LanCashire's PROMISES
CHILDREN IN CARE & CARE LEAVERS

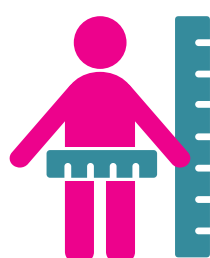## FROM YOUR CORPORATE PARENTS

These Promises have been made by Lancashire County Council and our partners to children looked after and care leavers. We promise to do our best to help you achieve your full potential, we are committed to involving you in any decisions that affect your life, we will ask you what you think, we will listen to you and take your views into account. This is part of our commitment to making sure that children and young people are valued in every aspect of their lives.

KEEP YOU SAFE AND HAPPY WHERE YOU LIVE

REGULAR CONTACT WITH IMPORTANT PEOPLE

KEEP THE SAME SOCIAL WORKER
(unless absolutely necessary for you to change)

INFO HOW TO STAY IN TOUCH

SUPPORT YOU TO HAVE A SAFE HOME

MAKE SURE YOUR VOICE IS HEARD

LISTEN TO YOU

INVOLVE YOU
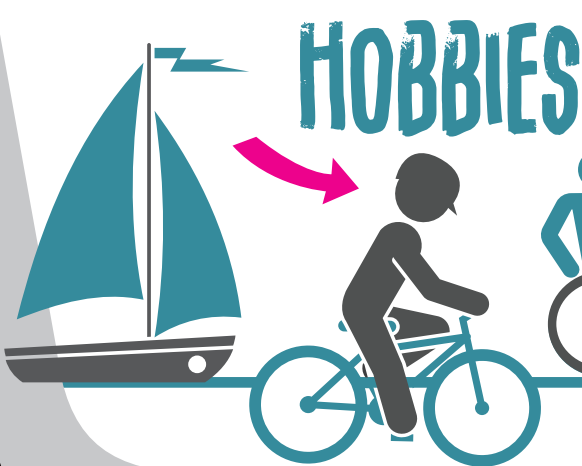
ENCOURAGE YOU TO HAVE GOOD PHYSICAL & EMOTIONAL HEALTH

CELEBRATE YOUR ACHIEVEMENTS

PLACES TO MEET MEET YOUR RELIGIOUS AND CULTURAL NEEDS

WORK

APPRENTICESHIPS

UNIVERSITY

COLLEGE

SCHOOL

HOBBIES
continue doing what you do
TRY SOMETHING NEW

MEET NEW PEOPLE

Lancashire County Council

www.lancashire.gov.uk

GETTING INVOLVED

**There are lots of different ways you can get involved in having a say about the service you receive.
You may have suggestions about what we could do differently or even what's going well for you, which could have a positive impact for other looked after children and care leavers.**

You might be interested in joining Lancashire's children in Care Council (LINX or POWAR) or the Care Leaver Forum. The groups are made up of children and young people who are in care or care leavers. It is another way of getting your voice heard. They provide a great opportunity for you to talk about issues affecting children in care and care leavers which can be fed back to the Corporate Parenting Board.

The Corporate Parenting Board is there to make sure the council does a good job for you. Attending the Corporate Parenting Board is another way you can raise issues for children in care and care leavers. Get in Touch with LINX for more information.

Want to meet an Independent Visitor?
An Independent Visitor befriends a young person in care. They will visit twice a month away from your home and plan activities together.

More information on the Independent Visitor Service and Virtual Independent Visitor is on the **Childrens Rights Service website** or call **01772 759 233.**

Need an Independent Advocate?
This service helps children and young people in care to have a say about what happens in their lives. All young people in the care of Lancashire County Council, aged 0-18 years are eligible for the service, including those living at home or with friends and extended family. We also work with care leavers up to the age of 25.

An advocate can support in various ways:
• Attending reviews/meetings with, or on behalf of, the child or young person
• Helping with placement issues
• Discussing contact arrangements with family members
• Making complaints
• Providing information

Contact **The Childrens Rights Service 01772 759 233** or complete a **request form Childrens Rights Service**

HOW TO MAKE A COMPLAINT

If you have any concerns about the service and support you are receiving then please raise this as soon as possible with your social worker, personal adviser or their manager, hopefully this will be resolved quickly.

Or you may want to contact the Childrens Rights Service to request an advocate, phone **01772 759 233** or **Freephone 0800 085 6324**.

However, if you do want to make a complaint contact the Customer Service Centre on **0300 123 6720**.

MOMO One

Mind Of My Own - MOMO One App
MOMO One is a way for children in care and care leavers to prepare for meetings, raise problems or ask for something.

You can download MOMO One as an App for Android or Apple devices or use it on any internet browser device such as a tablet or Xbox.

You can ask for the information you put in to go to a worker of your choice, for example your social worker, personal advisor or the complaints team.

MOMO One is not an instant messaging service and you will not receive a response back through the App. The information gets picked up and passed on to the worker during normal working hours, Monday to Friday. The worker will then contact you by phone or email as usual.

For more information see the **MOMO website**.

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SAFE AND HAPPY WHERE YOU LIVE