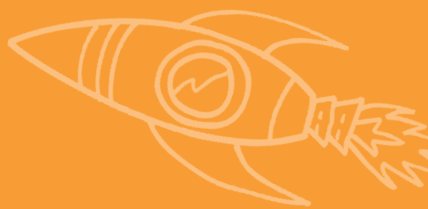


Young Person's Welcome Guide



nfa national
fostering
agency
cymru



INTRODUCTION

This guide has been written for young people who are being looked after by foster carers who work with NFA Cymru/Wales. It contains lots of things that you might need to know about foster care.

This guide, along with the other things in your welcome pack, are yours to keep.

If you have any questions about anything you read in this guide you can discuss these with your foster carer or your social worker.

What's in this guide?

Who are NFA Cymru/Wales and what do they do?	4
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Who to talk to if you have a complaint and other useful information	26
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Read this booklet to find the right help for you

IT'S ALL ABOUT ME

My photo →

STICK
PHOTO
HERE

Name

Address

Age/Birthday

My Family

My school

My Careers Advisor

Phone no

My Foster Carers

Phone no

My Social Worker

Phone no

My Advocate

Phone no

My Independent Review Officer

Phone no

Emergency Contact

Phone no

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

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 and young people just like you, to make sure you are happy and safe.

Your Local Authority 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.

How can I contact NFA Cymru/Wales?

If you want contact us:-

Telephone: 02921 672899

Email: YourSay@nfa.co.uk

NFA Cymru / Wales

Solva House

Springmeadow Business Park

Rumney

Cardiff CF3 2ES

If you want to know anything else about NFA Cymru/Wales, you can ask your foster carer or NFA Cymru/Wales or take a look on our website:

www.nfa.co.uk

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 that 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. If you have any problems you can ask to speak to them.

Information about me...

My File

NFA Cymru/Wales have to keep information about all the young people who live with their foster carers to make sure they are looked after properly. If you want to see any of the information we hold about you, ask your Foster Carer or Social Worker or use the Comments and Complaint form that accompanies this booklet.

Your social worker will also have information about you, and you can ask to see these files as well. You are also allowed to write notes in your file if you want to – ask your social worker about this.

Being 'Looked After' by Social Services

You may hear people use the term 'looked after' when they are talking about you. All this means is that Social Services are looking after you whilst you are unable to live at home, and they are involved in the decisions about your future.

Whilst you are being 'looked after' by Social Services, your social worker will keep in contact by visiting and telephoning your family regularly.



Meetings & Reviews

Throughout your stay with your foster carers, regular meetings are held by Social Services, (which they have to do by law). Your social worker will arrange these meetings about and for you.

Your parents, social worker, teacher and foster family will be some of the people who may be invited to attend these meetings – as well as anyone else you would like to invite. You can also attend yourself if you wish. These meetings and reviews are to check that things are going okay and to plan for your future. You do not have to go to them if you don't want to – but it is important that the people who do go to these meetings understand and know what YOU want. Speak to your social worker about attending these meetings or having your views heard at the meetings.

Whilst being 'looked after' there are also other types of meetings that discuss things like your school, health, diet and religion. These are held to make sure you are settled in your foster home and discuss how long you will live with your foster carers. Your social worker will talk to you and explain a bit more about these meetings. You can also ask any questions about them at any time.

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.

WHERE YOU LIVE



House Rules and Safer Caring

Every fostering household has what's known as a Safer Caring Policy which may also detail household rules. These could include getting up times, bed times, meal times, playing with pets, and going out/coming in times.

Ask your foster carer and/or social worker to explain to you about their household and Safer Caring rules.

Bedrooms

Everyone has a right to space and privacy and as such you will have your own bedroom whilst you are staying with your foster carers.

Generally, members of the household will knock before entering anyone's bedroom and we shouldn't touch each others things unless we have permission.

We appreciate that having your own space is important but sometimes there may be occasions where your foster carer may need to enter your bedroom i.e. to clean/tidy your room, to change your bed sheets etc.

Sometimes there may be occasions where a foster carer may have to ask to search your bedroom, but generally this would only occur if the foster carer has concerns about your welfare or safety. They will seek your permission wherever possible before any search occurs (the foster carer will also talk to your social worker and our supervising social worker about this).

If you want to share a bedroom (with your brother or sister) then you will need to talk to your carer who will listen to you, but they will need to talk to your parents and social worker to make sure this is ok. This means you might not get an answer straight away so try and be a little patient. Your carer will do their best to get an answer as soon as possible.

Privacy & Confidentiality

It is really important that you can get some privacy when you need it. This might be time on your own to think or a place to sit quietly to do your homework, or play your kind of music.

It's also important that you have the right to privacy when for example, using the telephone or the bathroom.

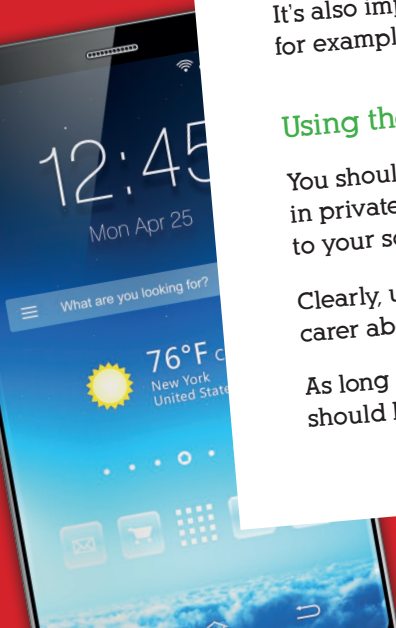
Using the Telephone

You should be able to use the telephone in private especially if you need to talk to your social worker or the Advocate.



Clearly, using the telephone can be expensive so talk to your carer about when you can and cannot use the phone.

As long as it has been agreed by your social worker you should be able to phone and receive calls from your family.



FOSTER CARERS

When things aren't going well

The thing to remember is that whatever you've done nobody should ever smack, hit or hurt you. However, at NFA Cymru/Wales we believe that everybody, whether you're a young person or an adult, needs boundaries and when we do something wrong we need to have this explained to us so we can learn to do the 'right' thing next time.

This might mean that for example you might not be able to go out with your friends for a while ('grounded').

Your foster carer **MUST NEVER**:

- Smack you or physically hurt you
- Stop you from seeing your birth family because you've been naughty
- Lock you in a room
- Stop you from having food or drink
- Take all your pocket money, (but you may have to pay part of it if, for example, you're paying for something that you have broken)
- Humiliate you





Food

It is important that you like the food that's on offer to you so talk to your carers. They will make sure that they give you food that you like, but they will also need to give you a healthy balanced diet as well.

You should never be made to eat food you dislike, or are allergic to and your religious dietary needs should always be respected.

It could be helpful to go shopping with your carers so you can look at the different foods you might not have tried before as well as the food you like.

If you are having problems that prevent you from eating, or are worried about food in other ways, there is help on offer. Talk to someone you trust so that they can support you. REMEMBER that you can always ring NFA Cymru/Wales about anything that bothers you.

Pocket Money

The amount of pocket money you receive from your foster carers usually depends on how old you are.

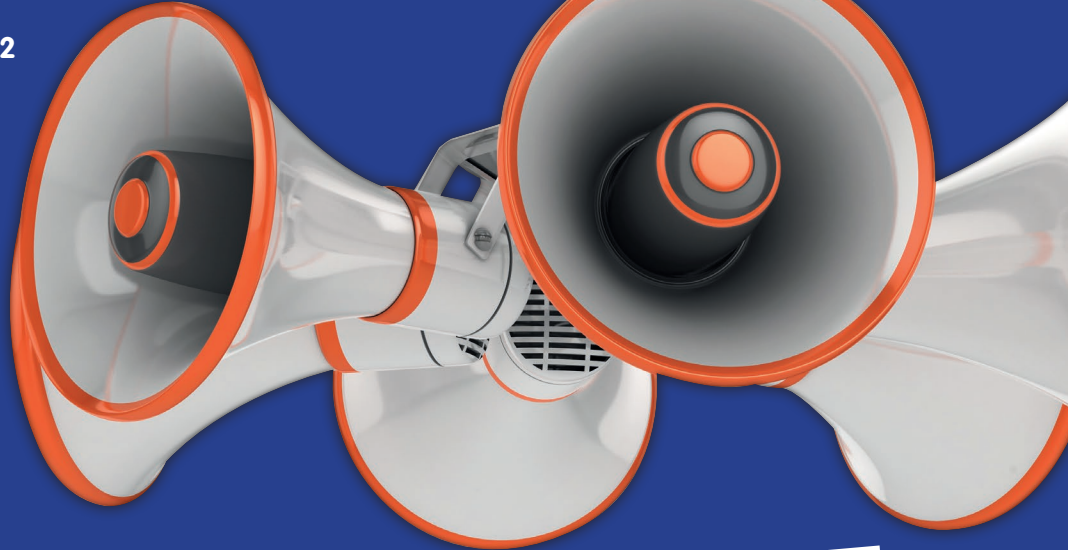
It's up to you how you want to spend or save your pocket money. If you want to save your pocket money, speak to your carers about opening your own bank or savings account.

How much pocket money will I receive each week

£

.....





You have a voice

Whilst living with your foster carer you should have the opportunity to talk about the way the household is run. There may be favourite meals that you would like to have or interests, clubs, and organisations that you may wish to be involved in. When foster carers are making decisions that effect all the family, your foster carers should encourage you to take part in the decision making process. It's important you voice your opinions.

You should also be able to carry on with any activities or interests you had before you came to live with your foster carers – as long as they are in the area.

We are also able to offer young people over the age of 13 years access to the Duke of Edinburgh scheme so please just let us know if you think you'd be interested.

Religion and Culture

If you would like to go to church, a mosque, a synagogue or any other place of worship to practice your faith, talk to your foster carer or social worker about arranging this.



HEALTH & SAFETY MATTERS



Health

When you come to live with your carer they will register you at a Doctors, Dentists and Opticians. They will support you when you need to go for medicals, but will also respect your privacy as you get older. If you feel uncomfortable in any way about being accompanied for appointments by your carer you should talk to some one you feel you can trust either your carer, social worker or maybe your teacher at school.

Regular exercise and healthy food such as fruit, vegetables and salad are all good for you. It is important that you get a choice of food including the things that you like but remember that carers have a responsibility to make sure you get a healthy diet too. You can expect to be supported by your carers if you are ill and they will know what to do or who to ask to support you.



Hygiene & Beauty

Your carer will provide you with any items that you need to keep yourself clean. If you require other essential items discuss this with your carer and they should purchase them for you. Make-up can be purchased with your pocket money.

You may require specific products for hair and skin care and your carer will be responsible for purchasing these items for you.

Your cultural background and religion may influence what you do with your hair, eg your religion may require you leave your hair uncut. This will always be respected. You may need to make your carer aware of these things so they can support you.

Medical Card

Your medical card is an important document with your full name, date of birth, NHS number and your doctor's details on it. You need it to get medical and dental treatment on the NHS.

Your carer will look after it for you until you are 16. After this you are responsible for it so remember to keep it in a safe place.





Running Away

There may be times when you feel like running away because of something that is happening or because you feel unhappy. It's important you talk to someone you trust about your feelings.

If you do run away, lots of people will be worried about you and your safety.

Please telephone or text someone you trust to let them know that you are safe. Your foster carers would be really happy to know that you are safe and will always welcome you back. If you come back home to them then they can help you with whatever is concerning you.

Look at the back of this guide for useful contacts.

Feelings

It's important that you are able to share what makes you happy, or sad, and any worries that you may have. Your foster carers, social workers and legal guardians all want to help and protect you, so if there's anything e.g. bullying or being hurt by someone or maybe you need help with homework, do talk to someone. If you don't find it easy to talk, you could write it down and pass it on to someone you trust.

It is also important to talk to someone you trust (i.e. your foster carer, your social worker, a teacher etc) if someone (this can be someone you know or someone you don't really know) does something that makes you feel uncomfortable or makes you feel unsafe.

YOUR EDUCATION

Education

All children and young people are legally required to attend school every day.

Whilst living with your foster carers, you will be involved in making plans to ensure that you receive an education. This will help to give you better opportunities in the future so you can have a good job when you grow up.

If you are living near to your home, you may be able to carry on going to your current school, but if you have to move further away, your foster carers and social worker will try to organise a new school as quickly as possible.

If there is any delay in a school being found or if you are excluded from school, you will be expected to complete schoolwork and follow an educational routine at home.

If you are out of school for a long period of time, an Education Welfare Officer may work with you to help you get back into education.

Your foster carers will encourage you to do homework and offer any help you might need. They will also attend consultation evenings in school and keep in regular contact with your school.

If you are of school leaving age, speak to your foster carer and social worker about support with further education or job opportunities.

We are also able to offer you access to the Britannica online (which is a huge learning resource) so please just let us know if you think you'd be interested.



YOUR RIGHTS & WHO YOU CAN TALK TO

Your Rights

Whilst you are living with your foster family it is important for you to know that you have rights and there are certain things that your foster family should support you with. We have given some examples below to help you understand your rights.

You have the right to:

- Be listened to and consulted
- 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.

Look at the back of this guide for useful contacts.

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 need to 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 are given on page 23.

If you don't want to talk to NFA Cymru/Wales, you can also tell your foster carer, social worker or your parents if you have any problems.

If you have a complaint, we might need to speak to the people who your complaint is about – just so we can get everyone's views. But we will talk to you first about this.





The thing to remember most of all is – you have a right to complain, a right to voice your opinions and views, and you will not get into trouble for telling the truth.

For other people you can complain to, besides us, e.g. Care Inspectorate Wales (CIW), Children's Commissioner, you can find their contact details on page 23 of this guide.

Independent Reviewing Officers

Independent reviewing officers (usually shortened to 'IROs') are professionals working with children in care in addition to their social workers. Each child in care should have an IRO. The IRO's job is to check that the local authority/council is doing what it should be doing for the child while they are in care, to go to all the child'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/council takes proper notice of the child's wishes and feelings.

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

BULLYING

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.

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 manipulated 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.

When registering for things on websites you may be asked to give personal information. Always check that the site is reliable and reputable before giving out any information and make sure they will not pass on or sell your information (well known sites such as the BBC are reliable). Reliable sites will always have a privacy policy which will tell you how your information will be use. This should help you decide if you want to give out your information. Most sites also have a check box at the bottom of the page asking for permission to pass on or use your personal information.

If you have any doubts at all speak to your carer who will be able to help you decide whether the site is reputable.

RACE, EQUALITY & DIVERSITY

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.

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 back of this guide for contacts



Bullying often happens when people don't understand why someone is different from them. It doesn't matter about the colour of our skin, or how we speak, our gender, whether we have a disability, who we want to have a relationship with, etc. We should treat each other how we would like to be treated and remember we all have something in common, we are all human!

The word "customs" is used to describe how people from different countries and backgrounds do things.

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.

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 types of things they are interested in, etc.

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

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.



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.

We are also interested in having young people involved in planning our services so we will often run events to ask about this; we also run a Youth Group for teenagers where you can discuss things that interest you so please let us know if you'd like to join this group or if you have any ideas for how we can improve things.

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



Independence

Becoming independent can be an exciting but challenging time. It is important that you get the advice and support that you need from your foster carer and social worker. We also have a Support Worker who is trained to help you in this area. You may need to make important decisions about staying on at school, or applying for jobs, or training courses.

Your foster carer will work with you to help develop skills in:

- Managing your money, setting up bank accounts and paying bills.
- Healthy eating, shopping for food and cooking
- Personal Health, first aid, avoiding illnesses, food preparation
- Housing options, DIY, planning preparation
- Education, training, work

Talk through any needs you feel you may have. If you have any questions ask your foster carer or your social worker.

We can also offer services to help you to prepare your CV, prepare for an interview, etc.

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
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
(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
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.

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

Need 2 Know

Information on health, money, work, leisure, sex and relationships, housing and much more. It also has links to loads of other useful websites.

Website: www.need2know.co.uk

Voices From Care Cymru (VfCC)

VfCC 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

Telephone: 02920 451431

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

ThinkUKnow

Advice and support about staying safe online.

Website: www.thinkuknow.co.uk

Careers Wales

Impartial careers information, advice and guidance for all ages.

Website: www.careerswales.com

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/

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

(English)

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

ای فرزندخواندگی چنانچه مایلید این جزوه را به زبان دیگری بخوانید لطفاً با سازمان راهنم
نام اس بیگبیری. (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 Fostering Solutions.

(French)

Jeśli życzysz 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 نوم وربانی وک
د پالنې خدمتونو سره په کډه
یا ګډه 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)

اګرا پ کواس دس تاویز کاکسی دوسری زبان می ترجم چا ی توبرا م ربانی
فوس رنگ سولوشنزس رابطہ کری
(Urdu)

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

(Welsh)

www.nfa.co.uk