

Our Promise to you



We want you to feel listened to, safe, cared for, and part of all the planning which goes on about your life.

To show our commitment to you, we are making you four promises.



We are making these promises because we want to support you to live your best life and have your brightest future.

We promise to ask you

- **About your wishes and views about plans which are about you**
- **What support you need to make things better whenever there is going to be a change of worker or placement**
- **What support you need to make things better**
- **Who is important to you and who you want at meetings**
- **How you want to share your views in a way which suits you**
- **Your feedback when things go well and also when they don't go so well**



We promise to listen to you

- Giving you regular chances to share your views openly and on your own
- Making sure your voice is included in all records, meetings and plans
- Valuing and respecting your views and making sure wherever we can that they guide planning about your life
- Making sure the right person that you trust can have the right conversations with you
- Making sure that if you aren't happy we support you to find a solution or make a complaint.



We promise to keep you safe



- Checking in with you more regularly and being there for you when you are having a difficult time
- Listening to what makes you feel safe and what makes you feel unsafe in your relationships
- Helping you as much as you need to make safe decisions and understand why we don't think something is safe
- Talking to the people who are important to you to help keep you safe
- Making sure your wishes and feelings are considered if we think you need a safety plan
- Help you get the right help at the right time for your emotional wellbeing and mental health

We promise to be honest

- Doing what we say we are going to do or explaining to you when something cannot be done
- Sharing good things as well as worries with you
- Helping you to understand why you are or have been in care by sharing your story with you in a way and at a time that is right for you



If you feel we haven't kept any of our promises to you, let us know by speaking to the team manager or head of social work - your social worker or personal advisor will be able to tell you how to contact them.

