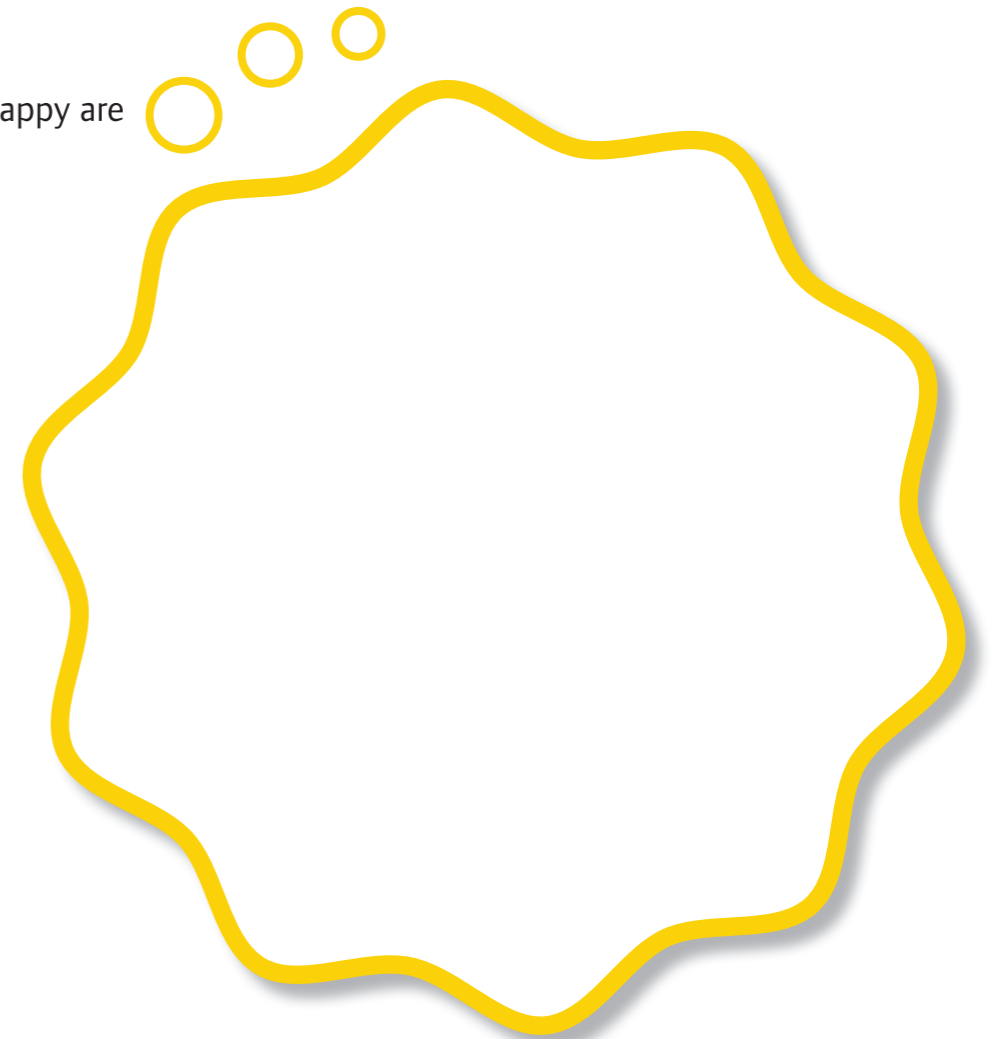
My favourite toy is

My favourite colour is

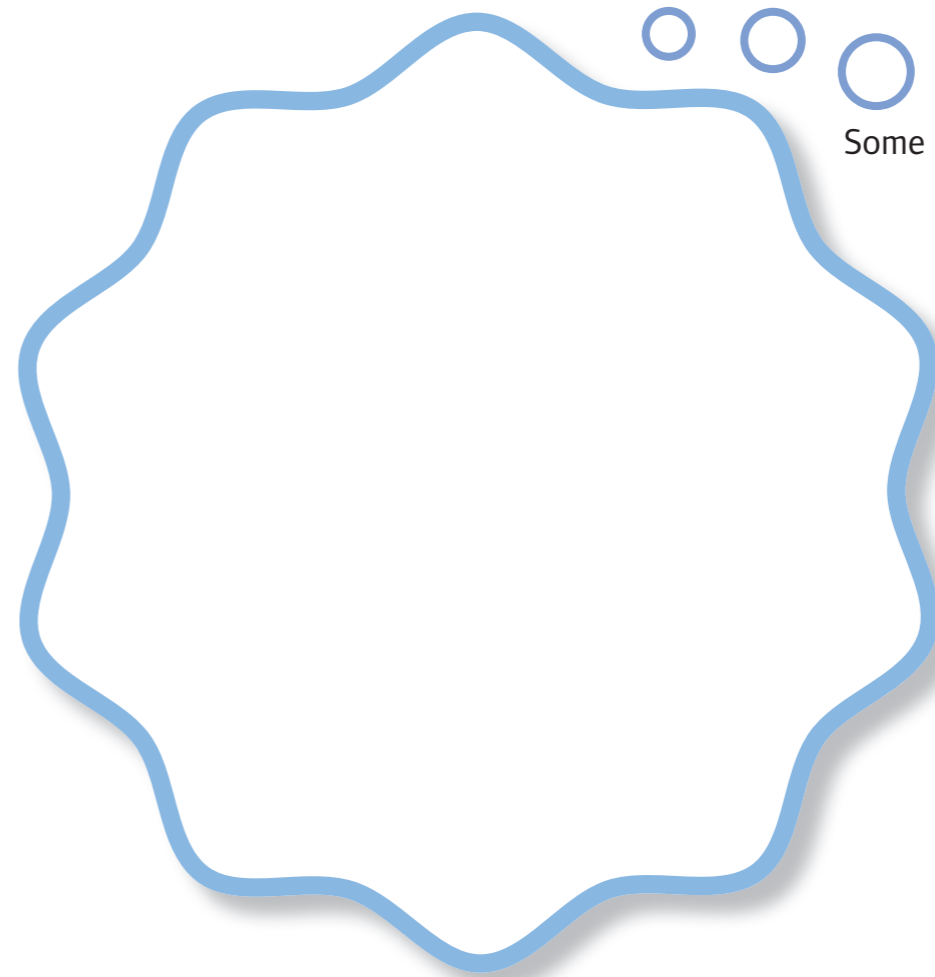


How I'm feeling

Some things that make me happy are



Some questions I have





Why do I have to live with a foster carer?

When a child cannot live with their own family, they can move into a foster home where they will be safe. Children live with foster carers for all sorts of reasons, but it's not because of anything they have done.

What is a foster carer?

Foster carers are people who have been specially chosen to look after children who cannot live with their families.

Foster carers are there to look after you and keep you safe. They will help you with things like going to school, making sure you eat the right food and keeping you safe.

What about what I want?

You will have your own social worker who should talk to you about what your wishes and feelings are.

Your wishes are things like what you want to do, what you want to happen or what you want someone to do for you.

Feelings are about being happy, sad, OK, worried or scared even if you don't understand what is happening.

What does my social worker do?

Your social worker is someone who sees lots of children and they work in a place called Children's Services. Their job is to make sure that you are OK and that you are safe.

Your social worker will come and see you and talk to you about what is happening in your life. They care about you and you can talk to them about anything that you are worried or scared about.

What does my foster carer's social worker do?

Your foster carers have their own social worker who is called a supervising social worker. They make sure that your foster carer is looking after you properly and have all the help that they need.

Your foster carer's social worker will come and see your foster carer and you to make sure that you are well cared for.

You can write down the name and number of your own social worker and your foster carer's social worker at the end of this booklet.



How will people look after me in my foster home?

Your foster carer should listen to you, treat you fairly and keep you safe. They will help you to be healthy, to go to school and to practice your religion if you have one.

Your foster carer should ask you about the things that you like, the things that you don't like and the people that are important to you.

You can speak to your foster carer or your social worker if there is something that you need or if something is making you worried, upset or scared.

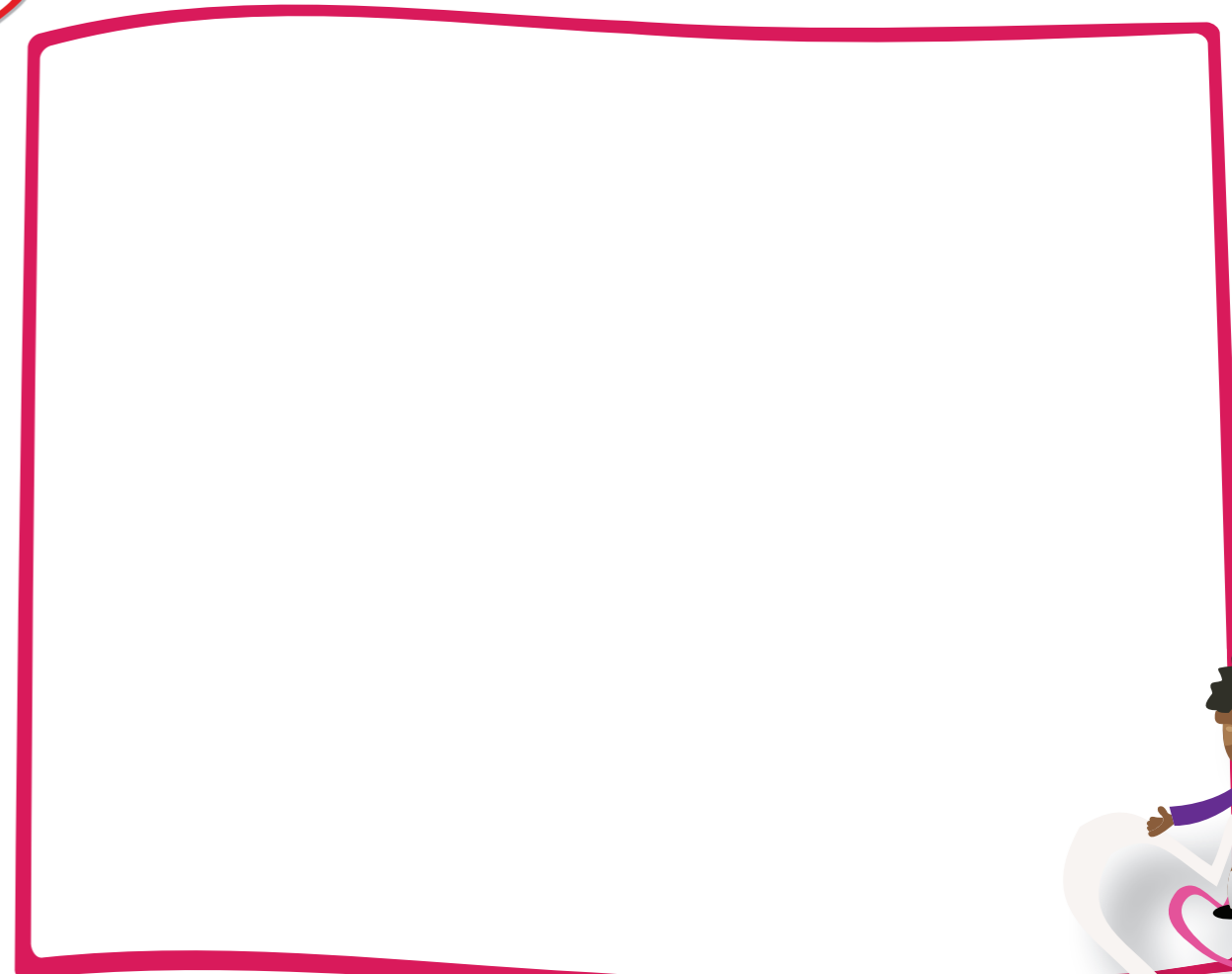
Every foster home is different, some foster carers live on their own while others live with their partner and own children. Some have other foster children living with them.

When you move in, your foster carer will explain about things like how to treat each other, about listening to each other and keeping safe.

Your foster carer will probably have ground rules and things might be a little bit different from living with your own family.



This is a picture of my foster family





How long will I have to stay?

Your own social worker will make a plan for you called a care plan. Your care plan will explain everything that is important to you like your school, your health, when you see your family and friends and how long you will stay with your foster carer.

Tell your social worker if there is anything in the care plan that you do not like as they may be able to change this. If they cannot change it they can put your views down. If you feel worried or scared about what is going to happen, talk to your foster carer or your social worker and they will try to help you.



Who decides what will happen?

When you are living with your foster carer there will be meetings called reviews. This is where all the important grown-ups in your life will get together and make a plan for you.

Before the review happens you will be asked about what you think and what you want to happen. You might be asked to write this down or to tell your own social worker. If you are old enough, you will also be asked to come to the review.

The person in charge of the reviews will be your own independent reviewing officer. You can also talk to them about what you want to happen.



When will I see my family?

When you move to live with your foster carer this does not mean that you have to forget about your family.

Your social worker will speak to you about when you can see or speak to your family and how often. You can tell your social worker who you do and who you do not want to see or speak to.

Your foster carer understands how important your family is to you. They are happy for you to talk about your family if you want to.



What about school?

School is very important because it is where you learn lots of things and where you can make friends and do fun things after school.

When you move to live with your foster carer we will try to work out whether it is best for you to move to a new school or stay at the school you have been going to.



Your teacher will know that you have move to live with a foster carer but it is up to you if you want to tell other people.

If you have any problems or if people are not being kind to you, you must tell your teacher, your social worker or your foster carer.



Who are the Children in Care Council?

Raise Your Voice is Lewisham's Children in Care Council for children and young people in care to meet each other and talk about what matters to them. Talk to your social worker if you would like to take part.

Have you seen the Lewisham Pledge for Looked After Children and Young People that tells you what to expect from the Council? You can ask your social worker for the pledge if you do not have one.



Who can I talk to for help?

Write down their names, telephone numbers and email addresses

My social worker is

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My foster carer's social worker is

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My independent reviewing officer is

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