



# Children's Welcome Guide



Read



this

booklet



to find the right help



for you



**Fostering  
Solutions**

Your local independent fostering agency

# WELCOME

Welcome to your new foster family and to Fostering Solutions.

We hope you are going to like living with your foster carers for a while and don't feel too scared or upset.

You may be a little bit confused as to why you are staying with a foster carer and not your own family, but hopefully your social worker will have talked to you about this.

This little book has lots of useful things in it and has been made especially for you.

Thanks

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This is a photo of me: →



My name is:

.....

Where I live:

.....

My phone number is:

.....

My birthday is:

.....

My school is called:

.....

My Social Worker's Name is:

.....

My Social Worker's telephone number is:

.....

My Foster Carer is called:

.....

My Foster Carer's telephone number is:

.....

My Independent Review Officer is called:

.....

My Independent Review Officer's telephone number is:

.....

In an Emergency please contact:

.....

# WHO ARE FOSTERING SOLUTIONS AND WHAT DO THEY DO?

The people who work at Fostering Solutions help find foster carers to look after children who can't live at home.

Fostering Solutions have lots of foster carers in England, Scotland and Wales. They look after children just like you, to make sure you are happy and safe.

Your social worker will still visit you at your new foster home and will speak to your foster carer and Fostering Solutions social worker to make sure you are ok.

If you want to know anything else about Fostering Solutions, you can ask your foster carer, call the Fostering Solutions office on 01978 311590 or have a look on our website:

[www.fosteringsolutions.com](http://www.fosteringsolutions.com)

Fostering Solutions are part of National Fostering Agency Group. You will see this name on the magazines you receive, as these go to all the children and young people NFA Group care for. See information at the back of this booklet for more information on how to contact us.



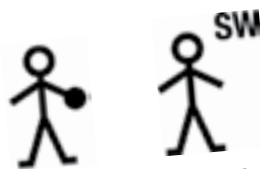
Read this booklet to find the right help for you

All children are  
loved at Fostering



Solutions.

Thomas (?)



Your Social Worker

## Your Social Worker

Your social worker is someone that has been specially trained to work with children and their families.

They will visit you regularly and keep in touch with your family and your foster carer. YOUR social worker is there to help YOU and YOUR family.

## Fostering Solutions Social Worker

A Fostering Solutions social worker is someone who looks after the foster carers and makes sure that they are looking after you and that you are OK. They will talk to you and YOUR social worker.

## Information about me – my file

Fostering Solutions have to keep information about all the children who live with their foster carers to make sure you are looked after properly. If you ever want to see any of the information about you, ask your foster carer or social worker, or contact the Fostering Solutions office on 01978 311590 or email [Julie.Grant@fosteringsolutions.com](mailto:Julie.Grant@fosteringsolutions.com). Your social worker will also have information about you, and you can ask them to see this as well. You are also allowed to write notes in your file if you want to – ask your social worker about this.

# MY FOSTER HOME

We hope you are going to enjoy living in your new foster home. Your foster carer may have children of their own, there may be other children being looked after or you may be the only child in the house.

While you are living at your foster carers, it is your home. We want you to be safe, happy and be able to try new things. Maybe there is something you have always wanted to do or have enjoyed before. Let your foster carer know.

If you have any problems or worries, remember you can always tell your foster carer or your social worker. If you don't think you can tell them, there are other people you can talk to. Look at the pages at the back of this book.



Billie Jo (?)



Using the phone

### Can I use the telephone?

YES. You can use the telephone to call your family and friends so long as your care plan says it is okay. You need to let your foster carer know that you are going to be using the telephone.

The telephone number at my foster carers is:

.....

# POCKET MONEY

You will get pocket money every week. Ask your foster carer how much you will get and when.

How much pocket money will I get?

£ .....

Which day will I get my pocket money?

.....  
You may choose to save some of your money each week for special occasions such as holidays.

You could save it at the post office or the bank. If you would like to open a bank account, you can talk to your foster carer or your social worker about this.



Lewis (9)



# FOOD



You can tell your foster carer what you would like to eat and your foster carer will talk to you about what foods are good for us to eat. You will be able to go with your foster carer to do the shopping so that you can choose some of your favourite foods.

My favourite foods are:

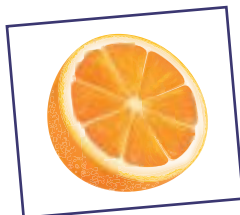
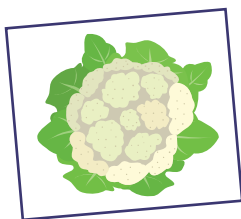
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## How about some healthy food?

Eating fruit and veg is important to us all, below are some ideas of fruit and veg that you could eat which would add to your '5-a-day'. Can you name them all?



.....

## My bedroom

You will be able to have your own bedroom, it's your bedroom and you can arrange your toys and other things just as you want to.

Your foster carer will always knock on your door before they come into your bedroom, unless they are worried that you may be doing something dangerous that might hurt you. If so they may come into your room to make sure that you are safe.

What is my bedtime on a school night?

.....

What is my bedtime on a non-school night?

.....

Some children like to have a light on whilst they go to sleep, let your foster carer know if you do.



# ABOUT ME

## My Family

There may be lots of different reasons why you are not living with your family at this time, but we know that they are still very important to you.

Your social worker and foster carer will help you to understand why decisions are made and what happens now.

You may be missing your friends and family and wonder when you will be able to see them again. Talk to your social worker and your foster carer about this and if you can visit, telephone, email or write to friends and family.

## My religion

If you would like to go to a church, a mosque, a synagogue or any other place to practice your faith, your foster carer or social worker will help you.

My religion is:

.....

I would like to attend:

.....

What time and on what days?

.....

## My social worker and meetings

There will be meetings with your social worker and sometimes members of your family. But most importantly, with YOU.

Sometimes you may choose to tell your foster carer what you want or what you are feeling and they can tell the meeting.

But you can decide if you want to go to the meetings or not – just talk to your social worker or your foster carer about this.

These meetings are to check that things are going OK and that you are happy with your new foster family. They will also talk about other things like your school, your health and how long you will live with your foster carer.



Sam (8)



## Your feelings

We want you to be happy with your foster carer and be able to talk about when you are worried, unhappy or happy.

Whilst you are living with a foster carer you will have a care plan which says how you will be looked after and what will happen next.

NB – If you don't think you can talk to your foster carer about how you feel, talk to your social worker or somebody that helps you feel safe. This could be your teacher.

Jack (?)



happy



Sad



Angry



Confused

# YOUR RIGHTS

## Your Rights

Whilst you are living with your foster family, it is important for you to know that you are listened to and have rights. There are certain things that your foster family will help you with. We have given you some examples to help you to understand your rights.

Katie (?)





### You have the right to:

- Be listened to and consulted with
- Follow your chosen culture & religion
- Have contact with your family and friends  
(If safe do to so – talk to your social worker about this)
- Telephone your social worker if you need to
- Eat a special diet/foods that are part of your culture/religion
- See your social worker if you need to – and in private
- Have pocket money
- See a dentist and doctor when you need to
- Go to school and have a state education
- Have suitable clothing to wear
- Private time (privacy)
- Your own bedroom
- Complain
- Share your views

## Talking to me

You have the right to be "consulted" about decisions that are made about you. This means people will ask you for your views and listen to what you say. It doesn't mean you will always get what you want, but you will be told the reasons why.

## If you have a complaint or need to talk to someone...

If you are not happy with the way you are being looked after you must tell someone. You should tell us how you feel so we can try and sort it out.

If you do have a complaint, Fostering Solutions will deal with it quickly, thoroughly, positively, in confidence and treat everything you have to say seriously. The contact details for the Registered Manager who will deal with your complaint are on page 27.

The complaints system does work and we have changed the way we do things by listening to children and young people and taking on board suggestions for improvement.

You can also tell your foster carer, social worker or your parents if you have any problems.





## Independent Reviewing Officers

Independent Reviewing Officers (usually shortened to 'IROs') are people working with children in care as well as their social workers. Each child in care should have an IRO. It is the IRO's job to check that the local authority is doing what it should be doing for children while they are in care, to go to all the children's reviews and to make sure they are done properly, to check on the child's care plan, and to make sure the local authority has listened to the children's wishes and feelings.

If you want to speak to your Independent Reviewing Officer ask your social worker how you can contact them.

## Children's Rights Officer

The Children's Rights Officer can help with your problems, show you how to sort out any complaints and explain your rights. Your social worker can give you information about how to contact the Children's Rights Officer from the area that you used to live in, their advice is completely independent. The Officer won't talk to anyone else about the things you tell them (unless you ask them to, or unless you or someone else would be in danger if they said nothing).



# SCHOOL & FRIENDS

## My School

It may be that you go to your usual school or you may have a new school closer to your new house. Your social worker and foster carer will talk to you about this.

My school is called:

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My school teacher's name is:

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My support worker is called:

.....

My friends at school are called:

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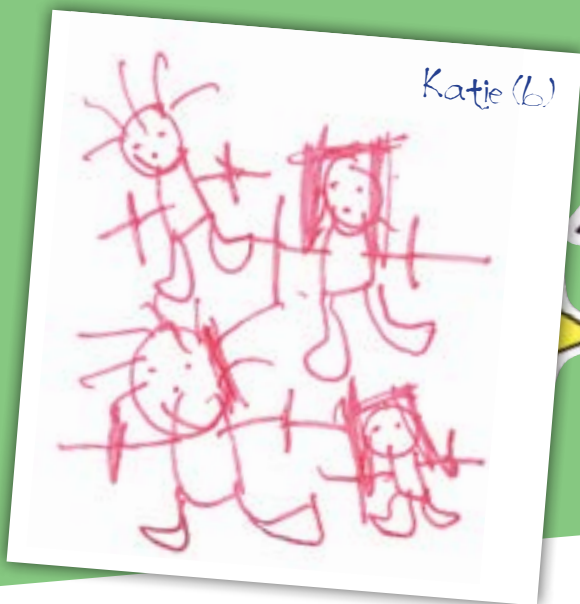
.....

.....



Laila (5)





## My Friends

While you are at your foster carers we hope you will make friends that you may want to invite to play or to tea. Talk to your foster carers about your friends coming to visit.

Remember: If you are going to play with a friend it is important that an adult knows where you are at all times or else we will all be worried about you.

If your foster carers do not know where you are they may have to tell the police, your social worker and maybe your family.

My friends are called:

.....

.....

.....

## Bullying

We want you to live together happily and safely at your foster carers. We know that sometimes bullying can happen, and so that we can learn friendlier ways to behave we will try to understand the feelings of all children involved.

If someone is making you feel sad or unhappy, we want you to tell someone. You can tell your social worker, a teacher, your foster carer or the Fostering Solutions social worker. They will talk to you about this and try and sort the problem out.

It is important that you are able to share what is making you sad and what is making you happy.

You may choose to tell someone by drawing a picture, writing it down, or talking to them.

If you feel that you are still unhappy and not being listened to you could ring one of the numbers on the sheet at the back of this booklet.





Daniel (6)

# KEEPING SAFE

## When you are playing outside

When you are outdoors playing with friends or with an adult you must NOT talk to strangers.

## When you are near animals

Also, you must not approach or stroke an animal that you do not know.

## When you are on the computer

If you are on the computer, make sure you do not give anyone your address or phone number. ALWAYS let your foster carer know if anyone has asked you for your address or phone number. NEVER arrange to meet anyone you contact through the internet.



How to help



you



stay safe

# RACE, EQUALITY & DIVERSITY WHAT'S IT ALL ABOUT

**Q:**What does "British" mean to you?

**A:** The word "British" simply means anyone who is born in Britain. **IT DOESN'T MATTER WHAT COLOUR .**

Race Equality means that all people; white, black, red and yellow, have the right to be treated fairly and that everyone should have the same chance. **EQUAL RIGHTS NO MATTER WHAT!**

There are many different religions celebrated in Britain. For example, Hindu, Catholic, Muslim, Protestant, Sikh, Jehovah's Witness, Judaism and Buddhism.

Bullying happens when people don't understand why someone is different from them. But we all have something in common, we are all human! We should treat each other how we would like to be treated and remember we are all part of the same race it doesn't matter about the colour of our skin or how we speak.





The word "customs" is used to describe how people from different countries and backgrounds do things. It's really interesting to find out how other people live, what they believe, what they eat and what they wear.

When children come to Britain from other countries they sometimes feel frightened, uncomfortable, sad and lonely. Everything is new to them. You could make them feel better by welcoming them and making them feel happy to be here. You could play with them, talk to them, make friends and invite them to tea. Find out about them, and tell them about you.

If you would like to find out more about race, equality and diversity, you could:

- Ask your teacher
- Look up books on race and diversity in the library
- Look at the contacts list at the back of this book

# NOTES

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# NOTES



A white rectangular area containing 15 sets of horizontal dotted lines for writing notes.

# WHO TO TALK TO IF YOU HAVE A COMPLAINT

To submit a complaint please contact the  
Registered Manager

- Registered Manager: Julie Grant
- Telephone: 07812 125913
- Email: Julie.Grant@fosteringsolutions.com
- Fostering Solutions (Wales)  
Clwyd House,  
Regent Street,  
Wrexham  
LL11 1PF

Besides Fostering Solutions you can also contact:

- Sally Holland – Children's Commissioner for Wales  
Freephone: 0808 801 1000  
Text: 80 800 and start your message with COM  
Email: post@childcomwales.org.uk  
Address: Oystermouth House, Phoenix Way, Llansamlet,  
Swansea SA7 9FS  
Office Telephone: 01792 765600
- Care Inspectorate Wales (CIW)  
Telephone: 0300 062 5004  
Email: CIW.LlandudnoJunction@gov.wales  
Address: Sarn Mynach, Llandudno Junction, Conwy LL31 9RZ

These teams are there to help and advise children who live away from home.



# UNITED NATIONS CONVENTION ON THE RIGHTS OF THE CHILD (UNCRC)

"Rights" are things every child should have or be able to do. All Children have the same rights. These rights are listed in the UNCRC. Almost every country has agreed to these rights. All the rights are connected to each other, and all are equally important. Sometimes, we have to think about rights in terms of what is the best for children in a situation, and what is critical to life and protection from harm. As you grow, you have more responsibility to make choices and exercise your rights. See the leaflet we have enclosed for a list of your rights.

## ADVOCACY SERVICE

There is an Advocacy Service based in North Wales which covers all CLA in the six local authorities:

- North Wales Advocacy Service/Tros Gynnal Plant  
Freephone: 0800 111 6880

Every child is entitled to Independent Advice from an Advocate who will listen to any concerns and tell you about rights, provide support in any meetings and help you make complaints.

If you require this document in another language please contact Fostering Solutions.

(English)

إذا كنت تحتاج إلى هذه الوثيقة بلغة أخرى أرجو أن تتصل على حلول التنشئة/التربوية.

(Arabic)

ای فرزندخواندگی چنانچه مایلید این جزوه را به زبان دیگری بخوانید لطفاً با سازمان راهنم (Fostering Solutions) تماس بگیرید.

(Farsi)

如果您需要这份文件的中文译本，请联络「领养解决办法服务」。

(Chinese - Simplified)

Pour avoir ce document dans une autre langue, veuillez contacter Fostering Solutions.

(French)

Jeśli życysz sobie otrzymać ten dokument w innym języku, prosimy o kontakt z Fostering Solutions.

(Polish)

چیرته تاسو ته دا سند په بله ژبه پکار وی نو مهربانی وکړه د پالنې خدمتونو سره په که ۱. یکه ش.

(Pashto)

Haddii aad u baahan tahay dukumentigan oo luqad kale ku qoran fadlan la soo xiriir hey'adda Fostering Solutions ee xal u helidda ilmo korinta qaabilsan.

(Somali)

اگر آپ کو اس دستاویز کا کسی دوسری زبان میں ترجمہ چاہیے تو براہ مہربانی فوس رنگ سولوشنزس رابطہ کریں

(Urdu)

Os ydych angen y ddogfen hon mewn iaith arall, cysylltwch â Fostering Solutions

(Welsh)

[www.fosteringsolutions.com](http://www.fosteringsolutions.com)