

Agenda

1. Appointment of Chair

Brendan Lee, Permanence Service, Lancashire County Council

To note that County Councillor Stephen Clarke has been appointed at Full Council to the role of chair of the Corporate Parenting Board for the municipal year 2021/2022.

2. Appointment of Deputy Chair

County Councillor Stephen Clarke

To note that County Councillor Ash Sutcliffe has been appointed at Full Council to the role of Deputy Chair of the Corporate Parenting Board (CPB) for the municipal year 2021/2022.

3. Introductions and Apologies

County Councillor Stephen Clarke

To note who is attending and any apologies for absence.

4. Notes of the Meeting and Matters Arising from 16 March 2021 (Pages 1 - 10)

County Councillor Stephen Clarke

To agree for accuracy the notes of the meeting and receive any matters arising.

5. Membership and Terms of Reference (Pages 11 - 14)

County Councillor Stephen Clarke

To review the current membership and terms of reference.

6. Review and Update of the CPB Strategy 2018-2022 and Corporate Parents Promise 2019 (Pages 15 - 42)

Andreas Feldhaar, Permanence Service, Lancashire County Council

To review the 2018-2022 Corporate Parenting Strategy and develop a work plan for the Board. Also, to review Lancashire's Promises to Children in Care and Care Leavers from their Corporate Parents.

7. Any Other Business

County Councillor Stephen Clarke

To receive any other business.

8. Date and Time of Next Meeting

County Councillor Stephen Clarke

Thursday, 22 July 2021 at 1.30pm, format to be confirmed.

Agenda Item 4

Lancashire County Council

Corporate Parenting Board

Minutes of the Meeting held on Tuesday, 16th March, 2021 at 6.00 pm in
Zoom Virtual Meeting - Zoom

Present: Members

County Councillor Ian Brown	- Lancashire County Council
County Councillor Stephen Clarke	- Lancashire County Council
County Councillor David Foxcroft	- Lancashire County Council
County Councillor Jayne Rear	- Lancashire County Council
County Councillor Julie Gibson	- Lancashire County Council
Marieta Birt	- Fostering Forum
Liz Donnelly Nelson	- Adoption
Brendan Lee	- Children's Social Care, LCC
Bradley	- LINX Representative
Natasha	- LINX Representative
Jaymie	- LINX Representative
Kris	- LINX Representative

Co-opted members

Barbara Bath	Fostering, Adoption, Residential and YOT Team, LCC
Julie Dawkins	- Fostering Providers
Audrey Swann	- Vulnerable and Looked After Children, LCC
Amanda Mansfield	- Independent Reviewing Officers, LCC
Stephen Young	- Corporate Management Team, LCC
Dylan Williams	- Barnardo's
Nighat Parveen	- Child and Family Wellbeing Service, LCC
Moya McKinney	- Leaving Care Service, LCC
Gina Power	- Children in Our Care, LCC
Cathy Trengove	- Barnardo's

Other Attendees

Jane Hylton	- Leaving Care, LCC
Kirsty Clarke	- National Youth Advocacy Service
Umer Khonat	- Business Intelligence Team, LCC
Sam Gorton	- Democratic Services, LCC
Sharon Hubber	- Children's Social Care, LCC
Brian Wood	- Child and Family Wellbeing Service, LCC
Mandy Williams	- Family Safeguarding, LCC
Edwina Grant OBE	- Education and Children's Services, LCC

Paul McIntyre
Judith Roberts

- Safeguarding, Inspection and Audit, LCC
- De Oscuro Theatre Company

1. Introductions and Apologies

All were welcomed to the meeting and apologies were received from Dr Nicola Bamford, Caroline Waldron and Kirsty Byrne.

Julie Dawkins, Child Action North West had replaced David Barrow as the fostering provider for the next 12 months and was welcomed to her first meeting of the Board.

2. Notes of the Meeting and Matters Arising from 21 January 2021

Resolved: That the minutes were agreed as an accurate record and there were no matters arising.

3. Child and Family Wellbeing Service

Nighat Parveen, Child and Family Wellbeing Service, Lancashire County Council provided an update on the remodel of the Child and Family Wellbeing Service, which has aligned itself to the Family Safeguarding Model that has been developed by colleagues in Children's Social Care. The Child and Family Wellbeing Service responds to those children and families that require early help in Lancashire at Level 2 on the Continuum of Need. Details of the service offer for children, young people and families was circulated with the agenda.

The service has been aligned to four main themes, two of which are:

- i) Family intensive support – which involves intensive casework for families with complex needs and provides individualised support to families from lead professionals.
- ii) Group work – whole host of group work sessions that are delivered to support families, children and young people who need additional support in a variety of areas and is accessible in a number of venues face to face and online. There are also a number of parenting programmes delivered too in group work and in 1:1 sessions.

The Council has an ambition for "Team around the School" and a celebration event was held on 1 March 2021 and the Child and Family Wellbeing Service are in the process of developing a "Community Offer" that will be its contribution to the wider "Team around the School".

Resolved: That the Board noted the update.

4. LINX (Lancashire's Children in Care Council)

Judith Roberts, De Oscuro Theatre Company had directed a project, Me, Myself and Us, that Lancashire's Children in Care Council (LINX) had been involved in, during 2020, however due to the COVID-19 pandemic they had not been able to perform the play which had been planned for April 2020 and the project was put on hold. It had been hoped that it would resume later in the year and as time passed it became clear that that was not going to be possible either.

The young people provided the Board with a summary of what they wanted to say about the project, and it was followed by the part-script that had been developed. The characters and events were created by the young people and inspired by their own experience. The object was to develop a piece of theatre which would make the statements that young people wanted to make in a way that allowed people to hear them through drama. The project was hosted by the University of Central Lancashire and it was supported by Barnardo's in Lancashire and funded by the Arts Council. The group had met each week from January to early March 2020, when the pandemic hit and it had to stop. Part of the script had been circulated to the Board prior to the meeting.

The young people also informed the Board of how the project had helped them and why they had become involved in the project and that they had enjoyed the opportunity and experience the project had enabled them and especially, how their confidence had grown.

The statements that had been provided from the young people from the project, were noted to be useful tools that could be part of staff training, who work alongside children in care and care experienced young people and as a service as a whole and it was noted that these would be used in the future.

Resolved: That the Board thanked the young people for sharing their experience of the project, Me, Myself and Us and that the summary statements would be used in staff training and developing the service.

5. Family Safeguarding

Mandy Williams, Lancashire Family Safeguarding, Lancashire County Council updated the Board on the Family Safeguarding model and where it fits in with the wider changes across Children's Services. The County Council launched the new Family Safeguarding model on the 11 February 2021 and in order to support the implementation of the model it was necessary to remodel the whole Children's Social Care Service, which commenced on the 4 January 2021. This allowed for staff and management to be in place ready for the full launch on the 11 February 2021 and the evaluation is being undertaken by the "What Works Centre" who were commissioned by the Department for Education and will conclude in 2023. The official launch took place on the 1 March 2021 and was a virtual event with several speakers both external and internal, with the purpose of

the launch being to ensure all partners were aware of the implementation and provided staff an opportunity to say how it felt to be in the new structure and what they were hoping to achieve.

Family Safeguarding has been introduced as part of the transformation of Children's Services within Lancashire that has meant investing significantly in Early Help, developing teams around the schools and moving from localities to functions. As a Council, it is ensuring that children in care have secure and stable homes and that it invests in the ongoing support for Care Leavers. The whole service is ambitious to deliver the best quality 'good and outstanding' service, to listen to Lancashire children, young people and their families and carers, and to work in a way that builds on family's strengths.

The presentation that was attached to the agenda was given to the Board which provided further details on the Family Safeguarding Model:

- Work carried out prior to the launch.
- Why did the Service need to change?
- Changes to Heads of Service responsibility following the Children's Social Care remodelling.
- Key components of Family Safeguarding.
- What does a Lancashire Family Safeguarding Team look like?
- Team roles.
- What difference does the Team hope it will make?
- Next steps.

The Board noted that LINX had been involved with the recruitment of social workers and working with children, young people and families in shaping Child Protection Conferences and there is a group called Family Focus which is around listening to families who are going through family safeguarding so they can feedback how it feels for them and to enable the shaping of the service in Lancashire and are committed to listening to children, young people and families.

Resolved: That the Corporate Parenting Board noted the progress of the model and how the service would move forward following its implementation.

6. Children's Permanence Service, Children in Our Care and Leaving Care

Moya McKinney, Leaving Care Service, Lancashire County Council gave a brief overview on the Permanence Service and recent developments in both Children in Our Care and the Leaving Care Service, where both services have benefited from the focus of one Head of Service and five Senior Managers who work across the whole of the Council's footprint, with a flattened management structure and significant investment in staffing within the Leaving Care Service. The reason for these changes is to ensure there is a clear focus on achieving consistency in practice and the offer, to all children and young people in

Lancashire and an ambitious plan for the future. This is particularly the case for Lancashire's young adults aged between 18 and 25 years in Lancashire.

The Leaving Care Service has seen additional staffing of two Senior Managers, withdrawal of two Practice Managers, increase of seven Team Managers, ten Personal Advisors as well as welcoming seven social work apprentices. This has allowed the Council to reshape the service and be consistent with its offer to all care leavers.

The Board noted that the key changes currently include more frequent face to face visits, an offer of direct service provision to young people over the age of 21, increased expectations of the multi-agency support made available to young people and having higher aspirations for them all. Plans are also in place for stronger collaboration with our young people and our partners to deliver along key priority areas:

- i) More opportunities for all to achieve in education and employment.
- ii) More appropriate and sustainable housing for all our care leavers.
- iii) Achieving and maintaining good physical mental health.
- iv) Support to maintain family and social relationships.
- v) Ensuring our care leavers are effectively safeguarded and have appropriate timely support at any time they may not feel safe.

Gina Power, Children in Our Care Service, Lancashire County Council updated the Board on the new Children in Our Care Service, which comprises of three Senior Managers, 16 Team Managers and 93 social workers. The structure has allowed the Service to bring together all of the Children in Our Care Teams across Lancashire, which will enable a consistent and improved service to all children and young people no matter where they live or who their social worker is.

The Board also noted that plans are in place for stronger collaboration with young people and the Council's partners to deliver within the key priority areas which are:

- i) Improving the mental health offer for children and young people in Lancashire, particularly those who have more complexed needs.
- ii) Achieving permanence and placement stability through increased focus on high quality homes for children in our care.
- iii) Supporting workforce development to encourage social workers to dream big for our children and work alongside them to create aspirational care plans.
- iv) More opportunities to improve children's physical and emotional health.
- v) Develop better reports which look for new ways to measure outcomes and success for our children.
- vi) Ensure that the right children are in our service.

Following the COVID-19 pandemic, work has commenced on supporting the children's recovery, which includes supporting their educational needs, where they have missed face to face teaching time as well as their special talents which they may have missed. Support is also needed, where relationships may have been lost with family and friends, during the last 12 months. At the heart of everything the service does, is engagement and participation and to be involved in every aspect of what the service does, from writing a care plan with a social worker and a young person, involved in interviews for social workers and managers, or reviewing policies and procedures which young people are involved in currently.

During the third National lockdown, which is currently ongoing, the most important aspect of the service is to engage with the young people and visit them and this will continue to be the focus going forward.

It was noted that following the change in the Service and how the Board would know it was being successful, would be from feedback from care leavers, the better outcomes that were being achieved and reported to regularly at these meetings and in terms of children in our care coming through the service, that they are better prepared for leaving care, due to collaboration taking place with residential homes, foster carers and the Children in Our Care Teams.

Resolved: That the Board noted the update and considered the impact for our children and young people in both the short and longer term.

7. Monthly Performance Report

Umer Khonat, Business Intelligence Team, Lancashire County Council provided an overview of performance information for February 2021 that is produced in relation to Children's Social Care and more specifically Children in Care and Care Leavers that the Board received with the agenda papers.

The Board received the headline indicators which are a subset of the main indicator set, which gives further breakdown data.

A few highlights from the data was:

- Number of referrals – since lockdown referrals have been decreasing and there have been fewer referrals from education, due to schools be closed. As lockdown is eased referrals will be monitored closely and where increases are being found, there is pinpoint work (down to Ward level) to challenge where this happens.
- Number of Re-referrals – children who have been re-referred during a 12 month period. The trajectory again is decreasing, and Lancashire's rates are below National figures as well as statistical neighbours.
- Number of children on Children in Need Plans (CiN) - again decreased, and there are 171 fewer children on plans since January 2021.

- Number of Child Protection Plans - these have also decreased, and since February 2020 to February 2021, there has been a decrease of 282 plans (a third).
- Number of Children Looked After – for five months, the rates have been decreasing and there are 36 fewer children in care in comparison to January 2021.
- Percentage of Children Looked After with an up to date Statutory Visit – 95% of children in care have been seen within timescales.
- Percentage of Children Looked After with an up to date health assessment – this is the highest it has been in over 2 years at 92.9%.
- Percentage of Care Leavers in Suitable Accommodation (18-20 year) has seen an increase of seven care leavers in more suitable accommodation.
- Percentage of Care Leavers in Education, Employment or Training (18-20 years) has unfortunately reduced by ten care leavers. A further look into the data set of those Not in Education, Employment or Training was broken down as follows:
 - 64 care leavers– due to illness or disability
 - 48 care leavers – due to parenting or pregnancy
 - 230 care leavers – due to "other" category when recording
- Percentage of Care Leavers with who the Local Authority has been in contact with in the last 2 months (18-20 years) has been maintained for the second month at 591.

Following on from the ongoing issues in terms of dental assessments, Brendan Lee and Caroline Waldron have established a pilot scheme in Rossendale with a Dentist who runs his own practice. The pilot will commence on the 22 March 2021. The Board noted that the pilot will be around enhancing and prioritising dental checks for children looked after. The Dentist is committing to two days per week for young people in care settings and will work closely with Amanda Barbour, Senior Manager for Rossendale to prioritise the young people in care settings who have been missed. This pilot will then be rolled out across Lancashire.

A testament was given in terms of Health Assessments and multi-agency working with partners that has seen the percentage of assessments carried out in February 2021 at 92.9% when a few years ago, this figure was at 12%.

Resolved: That the Board noted the performance information presented.

8. Independent Reviewing Service Annual Report 2019-20

Paul McIntyre, Safeguarding, Inspection and Audit Service, Lancashire County Council updated the Board on the Independent Reviewing Officers (IRO) Annual Report 2019-2020 for Looked After Children and Safeguarding, which the Board had received prior to the meeting. As part of its statutory function in overseeing and quality assuring the corporate parenting of children and young people looked after by the local authority in Lancashire the Independent Reviewing Officer Service incorporates a Child Protection Co-ordinator role (chairing Child Protection Conferences) and so that work is also included within the service report.

The current report covers the period 2019-2020 and therefore prior to the COVID-19 pandemic. The report is typically finalised in early summer, however, submission to the Corporate Parenting Board has been delayed by the pandemic and it would be expected to return to the Board in Autumn 2021 with the 2020-2021 Annual Report.

A further presentation had been circulated to the Board prior to the meeting, which Paul alluded to and where further information can be found on the following four main areas:

- Children Looked After
- Children subject of a Child Protection Plan
- IRO Oversight and Assurance
- Recommendations and Priorities

Resolved: That the Corporate Parenting Board read and noted the updates provided, as part of its wider oversight of corporate parenting.

9. Care Leavers Conferences

Brendan Lee, Children's Permanence – Children in Our Care and Leaving Care Service, Lancashire County Council informed the Board that planning is still ongoing for two conferences to take place, in relation to local businesses and economic growth (raising the expectations of the family business – Lancashire County Council) which links in with the Not in Education, Employment or Training (NEET) plan and will reinforce the need for apprenticeships for young people. This work is still ongoing, and the conferences will be taking place in the very near future.

10. CPB Development Day

This item was not discussed.

11. Any Other Business

Edwina Grant OBE, Executive Director of Education and Children's Services thanked staff and members for their contribution at the meeting and also thanked County Councillor Brown as the retiring Chair of the Corporate Parenting Board for the work he had done throughout his time on the Board.

County Councillor Brown also thanked all attendees and commented that it had been a privilege to be part of the Board for four years as an Elected Member and the last four years as Chair of the Board.

Marieta Birt was also thanked for her contribution as Fostering Forum representative and who was also stepping down from the Board.

A special thanks was given to Sam Gorton, by County Councillor Brown, for her support to him, throughout his time on the Board.

12. Date and Time of Next Meeting

Wednesday, 16 June 2021 at 6pm, format to be confirmed.

Constitution, Terms of Reference and Membership of the Corporate Parenting Board – June 2021

Terms of reference for the Corporate Parenting Board

Purpose:

The Corporate Parenting Board is an advisory body. It has two main functions:

1. To support and make recommendations to the Cabinet Member for Children and Families and Cabinet Member for Education and Skills on matters related to corporate parenting.
2. To advise, guide and provide leadership to the county council on issues relating to looked after children, care leavers and its corporate parenting responsibility.

To meet this purpose, the Corporate Parenting Board has the following aims and objectives:

- (a) To make sure that the whole council and relevant partner agencies commit to excellent standards of corporate parenting.
- (b) To set high expectations and stable relationships for all children in care and care leavers.
- (c) To seek improved long-term outcomes for children in care, care leavers and their families – for their happiness; well-being; educational success; and future prospects.
- (d) To make sure that the voice of the child and young person in care and leaving care influences both policy and the services that they receive, and that young people are engaged with any action intended to develop and improve services or to recruit key staff members.
- (e) To oversee and monitor the key performance indicators for the health, well-being and education of looked after children and care leavers.
- (f) To consider the outcomes of regulatory visits and inspection reports on provision for children in care and care leavers and to receive regular reports on:
 - the work of the adoption and fostering services
 - the education of children in care
 - provision for leaving care, housing and education, employment and training for care leavers; and
 - work with those in the Secure Estate.

- (g) To ensure that relevant key plans, strategies and associated resources identify and make explicit the contribution that they make to targets agreed for improvement.
- (h) To celebrate the achievements of children looked after, their carers and care leavers.
- (i) To develop an informed view of County Council provision and services through a programme of well-planned visits and feedback from Board members.
- (j) To ensure that children looked after by the local authority are offered the protection of the UN Convention on the Rights of the Child, 2 September 1990.
- (k) To establish and maintain specific task groups as necessary to make recommendations to it.

Constitution

All Members of the Board and the Chair of the Board will be appointed by the Leader who will determine their period of office.

The Board will comprise of at least the following members, but the Leader may appoint additional members at his/her discretion:

- One or more Members of the largest group
- Opposition Groups Member nominee(s)
- Family/carer representatives
- Children and young people in care and care leavers representing young people from across the county

All the above members of the Board will be entitled to vote and the Chair will have a casting vote.

The Leader can make changes to the above appointments at any time.

- No Cabinet members will serve on the Board

Co-opted membership

The Board may co-opt representatives, without voting rights, from significant services involved in corporate parenting:

Health provision – including CAMHS
Early Help Service
Schools
Colleges
Police
Youth Justice
Private sector provision

Voluntary sector provision
Safeguarding Board
Department for Work and Pensions
Housing Authorities
Lancashire County Council Corporate Management Team

The Board can make changes to the co-opted representation at any time.

The Lead Officer and/or Director of Children's Social Care will also attend all meetings to advise and support the Board.

The Board does not have decision-making powers and is not a formal Committee of the County Council.

The Board will meet bi-monthly or as otherwise agreed. The frequency of meetings can be changed by resolution of the Board or by the Chairman in consultation with the Lead Officer.

The Board will receive advice and reports from the following:

- (a) The Headteacher for Children Looked After, School Improvement
- (b) CiCC - Lancashire's Children in Care Council
- (c) Children and Young People's Champions:
 - representing the elected members of Lancashire County Council
 - representing the Children and Young People's Strategic Partnership
- (d) Children's Right Service

June 2021

Agenda Item 6

Corporate Parenting Board 16.06.2021

Workshop:

Review and update of the Corporate Parenting Strategy 2018-2022



Facilitator:

Andreas Feldhaar, Practice Development Lead for Lancashire's Permanence Service

Aim:

To revisit our corporate parenting strategy to

- ensure it reflects our vision today
- agree priorities and actions for the next 6 months
- improve partnership working and to work collaboratively with the principle of permanence at the core
- ensure every child and young person looked after and leaving care is provided with a sense of security, continuity, support and stability
- to review the appropriateness and effectiveness of our priorities and corporate parenting strategy for the future

Why:

- ✓ A new Corporate Parenting Board
- ✓ A new Permanence Service
- ✓ A new strength-based practice approach

What we will do:


Group work sessions to look at each objective of the corporate parenting strategy and identify what actions the corporate parenting board intends to progress to achieve outcomes for each of the objective.

Pre-workshop preparation:


Please familiarise yourself with Lancashire's Corporate Parenting Strategy 2018-2022 and the Corporate Parents Promise 2019 circulated with the agenda for the Corporate Parenting Board.

CORPORATE PARENTING STRATEGY 2018-2022





“Young peoples’ input into the Corporate Parenting Strategy is massively important as we have the lived experience of what it is like to be a child looked after in Lancashire.”



“We have first-hand experience of what the local authority is like as a Corporate Parent and what could be done to improve this so we get the best experience possible.”

“We want to be kept informed of decisions that are made and the reasons behind why they have been made. This is our strategy and we want to affect how services are run and make sure they work for us. ”

“We want our voices to be heard and what we ask for and discuss to be acted upon. ”

Thank you to LINX and the Care Leavers Forum for helping us shape our strategy.

INTRODUCTION

We want all Lancashire children to lead successful and fulfilling lives. Our vision is that all children, young people and families in need of help are safe, healthy and supported to achieve.

Whilst children in and leaving our care have achieved incredible things, we know that our services and support to them are not yet consistently good enough. That is why we have worked with them to develop this strategy. It outlines the areas we are going to work together to improve and why. It also says how we will know when we have been successful. To make sure we deliver what we say we will every year we will have a detailed action plan for the whole council and our partners. We will check we are making good progress by reporting regularly to the Corporate Parenting Board which is made up of young people, elected members, foster and residential carers, council staff and our partners.

The strategy sets out our ambition for our children and how we intend to fulfil our corporate parenting responsibilities in a way which puts children and young people at the centre of improvements in the planning, delivery and evaluation of our services. It forms the framework in which Lancashire staff, elected members and relevant partners will work.

Thank you for supporting the strategy.



Angie Ridgwell
Chief Executive
of Lancashire
County Council



**Cllr Geoff
Driver**
Leader of the
County Council



**Cllr Susie
Charles**
Cabinet Member
for Children, Young
People and Schools



Cllr Ian Brown
Chair of Corporate
Parenting Board

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1. WHAT IS CORPORATE PARENTING?

Sometimes it is not possible for children and young people to be looked after safely by their families without support from social workers. When this happens they come into care and live with foster carers, residential carers, with extended family or in other types of placements. The obligations of their parents become the responsibility of everyone at the council and our partner organisations. The law says this means being their Corporate Parents and “providing them with the stability and support they need to make progress and helping them to access new opportunities and experiences that inspire them to set ambitious goals for themselves” (Keep on Caring 2016).

As a Corporate Parent we have the same goals for children in our care and moving on to independence as every good parent. We will always ask ourselves

“if this was my child, I would

We will strive to ensure everything we do is underpinned by 7 care principles:

- 1 to act in the best interests, and promote the physical and mental health and well-being, of children and young people
- 2 to encourage children and young people to express their views, wishes and feelings
- 3 to take into account the views, wishes and feelings of children and young people
- 4 to help children and young people gain access to, and make the best use of, services provided by the local authority and its relevant partners
- 5 to promote high aspirations, and seek to secure the best outcomes, for children and young people
- 6 for children and young people to be safe, and have stability in their home lives, relationships and education or work
- 7 to prepare children and young people for adulthood and independent living

Our Top Tips for Good Corporate Parenting were developed with young people. Please see Appendix 1.



2. WHY DO WE NEED A STRATEGY?

In Lancashire we are very proud of our young people and everything they achieve.

This strategy will provide direction to the various services within the local authority and our partners to improve provision and opportunities to young people in our care and our care leavers. We want the very best for our young people and will support them to ensure that they can reach their fullest potential.

We know from research that children and young people who are looked after by the local authority can be at risk of having poorer outcomes than their peers. They are more likely to leave school with fewer qualifications, have a higher risk of offending and of not being engaged in education, employment and training.

We are fully committed to ensuring that all of our looked after children and young people receive a good education in a caring and supportive environment. Being supported to achieve their best at school enables children and young people to make a successful transition into further education, training and employment.

The Education, Employment and Training Plan for our looked after children and care leavers is being embedded into practice and the impact is beginning to be seen. A higher proportion of care leavers are successfully completing further education courses, entering apprenticeships and moving into higher education.

We know that physical and emotional health is important and as Corporate Parents it is our responsibility to ensure our children have access to excellent health care services and support.

Children and young people need to feel safe and have stability throughout their journey from childhood through adolescence and to independence. As Corporate Parents we will champion for safe places for children and young people to live and ensure they have appropriate access to financial support.

What our children and young people tell us will be at the heart of how our services are developed and delivered.

As Corporate Parents we will be ambitious for our children in care and care leavers.



3. WHO ARE WE LOOKING AFTER?

CHILDREN AND
YOUNG PEOPLE IN
OUR CARE

IN FOSTER
CARE



LIVING
AT HOME



YOUNG PEOPLE
LIVING IN A STAYING
PUT ARRANGEMENT

LIVING WITH AN
ADOPTIVE FAMILY

IN
RESIDENTIAL



.....
IN ALTERNATIVE RESIDENTIAL SETTINGS



4. WHAT ARE WE GOING TO DO?

We have listened to children and young people and have produced nine key objectives that will improve the support we provide to them in the future.

OBJECTIVE 1

Children and young people have a voice in the way we deliver our services

'To ensure that children and young people are consulted and actively participate in the decisions we make about how we deliver our services'.

'Nothing about me without me'.

We will continue to consult with children looked after and care leavers through the Children in Care Council (LINX and POWAR), the Care Leavers Forum and the Corporate Parenting Board. They will have a say and be able to influence any changes to current services or the implementation of new services. We will continue to consult with as many children and young people as possible, using their ideas and recommendations to shape our services.

www.lancashire.gov.uk/youthzone/need-to-know/linx-speaking-for-you/



OBJECTIVE 2

Children and young people can remain safely at home

'To ensure that early support is provided at the right time to prevent the need for statutory intervention'.

It is important to ensure that whenever possible, children can live safely with their own family. It is always preferable to provide the necessary support to families to allow children to remain living at home than to seek to move them into care. We will always consider other family members or connected people first.

However, if children need to be looked after, we will ensure that this is carefully considered with the aim that they can return home if it is safe to do so. This will include working with a range of partners at every stage. Lancashire uses its Continuum of Need and Risk Sensible Model to identify support services that are needed for the family.

OBJECTIVE 3

Care leavers in Lancashire will have a 'Local Offer'

'To ensure that all care leavers feel supported and can access a range of services to promote their continued wellbeing into adulthood'.

The Children and Social Work Act, 2017 states an expectation that local authorities will publish information about:

- Services that local authorities offers to care leavers;
- Other services that local authorities and agencies offer that may assist care leavers in, or in preparing for, adulthood and independent living.

Lancashire's 'Local Offer'

The Local Offer was developed with young people following a consultation event at Lancaster University. It brings together a wide range of activities and services for care leavers. The Local Offer will be improved and enhanced over the course of the strategy.

For more information, please see Appendix 2.
www.lancashire.gov.uk/youthzone/care-leavers-local-offer/



OBJECTIVE 4



Children and young people will be supported in their education, employment and training

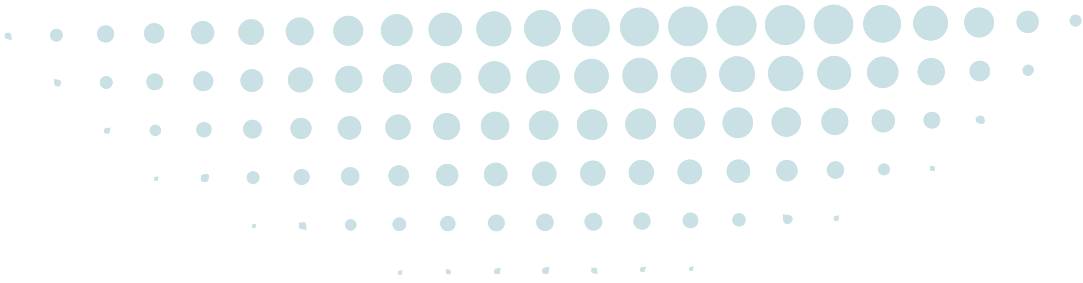
'To close the achievement gap between those children and young people that the local authority cares for and those that are cared for by their own families'.

Young peoples' likelihood of success in life is much better if they are supported into education, employment and training when they leave care. We recognise that young people who have been in care will often need additional access to these opportunities and we are committed to ensuring that this support is available. We are aware that many children and young people have gaps in their education and we are keen to ensure the children in our care are confident to access a range of educational settings, achieving success in whatever they choose to do. We want all our children to be their best.

Whilst the educational attainment of our children at Key Stage 1 and 2 is good, we know there is a lot more to do to improve educational attainment at Key Stage 4.

The Lancashire Virtual School for children in our care aims to provide support and challenge to schools, education providers, social work teams, and other key partners. The Virtual School also monitors and tracks the progress and individual educational outcomes and targets for all our children looked after and care leavers.

The Employment and Support Team (part of the Virtual School) support Lancashire County Council's children looked after and care leavers aged 14-25 years, with the next steps into employment, apprenticeships, training, volunteering and work experience. It is our aim to increase opportunities for the children we care for across Lancashire and ensure that opportunities are provided in each locality.



OBJECTIVE 5

Children and young people will have a suitable place to live and be cared for

'To ensure that the children and young people we care for have a range of suitable and appropriate accommodation to meet their immediate and long term needs'.

All children we care for should have access to opportunities to play, socialise, exercise and learn. Being in care shouldn't mean that children and young people miss out on any opportunities.

It is important that wherever a child is placed they are encouraged and supported to experience positive social and leisure activities to encourage their wellbeing.

As a child becomes an adult and they move to independence, housing providers and District Councils have an essential role to play in working with Lancashire County Council to provide enough good quality accommodation for care leavers. Lancashire County Council and its district partners are working hard to ensure that when young people are ready to live more independently, we are able to provide a range of move-on accommodation with support, as required.

Staying Put allows young people to remain with their foster carers post 18 years and is promoted as the best option for young people in foster care. Children's Social Care will continue to familiarise themselves with accommodation options for care leavers to ensure their young people's expectations are managed appropriately.



OBJECTIVE 6

The health and wellbeing of our children and young people in care and care leavers will be a priority for Lancashire County Council

‘To improve the health and wellbeing of the children and young people we care for’.

Health partners have a significant role in identifying, delivering and improving the health of children and young people who are looked after. An initial health assessment is undertaken when a child/ young person is new to care to identify any health needs, and dependant on their age a further review assessment is carried out 6 monthly or annually. Children looked after, can have complex health needs, both physical and psychological. The Looked After Children Nurses liaise with the wider health economy, such as paediatric therapy; dental services; GPs; specialist services e.g. CAMHS, as well as other agencies and non-statutory organisations to ensure health needs are met in the best way for the individual child or young person.

At the final health assessment, the young person leaving care will receive a summary of health needs letter, containing a summary of recent health issues, immunisation status, details of key health contacts, e.g. GP, LAC Nurse, sexual health services.

From listening to young people’s feedback, we are currently working with Adult Services to ensure that any continuing support that is needed for our young people is planned before they become adults.

OBJECTIVE 7

Children and young people will receive appropriate financial support

‘To ensure that young people have enough money to provide for their needs whilst in care and after they have left care and ensure that they are supported financially to establish their own homes’.

Lancashire County Council has listened to the voice of young people and understands how difficult it can be living independently. To assist with this, the local authority has ensured that all care leavers can gain assistance with their council tax.

Financial Procedures for care leavers has been refreshed and this sets out the amount of financial support that will be offered to children who are looked after and care leavers.



OBJECTIVE 8

Children are protected from harm and risk of exploitation

'To ensure that children are protected from harm and exploitation and ensure that they are provided with support to overcome any pull factors that would lead them to being exploited'.

Partner agencies work together to ensure a coordinated response to children and young people most at risk of criminal or sexual exploitation, missing from home and trafficking. Dedicated exploitation teams minimise the number of professionals the child or young person has to work with.

The pathways and approaches for exploitation have been reviewed, updated and improved to be more child focused which will help to build positive working relationships with children who have experienced significant trauma through exploitation. Additional information can be found in Appendix 5a.

For further information, please see www.lancshiresafeguarding.org.uk

Children missing from home

Two thirds of children identified as missing are open to social care and are looked after children. As a response, the local authority has implemented robust, child focused policies and procedures to help support children and young people when they are identified as being at risk of missing.

Children in our care and youth justice

Lancashire County Council's Children's Services', the Youth Offending Team, Lancashire Constabulary and the Crown Prosecution Service have joint working arrangements to divert and prevent children looked after from offending behaviour and entering or escalating through the justice system.

There is a multi-agency plan in place to respond to the 'In Care of Trouble' agenda.

Additional information can be found in Appendix 5.

OBJECTIVE 9

Children and young people in our care and care leaver achievements are celebrated

'To ensure that the children we look after and have looked after, are recognised for their achievements and successes'.

Children in our care and care leavers have a variety of opportunities to celebrate their achievements. PROUD is the biggest event of the year with young people being nominated by a wide range of key workers and agencies.

The PROUD Awards are an opportunity for Corporate Parents to come together with our children and young people to celebrate their achievements. Approximately 60 young people and their guests attend PROUD each year. It serves as a timely reminder of our children and young people's resilience, many talents and successes despite the adversity and challenges many have overcome. This annual event will continue to celebrate our young people and show them how proud we are.



5. HOW WILL WE KNOW WE HAVE MADE A DIFFERENCE?

WHAT WILL PARTNERS SAY?

WE UNDERSTAND HOW WE CAN CONTRIBUTE & SUPPORT

WHAT WILL YOUNG PEOPLE SAY?

I FEEL GOOD ABOUT MY FUTURE

I FEEL SUPPORTED AND CARED FOR

I FEEL ABLE TO SHARE MY VIEWS AND FEELINGS

I FEEL PROUD OF MY ACHIEVEMENTS

WE WORK AS A TEAM AND VALUE OUR DIFFERENT ROLES

WHAT WILL CORPORATE PARENTS SAY?

WE BUILD TRUSTING
RELATIONSHIPS WITH
OUR CHILDREN &
YOUNG PEOPLE

I AM PROUD
OF OUR CHILDREN AND
YOUNG PEOPLE

WE VALUE AND RESPOND
TO WHAT CHILDREN &
YOUNG PEOPLE TELL US

OUR CHILDREN
AND YOUNG PEOPLE ARE SUPPORTED
TO ACHIEVE THEIR BEST IN EDUCATION
AND EMPLOYMENT

OUR CHILDREN
AND YOUNG PEOPLE FEEL
SAFE AND CARED FOR

I WANT THE
BEST FOR OUR CHILDREN
AND YOUNG PEOPLE

CORPORATE PARENTING APPENDICES

APPENDIX 1

Top Tips to Good Corporate Parenting What our Children and Young People say

01 Know a Child/Young Person's Story
Understand why your child/young person is in care from the file and also their story when you meet them.

02 Care History
Understand their care history, placements, and current placement i.e. who are the other children/young people in placement, are there any risks? Dynamics.

03 Family/Contact
Understanding their birth family is important to them, who they have contact with – is there anyone they are not allowed to see? Contact plan as part of care plan, the venue of contact/visits/supervised or unsupervised needs to be thought through.

04 Purpose
Visit regularly and understand why you are visiting your children.

05 Assess and Plan
What is the plan? Going home?
Staying in placement until adulthood?
Do an assessment to ensure this plan remains relevant.

06 Ambition
Have ambition for your children/young people. Education, hobbies, friends, wishes/wants.

07 Voice of the Child/Young Person, their 'Lived Experience'
Understand and listen to what your child feels/wants and evidence this. Who is your child close to i.e. teacher? Look at the best holistic way of obtaining the voice of the child/young person.

08 Visit
See your children on their own, take them out, do unannounced visits on occasion see what their everyday environment is like unstaged. Think about the purpose of the visit and what needs to be achieved.

09 Multi Agency and Partnership Working
Other agencies have information about your child/young person, their history, likes and dislikes, risks. They may see them every day and will have education and health information which assists you in building up a picture of what needs they may have and what the plan of care needs to be.

10 Know your Resources, Support and Community
Know what is there for your children young people that may benefit them.

11 Child/Adolescent Development
Understand your child's history and child/adolescent development.

12 Identity and Diversity
Be aware of specific issues, special educational needs, criminality, transgender, sexuality, cultural and ensure this is acknowledged in care plans.

APPENDIX 2

Priorities identified at the Care Leaver Local Offer Event at Lancaster University in April 2018. More detailed information can be provided.

Accommodation

- Accommodation options in the area they were in care
- Smaller types of supported accommodation
- What support can I get from housing?
- Practical skills to prepare for independence

Health and Wellbeing

- Better transition to adult services, adult services need to know about issues facing care leavers

Relationships

- Would like peer-peer support from other care leavers
- Good support from personal adviser but would like to see her more

Education, Employment and Training

- Great if care leavers received an apprenticeship bursary like they do at university
- Opportunities to visit universities
- Need a list of training providers in the area where I live

Other Support and Participation

- Care leaver forums in other areas
- Information on what a Care Leaver Forum is
- Activity groups that are after 5pm
- Out of hours support

APPENDIX 3

Education Attainment

Key Stage 1 (end of year 2: 7 years old)

- Lancashire KS1 CLA achieved above national average for CLA in every subject area: Reading, Writing, Maths and all three combined and well above average in Writing and the combined measure for Reading, Writing and Maths
- Compared to 2015-16 our KS1 CLA increased attainment in all subject areas and above the rate of increase for CLA nationally.
- Key Stage 2 (end of year 6: 11 years old)
- Lancashire KS2 CLA achieved above the national average for CLA in Reading, Maths, Grammar, Punctuation and Spelling, and also in Reading, Writing and Maths combined
- Writing assessment was lower for our KS2 CLA than the national average, though we had a higher % of pupils (9%) who achieved Writing at greater depth than the national average (6%)
- Compared to 2015-16 our pupils increased attainment in all measures except in Writing
- Progress from KS1 to KS2
- Lancashire CLA who had been in care for at least 12 months,

made greater progress than those with similar starting points, from the end of KS1 to KS2 than national CLA average, in Reading, Writing and Maths

- Progress in Maths was significantly higher than national rate
- Key Stage 4 (end of year 11: 16 years old)
- Attainment and progress was below the national average- measured by scores obtained, and progress measured, across 8 examinations (Attainment 8, Progress 8)
- The attainment and progress of CLA in 2016-18 decreased nationally from 2015-16, and in Lancashire this decrease was higher than the national average

Currently 69% of our CLA/care leavers are in education, employment and training in May 2018, compared to 53% of the same cohort in May 2017.

97% of this group are currently assessed as on track to achieve their qualification.

The merger of the Employment and Support Team with the Virtual School (November 2017) and the commitment from the LA of significant funding (9 April 2018) had greatly increased the level of support that is available to support CLA and care leavers into employment. Since April 2017 the team has supported 241 young people. 84 have accessed work experience placements and to date 50 have progressed into paid employment, which has increased from a total of 16 in the same period in 2016-17.

APPENDIX 4

Care Leavers

Revised information on the financial support available to care leavers will be shared after it has been agreed at Cabinet in the autumn. Additional information will be published on the Local Offer website, once it has been confirmed.

Moving Towards Independence

- Young people will be supported by their personal advisers, social workers and key workers if they reside in supported accommodation. Practice guidance has been published which provides a consistent message and support for young people.

ASDAN Awards

The ASDAN Living Independently Short Course is focused on helping children looked-after make a successful transition to adulthood. The course supports the cross-government strategy to transform support for young people leaving care – ‘Keep on caring: supporting young people from care to independence’. 347 packs have been issued to care leavers in Lancashire. The packs can be completed with support from their personal advisers, foster carers or any other support worker.

APPENDIX 5

A comprehensive approach has been crafted in respect to not only supporting children identified as being missing, but also to enable children, young people and professionals to be able to gain a fuller understanding of the push and pull factors that orbit children when identified as missing.

Such an approach is crucial to ensure that the local authority is able to respond to the needs of children placed in its care and to be able to offer children and young people the support and guidance that one would expect from a parent.

Lancashire County Council has a clear process pathway in order for children and young people to be supported. This includes the child or young person being seen within 72 hours of being found and being offered a return home interview. These interviews are holistic and child focused and allow the child and young person to gain some insight and understanding into the possible reasons they may go missing and what support can be provided to assist the child or young person to reduce their missing episodes.

As a Corporate Parent, we are resolute in ensuring that all children placed in our care, that are subsequently identified as being at risk of missing, are offered a comprehensive package of support that reflects their individual needs.

a) Missing From Home

Lancashire County Council has implemented Missing Intervention Meetings, where the child, parents and carers are invited to discuss identified concerns pertaining to missing episodes. These meetings allow the child or young person to explore the reasons why they go missing and what the local authority, as a Corporate Parent, can do to help alleviate these incidents.

Monthly Missing from Home Panels are held, where the most high risk missing cases are discussed in a multi-agency forum. The panel discuss the child's care plan and evaluate if certain aspects of the plan needs revisiting to ensure that the plan is appropriate to the child's.

This approach has already proven to be highly effective in addressing identified issues and then being able to make recommendations for level 3 strategy meetings to be held in order for the child's care plan to be evaluated and if needed amended. It is agreed that such swift actions allow for the child's care plan to not only be evaluated, but for a comprehensive, holistic and child focused response to be provided when a child has been identified as being at risk of missing.

The Multi-Agency Child Sexual Exploitation (MACSE) Meeting occurs on a monthly basis and interlinks with the missing Education and Missing From Home Panels to ensure that all areas of risk within a child's life are captured and plans established. The MACSE is a multi-agency meeting and is attended by all required partners to inform decision making in relation to plans

and intervention, such as disruption or prosecution of perpetrators. The plans established within the meeting also help to safeguard children.

The exploitation teams work closely with the child's social worker in order to support, assist and befriend alongside the risk assessment and risk management plan. This joined up working provides additional support to a child when they have been a victim of exploitation.

The service also commissions additional support and training from experts within the field to upskill staff and work directly with children who require specialist intervention and support to begin to address the trauma they have experienced. All training delivered is multi-agency and links in with the LSCB.

b) Children Missing Education

In Lancashire, the Children Missing Education (CME) Panel fits within the structure of multi-agency meetings and panels across Lancashire, including Multi-Agency Child Sexual Exploitation (MACSE) and Missing from Home (MFH). The CME Panel meets monthly and is attended by representatives from Education, CME, Virtual School, Pupil Access, SEND, CSE and CFW. New cases of CME are identified by the CME Team in priority order across Lancashire; these are added to the existing open cases. At each panel previous cases are discussed.

There are three outcomes at the panel:

1. A case may be closed if the child or young person is now in education
2. A case may be referred to MFH or MACSE if a situation has escalated and other issues make the child/young person more vulnerable
3. A case remains on the panel list and will be returned to at the next meeting when updates on new actions will be discussed. Each action is clearly allocated to an individual and they have responsibility for progressing that action.

APPENDIX 6

Legislation

- Section 1 of the Children and Social Work Act 2017
- Part 3 of the Children Act 1989 (the Act)
- The Care Planning, Placement and Case Review (England) Regulations 2010 (as amended 2015)
- The Care Leavers (England) Regulations 2010 (the Care Leavers Regulations)

The Children and Social Work Act 2017

The Act is intended to improve support for children looked after and care leavers. It sets out principles for local authorities to be the best parent they can be to children in their care.

Section 1 introduces seven principles of Corporate Parenting which local authorities must have regard to for children looked after or care leavers. (See below).

Section 2 requires local authorities to publish information about the services it offers to care leavers which may assist them in preparing for adulthood and independent living. These services may include health and wellbeing, education and training, employment, accommodation, and participation in society. It is distinct from the special educational needs and disability (SEND) local offer stipulated by the Children and Families Act 2014.

Section 3 requires local authorities to appoint a personal adviser for care leavers who request one up until the age of 25, regardless of whether the young person intends to pursue education or training. The local authority also has a duty to carry out an assessment of the young person's needs and to provide the necessary advice and support. This includes supporting young people to access housing options teams and to ensure that they are able to access the correct information.

www.local.gov.uk/get-act-children-and-social-work-act-2017

Keep on Caring

In 2016, the government launched its new strategy, 'Keep on Caring'. It outlined its vision for further reform of support for care leavers based on innovation, system reform and the embedding of corporate parenting responsibility across society.

Strategic priorities include: better preparation for independent living; access to education, employment and training; improved stability, through funding for Staying Put arrangements and introducing Staying Close for young people leaving residential care; health and wellbeing and financial stability.

www.gov.uk/government/publications/keep-on-caring-supporting-young-people-from-care-to-independence

Ofsted

From 2018, the way Care Leavers Services will be inspected is going to change. For more information, see <https://www.gov.uk/government/publications/ofsted-strategy-2017-to-2022>

Health of Looked After Children

www.gov.uk/government/publications/promoting-the-health-and-wellbeing-of-looked-after-children--2

Educational Attainment of Looked After Children

www.gov.uk/government/publications/promoting-the-education-of-looked-after-children

Looked after Children and Youth Justice

DfE - CA 1989 Guidance & Regulations Volume 2 - Care Planning, Placement & Case Review (Supplement)

APPENDIX 7

The role of Elected Members/District Councils/External Partners

- Have a clear understanding and awareness of the issues for looked after children and care leavers in the authority area and those placed out of area
- Champion the interests of looked after children and care leavers in all they do
- Ask questions about outcomes for children and challenge appropriately
- Ensure looked after children and care leavers have a say in how decisions are made about the services that affect them, so they can influence those decisions. This includes councillors engaging with the looked after children council and the leaving care council
- Provide meaningful work based training opportunities, including apprenticeships for care leavers within the council and its partners and contractors to improve their future prospects
- Ensure children placed out of county receive an equal service
- Ensure that the council, as Corporate Parent, is keeping the promise it has made in the Care Leavers Pledge
- Require evidence of improving positive outcomes and aspirational progress for Lancashire's looked after children
- Ask how all elements of council business have an impact for looked after children
- Make connections and links between council plans, strategies and decision-making for looked after children

ACRONYMS

Care leavers fall into four categories which have been defined in the Children Act 1989;

1. Eligible
2. Relevant
3. Former relevant
4. Qualifying

CAMHS - Child and Adolescent Mental Health Services
CFW - Child, Family and Wellbeing Service
CLA - Child looked after
CME - Child Missing Education
CP - Child Protection Plan
CSC - Children's Social Care
CSE - Child Sexual Exploitation
DfE - Department for Education
GP - General Practitioner (doctor)
KS - Key Stage (in reference to education)
LA - Local authority
LAC - Looked after child (Health)
LCC - Lancashire County Council
LCS - Lancashire's recording system

LINX - Children in Care Council
LSCB - Lancashire Safeguarding Children's Board
LYOT - Lancashire Youth Offending Team
MACSE - Multi Agency Child Sexual Exploitation
MASH - Multi Agency Safeguarding Hub
MFH - Missing from Home
PA - Personal advisers
PEP - Personal Education Plan
SEND - Special Educational Needs and Disability
SW - Social Worker

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

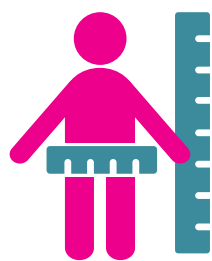
MAKE SURE YOUR VOICE IS HEARD



LISTEN TO YOU



INVOLVE YOU

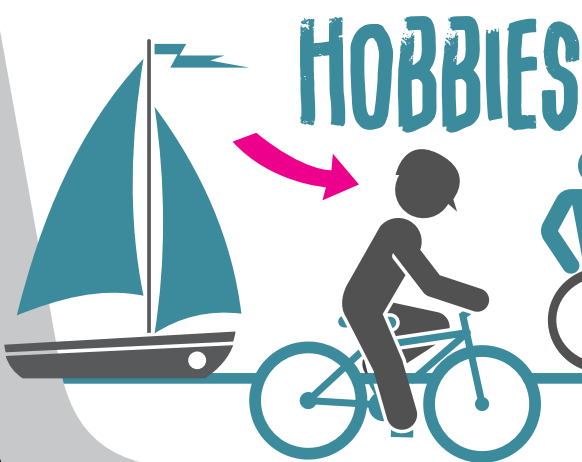
ENCOURAGE YOU TO HAVE GOOD PHYSICAL & EMOTIONAL HEALTH



CELEBRATE YOUR ACHIEVEMENTS



PLACES TO MEET MEET YOUR RELIGIOUS AND CULTURAL NEEDS

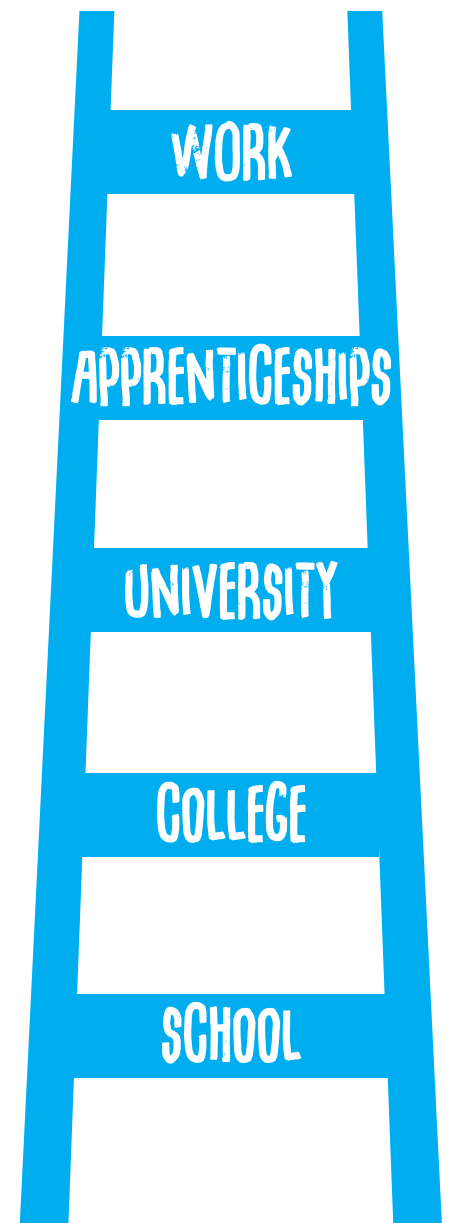


HOBBIES

continue doing what you do TRY SOMETHING NEW



MEET NEW PEOPLE



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**.



Mind Of My Own One App

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

You can download Mind Of My Own 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.

Mind Of My Own 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 [Mind of My Own website](#).

LANCASHIRE'S PROMISES CHILDREN IN CARE & CARE LEAVERS

