



**This is an information pack
for young people looked after by
the Vale of Glamorgan**

This pack was written and designed by a group of young people including care leavers and some who are looked after, with the support of the Children's Complaints Officer and a worker with Tros Gynnal, during the summer and autumn of 2004. A group of children and young people from the local community worked with a social worker from the Vale on developing the pack as well.

We wrote the pack so that young people know what to expect when they become looked after. It contains information that you might find useful and has contact details for many organisations that you may wish to contact.

If you think of anything else that should be in the pack please contact the **Children's Complaints Officer on free phone 0800 389 8892.**

We hope you find the pack useful.

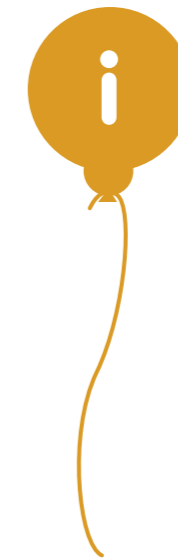
Tammy, Laura, Claire, Kayleigh W, Kayleigh B, Jodie, Angharad Andrew, Kayla, Nick, Dafydd, Huw, Lewis, Hannah, Harri, Mike and Amanda.



contents

The first section of the pack is an 'All about me section' which you can fill in.

The second section of the pack tells you what to expect when you are looked after. This section is colour coded. You will find more information in the coloured sections of the pack. **Red is for Social Services, green is for Education, pink is for Health, blue is for Your Rights and yellow is for Support and Contacts.'**



There is a section at the back of the pack for Your Stuff- space for your phone numbers, birthdays, forms, plans and notes.

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www.polar10.com

photos from www.johnbirdsall.co.uk

all about me



My name is

I like to be called

My D.O.B is /..... /....., I amyears old

I live at.....

.....

.....Post Code

I go toschool

I am in year, My form tutor is

My doctor is, ofsurgery

My next appointment is

My Blood Group is

I am allergic to

Immunisation dates

Illnesses had

My dentist is, ofsurgery

My next appointment is



Some people feel sad and/or angry when they can't live with their family. Some of us cry, some of us shout but we all need to speak to someone about it- please speak to your social worker or foster carer or teacher about this.

My Optician is

My next appointment is

My social worker is of

My next review is on

Things I like / don't like

I like

.....

.....

I don't like

.....

.....

If I had one wish I would.....

.....

.....

.....

.....

all about me under 8's



all about me section (under 8s)

My name is.....



I look like
(draw your picture here)

I was born on.....

I live at.....

I go to.....school

I am in Class.....

My teacher is.....

I go to the doctor when I don't feel well ✓ or X

I go to the dentist who looks after my teeth ✓ or X

I wear glasses ✓ or X

I use a(hearing aid, asthma pump, wheelchair) to help me.

People who help me

Things I like/don't like

I like:.....

I don't like:.....

If I had one wish I would.....

.....

being looked after...

....a Journey

You have been given this pack because you have just become looked after.



Children and young people are looked after for lots of different reasons. Sometimes it is because they can't live at home for some reason.

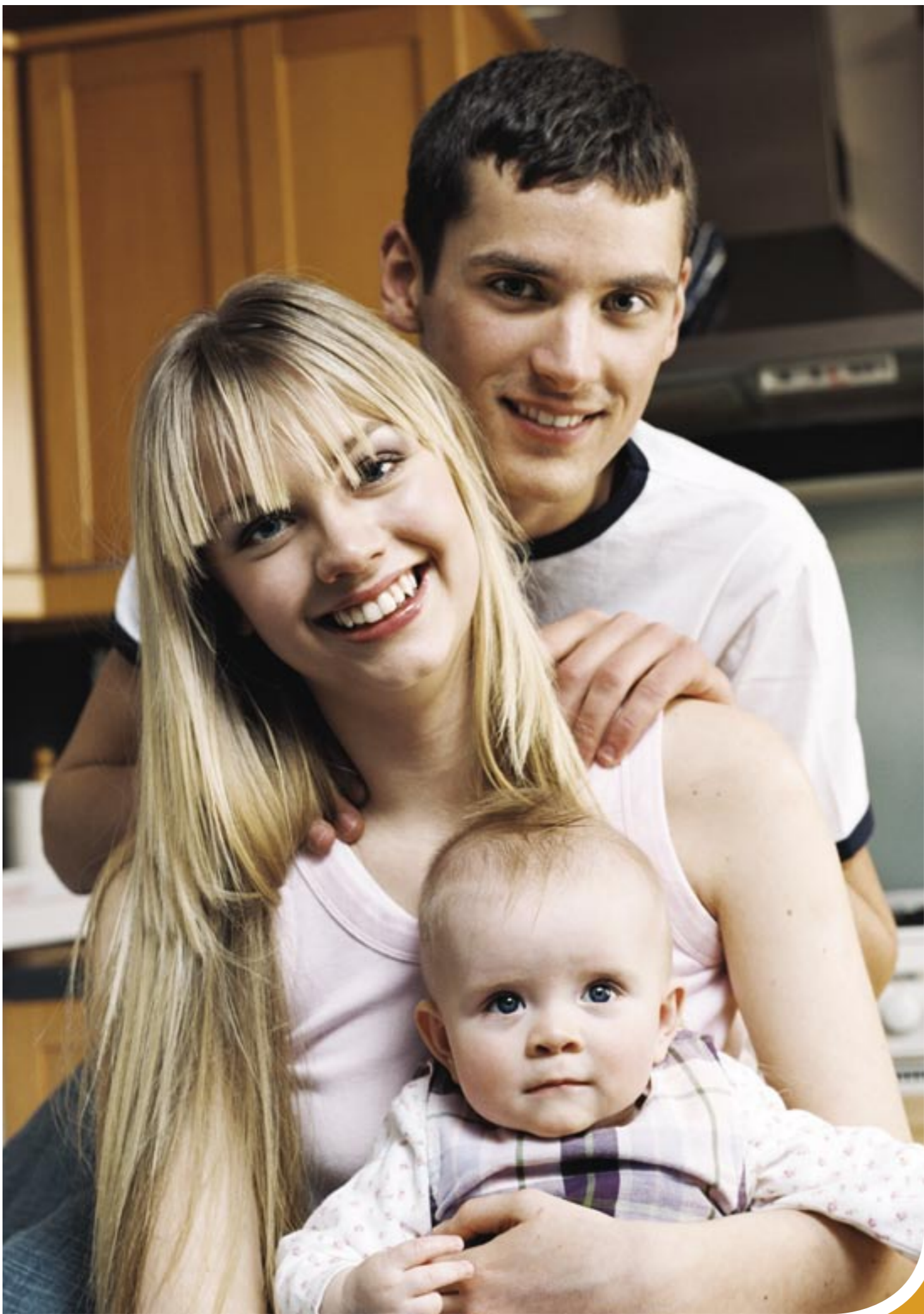
You will have a social worker to help you.

They can help you with keeping in touch with your family and friends.

Your social worker will keep notes (like a diary) about what's happening with you.

Your social worker will make sure that you have a Care Plan (a plan of how you will be looked after). You are very important to this plan as it's about your life, you will be asked what you think. There will be a meeting to make sure you understand the Care Plan and this will be within four weeks of your becoming looked after.

At this meeting you will meet your Independent Reviewing Officer (IRO) this is a person who makes sure you are being looked after properly.



Every one will try and keep things the same for you but sometimes there will be some changes. There will always be someone to help you with this.

When you are ready to live on your own, sometime after you are 16, other plans will be made for you. When you are ready for this go to the Leaving Care Section.....

For more info on being in care take a look at the Who Cares Trust web site:

www.rhrn.thewhocarestrust.org.uk



social services section

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Local authority- Is the council who provide services (schools, parks and leisure centres, the bin men and so on) in the area you live.

Being Looked-After – Is living with someone who is not your mum or dad.

Foster Care – Is living with people called Foster Carers, who would like you to join their family. Foster carers are people who look after other people's children in their own families. They will try their best to make your time with them happy and will help you with anything you need.

You are not on your own, foster carers also have a social worker who helps them to look after you. They will not try and replace your own family but would like you to join their family for as long as you're with them.

All foster carers families are different just like any other family. The foster carers are part of the Vale Fostering Team who have trips in the summer and a party at Christmas. You will be able to take part in these, just let your foster carer know.

Accommodated – Is living with someone who is not your mum or dad but who are known to be safe to care for you by the local authority.

In Care/Care order – Social Services help your parents make decisions for you.

Parental Responsibility – This means anyone who can make decisions about you legally.

Out of County Placement – Just another word for where you live if it is away from your area.

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A Social Worker – Is someone who works for social services and is there to help you and your family.

Contact – Is a word we use for when you meet people who are important to you.

Records / Files – Your social worker keeps notes (like a diary) about you. This is known as your file or records and will have all your important stuff in it like school and health.

Care Plan – Remember this your own plan.

Review – This is a meeting that will be held to find out how well things are going, how you are being cared for and whether your care plan needs to change. You will be involved in making decisions about you seeing your family and others who are important to you. It is very important that you let people know how you're feeling at this meeting. If you're not sure ask your social worker or foster carer.

It can be held at any time if there is a problem but usually 4 weeks after you start being looked after, 3 months after that and every 6 months after that.

Leaving Care – Plans will be made for you to leave care when you are ready.

Pocket Money – You will be given pocket money each week. How much will depend on how old you are.

Your pocket money cannot be taken away as a punishment but up to 2/3s can be taken away in special circumstances.

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Complaints/Comments – We need to make sure that anyone being looked after is ok so if you're not happy about anything, please let us know.

(Let us know if you are happy too!)

You can call the Children's Complaints Officer on:

0800 389 8892 or text a message to:

0777 563 4194.

For more info on being in care speak to your social worker or visit :

www.rhrn.thewhocaretrust.org.uk

leaving care.....

This bit is for when you are ready to leave care

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When you are 15 and a half, your social worker will talk to you about making plans for when you are ready to leave care.

In the Vale of Glamorgan there is a specialist team **Leaving Care Team (LCT)** who help young people who are either leaving care or who already live on their own.

You will have your own **Personal Adviser (YPA)** who will help you plan for the future and who can give you advice and support.

Your YPA will talk to you about where you would like to live, money, health, education, training and work. Together you will plan what you are going to do next and later on.

The plan you put together is called your **Pathway Plan**.

Your Pathway Plan will be about what you want and expect as well as what other people think you will be best at and need. As far as possible (if you agree) the plan should contain information from your teachers, social workers, carers and members of your family.

Your Young Persons Adviser and your social worker will want to talk with you about your hopes and ambitions and help you decide what you might need in order to achieve them.

The Leaving Care Team (LCT) have a '**Guide to leaving care**' and an information leaflet. You should find a copy in this section if not give the **LCT** a call on:

01446 725202.

your rights section

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We all have rights ! If you know what your rights are you know whether you are being looked after properly. This is important when you are looked after away from home.

You have the right :

- To be listened to
- To have a social worker who spends time with you
- To have regular reviews
- Not to be hurt or made to feel bad about yourself
- To privacy
- To see what is written about you
- To make a complaint
- To go to school
- To have your health needs met
- To practice your own religion
- To have your cultural and ethnic background respected
- To choose the language you prefer to use
- To keep in touch with family and friends

Remember it is important that you respect your carers and other children and young peoples rights. Everyone has a responsibility to try and get along with others and to respect their views and their property.

If you feel that you are not being listened to then you can ask for the support and advice of an advocate.

An advocate is the name for a person who can give you information about your rights and will ensure that your views are heard.

They can support you in meetings and help.



To speak to an independent advocate you can contact Vale Advocacy on freephone **0800 731 2816.**

If you are unhappy and have a complaint that cannot be sorted out by your carer or social worker you can contact the

Children's Complaints Officer.

The Children's Complaints Officer will try and sort out your complaint. You can pick up a complaints leaflet from your social worker or you can telephone the complaints officer on

Freephone 0800 389 8892.

Other people you can contact if you have a complaint or problem are:

Care Standards Inspectorate Wales - 01443 848528.

The Children's Commissioner's Team - 01792 765600.

Local Government Ombudsman - 01656 661325.

education section

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This bit is about school and learning

Changing Schools - When you are being looked after we will try our best to keep you in the same school. You may have to move schools but only if it is too far for you to get to your old school or if there is another reason you can't stay at your old school.

Personal Education Plan (PEP) - Is a meeting at school to make sure everyone knows what you are interested in and what help you need, it should be completed within 20 days of you being in care.

LAC Co-ordinator- Every school should have a LAC co-ordinator who knows all about looked after children. You can speak to this person in private if you wish, ask your social worker who yours is.

Specialist Teacher - There is a specialist teacher in the Vale who can give help and advice. You can contact her on **029 20 712 722**.

Try the web sites below for more help and information on school, college and finding a job:

www.bbc.co.uk/schools

www.rhrn.thewhocaretrust.org.uk and click on 'O.i.'

For information on going to university, starting college or finding a job try :

www.connexions.gov.uk

www.dfes.gov.uk

www.ucas.uk

www.jobcentreplus.co.uk

health section



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This bit is about health

Health Assessments – Everyone who is looked after has a health assessment. This is a chat with one of our nurses to see how you are. If you need to see a doctor or have other treatment the nurse will sort it out for you. The nurses have loads of information on contraception, drugs and much more.

Sign-posting – this means that if they cannot help you the nurses can pass you on to other services.

Reviews – The nurses can attend reviews with you if you want.

Visits - The nurses do not have a clinic. They go out to see young people where young people want to see them. You can contact the nurses on **029 20 712 722**.

For more info on health issues take a look at the web sites listed below:

www.mindbodysoul.gov.uk

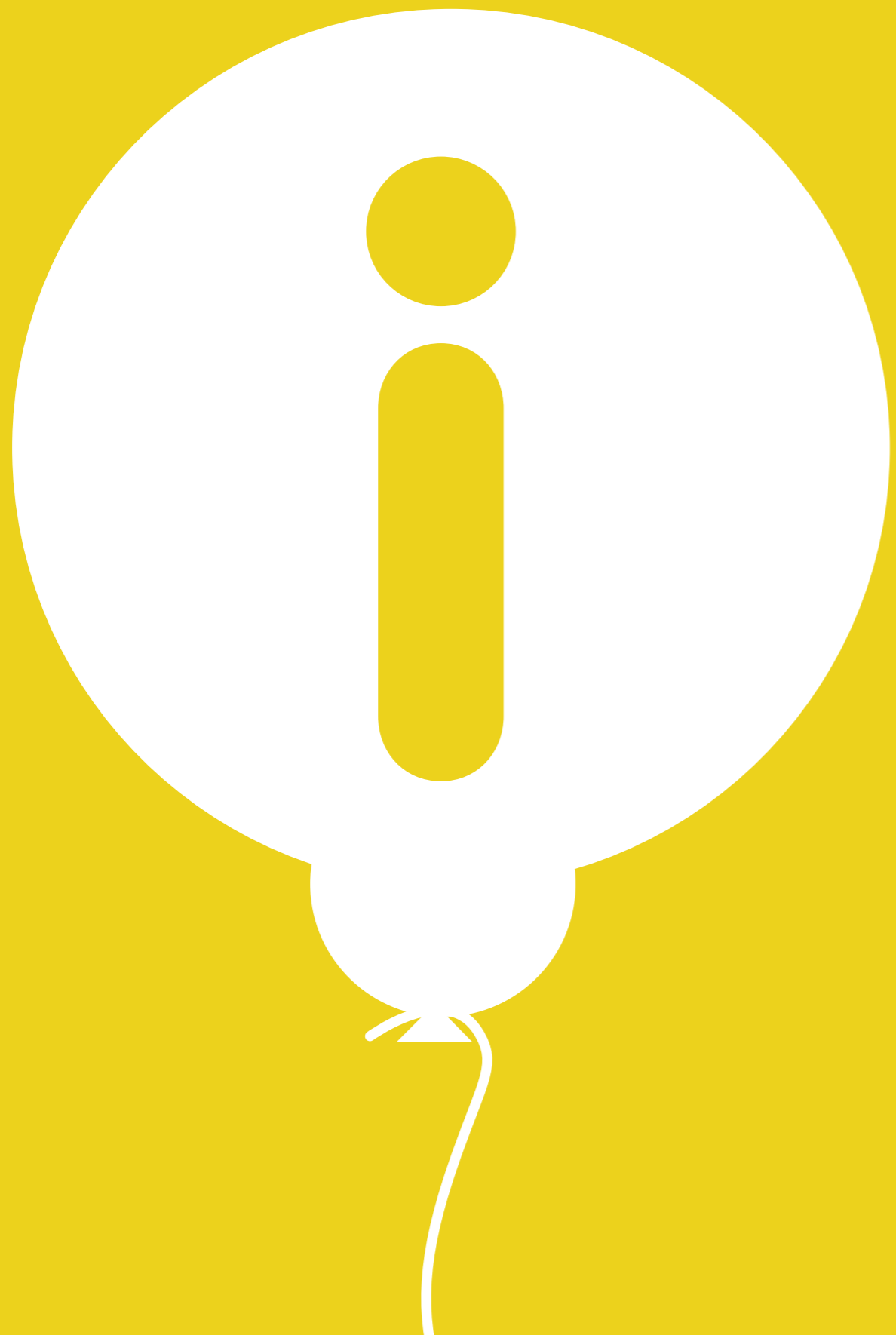
www.surgerydoor.co.uk

www.rhrn.thewhocarestrust.org.uk

-click on 'o.i.'



information section



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Vale Advocacy and Independent Visitors

Advocates can attend meetings, ensure that you are aware of your rights and help you speak up for yourself if you are not happy. Independent Visitors can offer support and befriend children and young people who have little contact with their families.

Vale Advocacy and Independent Visitors

**55 a Holton Road,
Barry, CF63 4HF**

Free phone: 0800 731 2816.

Text: 0777 102 09437.

e-mail Valeadvocacy@aol.com

Broad Street Clinic

Provides a number of clinics for children and young people.

Family Planning Clinic- no appointment needed

**Broad Street Clinic,
Broad Street, Barry**

Tel: 01446 746722.

Childline

A free confidential helpline available every day of the year

Tel: 0800 11 11.

Website: childline.org.uk

Children & Young People's Information Service (CYPIS)

Providing information on services and activities for children & young people in the Vale of Glamorgan.

Tel: 01446 704704.

email: cypis@valeofglamorgan.gov.uk

www.valeofglamorgan.gov.uk/cypis



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Children's Commissioner for Wales

Peter Clark is the Children's Commissioner for Wales. Both he and his team are there to help make sure children and young people are safe, respected, valued, have a voice in their communities, know about their rights and get the opportunities and services they need and deserve.

Tel: 01792 76500.

e-mail: Post@childcomwales.org.uk

Children's Complaints Officer - It is your right to be treated properly and fairly if you think this not happening you can contact

Children's Complaints Officer

Dock Offices
Subway Road
Barry CF63 4RT

Free phone 0800 389 8892.

Text: 0777 563 4194.

e-mail agreen@valeofglamorgan.gov.uk

www.valeofglamorgan.gov.uk

The Children and Family Services Division (Vale of Glamorgan Council)

Work to promote and safeguard the well being of children and young people in need within their families and where this is not possible, to provide good quality alternative care.

Haydock House
Holton Road
Barry, CF63 4HA

Tel: 01446 725202 (general enquiries and referrals).

Web site: www.valeofglamorgan.gov.uk



Funky Dragon the children and young people's Assembly for Wales

Aims to give 0-25 year olds the opportunity to get their voices heard on issues that affect them

Web site: www.funkydragon.org

Llamau

An independent organisation that can offer Young People's Advisors, advice regarding housing and bond schemes ,tenancy support and referrals from Social Services and probation service.

Llamau

24 Holton Road
Barry
Tel: 01446 748852.

NSPCC Child Protection line

This free confidential service provides advice and support to any child who needs help and to anyone concerned about a child's welfare

Tel: 0800 800500(24 hours)

Textphone 0800 056056.

Web site: nspcc.org.uk

Voices from Care

Set up by people who have themselves been in care to help young people who are or who have been looked after by local authorities.

Tel: 02920 398214

e-mail : info@vfcc.org.uk

WHO CARES? Linkline: 0500 5645570.

The Who Care Trust-information about being in care.

Web site:thewhocarestrust.org.uk

-click on 'o.i.'

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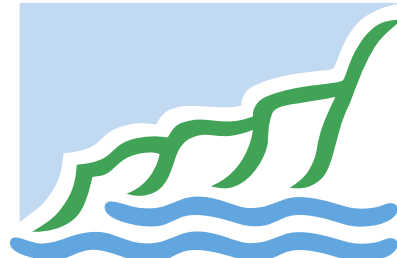
your notes

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your notes

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VALE of GLAMORGAN



BRO MORGANNWG

contact

**Vale of Glamorgan
Children and Family Services
Haydock House
Holton Road, Barry
Tel:01446 725202.**

Emergency Duty Team 02920 448 360.