

ages  
12 to 21

# Hillingdon

## Charter

## and Pledge

As Cabinet Member for Children, Families and Education, my priority is to make sure that we provide the support our children and young people need to thrive.



There are children and young people from a wide range of cultures and backgrounds in the borough who, for a number of reasons, are unable to live with their birth families and so, as their corporate parent, it is our responsibility to ensure that they receive the chance they deserve of a happy, fulfilled life.

This responsibility continues even after a young person's 18th birthday and we are committed to supporting our young people leaving care with practical support and advice to help them map out a clear route to a prosperous, independent future. We know that leaving care can be a daunting process for young people and we work hard to ensure that they are supported through important life events – whether it is setting up home or entering education, training or employment.

It's our belief that every young person should be supported to be the best versions of themselves and it's our promise to work alongside them to help them achieve this.

**Cllr Susan O'Brien**  
**Cabinet Member for Children,**  
**Families and Education**

### Hillingdon Council's Charter

- We promise to respect you and honour your identity as an individual, taking into consideration your values, beliefs and personal needs.
- We promise to ask you about important decisions being made about you and take your views into consideration.
- We will do everything that we can to help you feel cared about, involved, valued and respected as an individual.
- We promise to believe in you. We will help you to set goals and support you in achieving them.
- We promise to be open, honest and give you an explanation of our decisions.
- We promise to acknowledge your messages, even if it is just to let you know that we have received them and aim to give you an answer as soon as we are able.
- We promise to value and support, where appropriate, relationships that are important to you.



*Our promises to you*



**HILLINGDON**  
LONDON

[www.hillingdon.gov.uk/kidsincare](http://www.hillingdon.gov.uk/kidsincare)

- We promise to point you in the right direction and help you move along at your own pace.
- We promise to support you throughout your education, employment or training so you can reach your full potential.
- We promise to support you in creating your Pathway Plan, a planning document for your journey into independence. We will both have a copy of this so that we remember what we are working towards.
- We promise to work with other services to respond to any changes in the law that affect the lives of young people.
- We promise to minimise any changes to your school, placement or workers unless they are absolutely necessary to make sure that you remain safe and well.
- We promise to take the time to listen to you and do our best to give you the right advice if things aren't going well for you.
- We promise to make sure you keep in touch with family and friends as much as possible whilst considering your safety and wellbeing.
- We will help you manage changing relationships or come to terms with loss, trauma or other important life events.
- We promise to keep you safe and well by making sure where you live is safe and the right place for you, giving you the right support so that you can be physically, emotionally and mentally healthy, and by doing everything we can to ensure that you are happy and safe when you move to independence.
- We promise to give you information about your entitlements at every stage of your move towards independence using our finance policy leaflets and support you to access these.



- We promise to make sure you know about our advocacy and complaints services in case you need help to have your views heard or unhappy with the service that we are giving you.

## Hillingdon Council's

### Pledge

It is Hillingdon Council's job, as your corporate parent, to make sure your life in care is a good one.

You should feel safe in care, be healthy, have lots of opportunities to do things in the community and have a good education. When the time comes for you to leave care, you should also be supported in this too; like where you might live, how to manage your money and how to find a job or go to university.



### Staying safe

- We will advise and support you to develop the skills you need to keep yourself safe.
- There may be times when we cannot tell you things, but we will be as honest as possible and explain why.
- We will only share information about you if we are sure it is in your best interests.
- We will explain why we cannot always provide you with everything you want.
- We will give careful thought about where you live so that you live in a place which is right for you.
- We will minimise any changes to your school, placement or workers unless they are absolutely necessary.
- We will help you manage changing relationships or come to terms with loss, trauma or other important life events.

### Being healthy

- We will ensure that you are registered with a GP, dentist and optician.
- We will ensure all your medical needs are assessed and met.
- We will make sure you have all health appointments you need and support you to attend these.
- We will give you advice and support so that you can make good choices for your health.

## Opportunities and aspirations



- We will believe in you.
- We will help you to set goals and support you in achieving them.
- We will celebrate your achievements with you.
- We will help you to access advice & guidance when you need it.
- We will help you to find and engage in activities and opportunities you enjoy.
- We will avoid taking you out of school/college for meetings so not to distract you.
- We will attend meetings with you, your foster carers and school/college to ensure that you are well supported in your education.
- We will make sure you get extra study support if you need it.

## Listening to you

- We will care about you, and involve you in decisions about you.
- We will respect your culture, traditions, language and religion and enable you to follow these.
- We will be open and honest with you, as much as we can.
- We will encourage you to have the confidence to speak out and be heard.
- We will listen to how you feel about being in care and the care you receive from us.
- We will make sure you have an Independent Reviewing Officer to help plan what you need and ensure these plans are carried out.
- If you need support to express how you feel or if you want to make a complaint we will provide you with an advocate.
- When you first come into care we will help you to understand why.
- We will tell you about the things you are entitled to like pocket money and savings.

- We will make sure you get all of the information about where you will be living and who you will be living with, unless it is an emergency move.
- We will help you keep in touch with your family and friends.
- We will only make promises that we know we can keep.
- We will acknowledge your messages and calls and return these as soon as we can.
- We will listen to the children in care councils to make changes to development and delivery of services.

## Leaving care

- We will encourage you to learn the skills you need to live independently like cooking and budgeting.
- We will make sure you have a named worker to create your Pathway Plan, a planning document for your journey into independence.
- We will give you information about your entitlements at every stage of your move towards independence and support you to access these.
- We will stay in touch with you until you are least 21, up to 25 if you stay in education.
- We will provide you with information about the financial support you are entitled to help you continue studying.



**Join the children in care councils to get your voice heard.**



Remember, these are promises that Hillingdon Council has made to you. If you feel these promises are not being met by the council, you can get in touch with the Children's Rights and Participation team @ [childrensrights@hillingdon.gov.uk](mailto:childrensrights@hillingdon.gov.uk)