



# Children's Welcome Guide



Read



this

booklet



to find the right

help



for you



**nfa** national  
cymru fostering  
agency

# WELCOME

Welcome to your new foster family and to  
NFA Cymru / Wales.

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:

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My Independent Review Officer is called:

.....

My Independent Review Officer's telephone number is:

.....

In an Emergency please contact:

.....

# WHO ARE NFA Cymru/Wales AND WHAT DO THEY DO?

The people who work at NFA Cymru/Wales help find foster carers to look after children who can't live at home.

NFA Cymru/Wales are part of National Fostering Group (NFG). You will see this name on the magazines you receive, as these go to all the children and young people National Fostering Group (NFG) care for.

The National Fostering Group 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 NFA Cymru/Wales social worker to make sure you are ok.

If you want to know anything else about NFA Cymru/Wales, you can ask your foster carer, call the NFA Cymru/Wales office on 02921 672899 or have a look on our website:

[www.nfa.co.uk](http://www.nfa.co.uk)

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



Your Social Worker

## What Should I Expect from my Foster Carers?

Your foster carer will do lots of things to make you feel happy and comfortable whilst you are living with them. Wherever you live, you will be treated with respect and you should respect your carers and other young people you may live with. They will make you feel as if you are part of their family. On top of this, your foster carers will:

- Make sure that you're well looked after and listen, respect, help and support you.
- Attend meetings about you at school and with your social workers.
- Help you learn the skills you will need when you grow older and leave their care.
- Make sure you have a bedroom of your own (or shared with your siblings).
- Help you stay in touch with your friends and family and provide a space where you can meet.
- Give you pocket money according to what is agreed in your placement agreement meeting.
- Give you a chance to celebrate your birthday and religious festivals.
- Be someone who is interested and will encourage and advise you.

## What Do I Call My Foster Carers?

This is something you'll be able to talk about with your foster carers because they know that it can feel strange living with new people. They won't expect you to call them 'mum' or 'dad', you'll be able to decide together what works best.

## 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.

## NFA Cymru/Wales Social Worker

A NFA Cymru/Wales 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

NFA Cymru/Wales 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 NFA Cymru/Wales office on 02921 672899 or email [YourSay@nfa.co.uk](mailto:YourSay@nfa.co.uk). 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.

## Keeping in Touch

Your social worker will help you to keep in touch with your family and people who are important to you. It is important that you tell your social worker about the people you want to see. You may hear the word 'contact' and that means keeping in touch with members of your family and those people important to you, where it is safe and possible to do so. Different types of contact include:

- Face to face visits.
- Overnight stays.
- Outings or events.
- Telephone calls.
- Exchanging of photos, videos, emails or letters.



Billie Jo (?)



### Can I use the telephone?

YES. You can use the telephone to call your family and friends so long as your care and support 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?

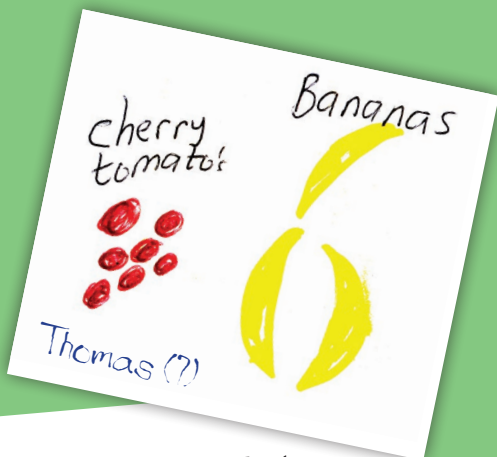
.....  
You may choose to save some of your money each week for special occasions such as holidays.

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:

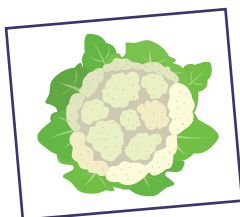
.....

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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.

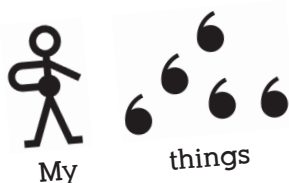
What is my bedtime on a school night?

.....

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?

.....

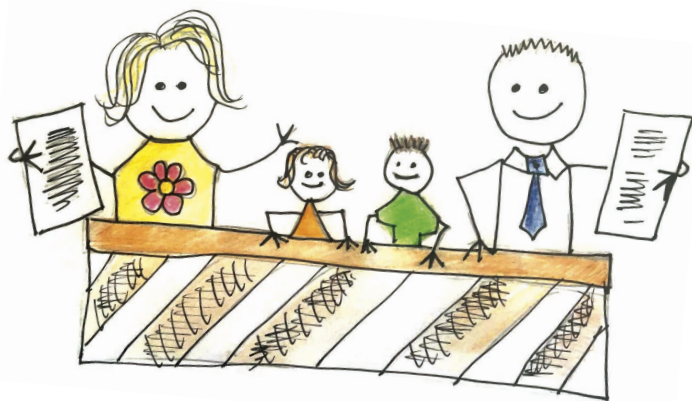
## My social worker and meetings

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 and support 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 (7)



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 (7)





### 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
- Attend social activities
- 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. We are also interested in having children involved in planning our services so we will often run events to ask about this; please let us know if you have any ideas.

You can let us know by emailing us (or asking your foster carer to email us) to [YourSay@nfa.co.uk](mailto:YourSay@nfa.co.uk)

## 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, NFA Cymru/Wales will deal with it quickly, thoroughly, positively, in confidence and treat everything you have to say seriously. Details about how you can make a complaint can be found 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 and support 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.

## Advocacy Services

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.

Your foster carer or your social worker can give you information about how to contact an Advocate, their advice is completely independent. The Advocate 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:

.....

My school teacher's name is:

.....

My support worker is called:

.....

My friends at school are called:

.....

.....

.....

We are also able to offer you access to the Britannica online (which has lots of information and might be helpful with your school work) so please just let us know if you think you'd be interested.



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:

.....

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## 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.

### Children sometimes bully others because:

- They don't know it's wrong.
- They are copying older siblings or other people in the family whom they admire.
- They haven't learnt other ways of mixing with their school friends/peers.
- Their friends encourage them to bully.
- They are going through a difficult time and are acting out aggressive feelings.
- They may be jealous.

### Bullying includes:

- People calling you names.
- Making things up to get you into trouble.
- Hitting, pinching, biting, pushing and shoving.
- Taking your things.
- Damaging your property.
- Threats and intimidation.

Demij (10)



## Cyber Bullying

Cyber bullying is bullying and harassment through email, instant messaging, text messages, blogs, websites and mobile phones. It is also called electronic bullying, SMS bullying, mobile bullying, online bullying and internet bullying. Cyber bullying causes distress and is wrong! We have listed some ways to protect yourself.

If you receive a nasty email it is best not to reply. If they do not stop tell your foster carer, they may be able to contact the service provider. If a situation repeats itself or is serious and is worrying you, save and print off the emails. They will provide evidence in case your foster carer needs to take action.

Do not give out personal information in chatrooms or through any instant messenger. Do not respond to abusive messages - ignore them or log off. Always think about what you write and how you write it.

Do not reply to any text or video messages that are rude or nasty. The mobile service provider (eg, orange, O2) will have a number that you can call to report abusive messaging. Take a look on their website. Be careful who you give your number to and don't leave your mobile lying around.

Using the internet for chatrooms, forums and peer-to-peer networks can be great fun, a place to meet new and interesting people and share ideas and information. But you need to be very careful about who you chat to and what information you give out.

Remember, if you've never met the person, he or she is still a stranger, regardless of how often you've 'chatted'. If a stranger walked up to you on the street and asked you for personal details such as your address and telephone number you wouldn't give it to them. The same rules apply on the internet.

Sending text messages, emails and pictures either by mobile phone or on your computer can be a great way to keep in touch with friends. But remember, once that message, picture or email has been sent, you no longer have control over where it goes or who sees it. Images can be copied and changed or even posted on the internet without your permission and that confidential text message you sent could easily be forwarded to the wrong person.

Only give your mobile number to people you know and trust. Never respond to a text message from someone you don't know. Remember to

always ask permission if you want to post a picture of some one else on the internet.

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 NFA Cymru/Wales 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.

## 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, phone number or a photo. 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



Race Equality means that all people, wherever they were born, whatever the colour of their skin, language, culture and religion or faith 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 sometimes happens when people don't understand why someone is different from them. We should treat each other how we would like to be treated and remember, we all have something in common, we are all human!

It doesn't matter about the colour of our skin or how we speak. Other children might feel lonely and isolated because of the way they look, because they have a disability or for another reason that makes them feel "different".

It's really interesting to find out how other people live, what they believe, what they eat, wear and the other types of things they are interested in.

You could play with them, talk to them, make friends and invite them round to your house or go to a local youth club with them, etc.







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

### **We'd like to hear from you!**

The NFA would love to hear from you about what you like to do or what you hope to do in the future e.g. you may be a very good swimmer and dream of representing your country in national competitions. Or you may be a talented musician with a desire to perform, an artist who'd like to have an exhibition or a writer that would like to have a book published. Please tell us about what you like and how you think we might be able to help you achieve your goals.

Let us know by emailing us (or asking your carer to email us for you) to [YourSay@nfa.co.uk](mailto:YourSay@nfa.co.uk)



# 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 speak to your social worker or contact us

Telephone: 02921 672899

Email: [YourSay@nfa.co.uk](mailto:YourSay@nfa.co.uk)

NFA Cymru / Wales  
Solva House  
Springmeadow Business Park  
Rumney  
Cardiff CF3 2ES

Besides NFA Cymru/Wales you can also contact:

Sally Holland – Children's Commissioner for Wales

Freephone: 0808 801 10 00

Text: 80 800 and start your message with COM

Email [post@childcomwales.org.uk](mailto:post@childcomwales.org.uk)

(South Wales Office)  
Oystermouth House  
Phoenix Way  
Llansamlet  
Swansea SA7 9FS

(North Wales Office)  
Penrhos Manor  
Oak Drive  
Colwyn Bay  
Conwy LL29 7YW

Twitter - [@childcomwales](https://twitter.com/childcomwales)

Facebook - Children's Commissioner for Wales

## Opening hours

Monday - Friday: 09:00 - 17:00

Closed Saturday - Sunday and on bank holidays.



## Care Inspectorate Wales (CIW)

(South Wales Office)  
Welsh Government Buildings  
Rhydycar Business Park  
Merthyr Tydfil CF48 1UZ

(North Wales Office)  
Sarn Mynach  
Llandudno Junction  
LL31 9RZ

Tel 0300 7900 126  
Email [CIW@gov.wales](mailto:CIW@gov.wales)  
Twitter - @Care\_wales  
Facebook - Care Inspectorate Wales

## Opening hours

Monday - Thursday: 09:00 - 17:00

Friday: 09:00 - 16:30

Closed Saturday - Sunday and on bank holidays.

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

## Child Line

This is the free 24 hour helpline for children and young people in the UK. Child Line's counsellors are there to help and find ways to sort things out. Child Line is confidential - which means they won't tell anyone about your call unless you want them to talk to somebody for you, or you are in danger.

Tel: 0800 1111

Website: [www.childline.org.uk](http://www.childline.org.uk)

## Voices From Care Cymru

is a national, independent, Welsh organisation. They are dedicated to upholding the rights and welfare of care experienced children and young people.

Email: [Info@vfcc.org.uk](mailto:Info@vfcc.org.uk)

Telephone: 02920 451431

Website: <https://vfcc.org.uk>

## ThinkUKnow

Advice and support about staying safe online.

Website: [www.thinkuknow.co.uk](http://www.thinkuknow.co.uk)

## MEIC

Offer a free advocacy & advice service for children and young people in Wales up to the age of 25.

Website: [www.meiccymru.org/about](http://www.meiccymru.org/about)



# 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.



**If you require this document in another language please contact  
NFA Cymru/Wales.**

(English)

إذا تاحتاج الى هذه الوثيقة بلغة أخرى أرجو ان تتصل على حلول التنشئة/التربية.  
(Arabic)

ای فرزندخواندگی چنانچه مایلید این جزوه را به زبان دیگری بخوانید لطفاً با سازمان راهنم  
تماس بگیرید. (NFA Cymru/Wales)  
(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  
NFA Cymru/Wales.**

(French)

**Jeśli życysz sobie otrzymać ten dokument w innym języku, prosimy o kontakt  
z NFA Cymru/Wales.**

(Polish)

چیرته تاسو ته دا سند په بله ژبه پکار وی نومهربانی وک  
دپالنی خدمتونو سره په که  
یکه ش.  
(Pashto)

**Haddii aad u baahan tahay dukumentigan oo luqad kale ku qoran fadlan la soo  
xiriir hey'adda NFA Cymru/Wales 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 NFA Cymru/Wales**

(Welsh)

[www.nfa.co.uk](http://www.nfa.co.uk)



**nfa** national  
c y m r u fostering  
agency