

Useful information

Chrysalis Care

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tel 0208 298 2800

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alle.pflaumer@chrysaliscare.org
david.putnam@chrysaliscare.org

Child Line

24 hour helpline

tel 0800 1111

web www.childline.org.uk

Ofsted

They inspect fostering agencies in England and Wales

tel 03001231231

www.childrenscommissioner.gov.uk

it is their job to make sure that adults listen to children and young people to inform government decisions that are made that affect your lives.

This space might be useful to keep contact details of your foster carer, social worker or any other phone numbers important to you:

Foster carer name and number:

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Social Worker name and number:

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Other important contact details:

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How long will I stay with my Foster family?

There are different kinds of fostering, these are:

Short-term fostering

is an arrangement when the young person's parent/s may need time and help to sort themselves out in order to have their children return home. Or it may be until a situation has been looked into or where a court or those involved with the young people decide what is the best plan for their care. This could be a few days, weeks or a number of months.

Short breaks

is when a child or young person needs lots of special care and there are times when a short break is needed with a fostering family. This helps to support the care of that young person and their own family. It could be for a week, a day or a few hours, it may be a regular occurrence or just occasionally.

Long term or permanent fostering

This means that if it is best for you to stay with a foster family you will be able to do so until you become a young adult of 18 or perhaps for longer.

How do I make a complaint if I am not happy with something?

Sometimes you may be unhappy or worried about something? There may be something you don't like about Chrysalis Care or your foster carers. You may be upset about something that is going on at school or somewhere else. It is important that you talk to someone that you can trust. We can help you choose someone who will listen and try to help you sort out the problem. It might help if they talk to your social worker or someone else, this usually sorts the problem out.

If you are still not happy you should ask to speak to David Putner who is the Chrysalis Care complaints person. David will help you write down your complaint and make sure that he understands what is worrying you. To make sure everything is done fairly David may ask someone who does not normally work for Chrysalis Care to listen to the problem and help to work things out. Within 28 days you will be given a written reply saying what has been done or could be done to sort out the problem.



If you are not happy with the written reply and any decisions that have been made, you can ask to get in contact with your Independent Reviewing Officer, David will help you get in touch with them, or you can ask for your complaint to be looked at by the Chrysalis Care panel, they are a group of people who will suggest to Chrysalis Care what should be done to sort out any problems. You will get these recommendations in writing.

We hope that you find this guide helpful. If you have any further questions you can always get in touch with Richard or David at Chrysalis Care.



chrysaliscare
transforming lives



Fostering Guide for Young People aged 11 to 18 years



What does Chrysalis Care aim to do?

Chrysalis Care is a family run organisation that trains and supports many fostering families to look after children and young people who cannot live with their own families.

Our job is to make sure we find the right family that will suit your needs, this may involve placing you with a family of the same ethnicity or religion, in the right geographical area, providing specialist equipment or a specially adapted home. Some live in London and some nearer the seaside, some have their own children living at home and some may have children that have grown up and moved away. Where we can, we will offer to provide you with a 'family book', that will have photo's and information all about the family. We will also offer for you to visit and speak to the carers before any final decisions are made about you living with them.

We want to make sure that you are happy whilst staying with your foster family and we aim to make sure that you:

- Live in a home where you feel cared for, safe and respected
- Feel part of the family
- Feel supported with your education and health
- Feel listened to and are actively involved in decisions that affect your life
- Are able to follow your religion if you wish
- Stay in touch with people you care about
- Have your individual needs met and are supported to achieve your full potential
- Know and understand any rules in the house and why they are there



Did you know?

Did you know...

that there are 40,000 children and young people being fostered in the UK? There will be some being fostered in your school and neighbourhood.

Did you know...

some of the famous people that have been fostered in the past? Pierce Brosnan, Kriss Akabusi, singers Seal and Cher to name a few.

Did you know...

that at Chrysalis Care what **you** think is important to us. There are lots of opportunities to voice your views which can help shape how we do things here. Contact Richard to find out more.

Did you know...

that if you are not happy you can talk to your social worker or foster carer or we have someone here at Chrysalis Care, in our Children's Service team, Richard, is here to help you and your foster family with activities, school work, someone to talk to and much more. To contact Richard you can ring either **0208 298 2800** or **07826 073982**

Did you know...

that at Chrysalis Care we hold records on all our young people. If you would like to see yours please contact Richard who will arrange this.

Did you know...

that there are some good websites where young people in a similar position to you can talk and share their thoughts and opinions as well as get advice and support? Here are a couple of useful web addresses or numbers for independent organisations that are there to support and listen to you:

www.thewhocarestrust.org.uk

or free call **02072513117** on Mondays, Wednesdays and Thursdays between 3.30pm and 6pm

www.rights4me.org

If you live away from home then this is the place to find out about your **RIGHTS** and a way to **BE HEARD!**

Voice

You can receive support from a special adult (advocate) who will work with you, to try and solve any issues you may have. (Free from a home phone – **0808 800 5792**)



Why Foster Care?

It is important that all children and young people are well cared for in a safe home. There are different reasons why this is not always possible in your own home with your own family. It may be that your parent is ill, or has asked for help because they are finding it hard to keep you safe. It may be that others such as teachers, neighbours or family friends or members are concerned that you are being hurt or not being cared for properly. It might mean that your family cannot look after you for a short time or maybe for longer and therefore another family who has been trained, checked and approved by a panel of professionals are found as an alternative. Sometimes the word for fostered is used in terms like being "looked after", or "being in care".

What is a Social Worker?

You will be allocated a Social Worker who will help make sure you are safe and happy. They are there to listen to you and find out what your views are in order for you to be involved in any decisions or plans made. They will also explain to you why some things are happening. Sometimes decisions are made by a court and your Social Worker will be able to explain how and why these decisions are made. They will also talk to you and your foster carers about how you can stay in touch with people that you care about.



Foster Carers Social Worker

Your foster carers will also have a social worker from Chrysalis Care who is there to support them and offer guidance about how they can help you to achieve your full potential.



What will I do?

Your Foster carers want you to feel part of their family, they will help you to settle into your own bedroom. You can bring your things from home and make it feel comfortable.

They will also help you to continue with or find hobbies, clubs or interests, as well as take part in family holidays and day trips. You will be supported in your education, whether that be at school or with a tutor, your carers will help you with your homework and attend school meetings. Our Children's Services team also arrange a 'Your Voice' support group that takes place in the school holidays as well as a Youth Participation Forum Group that you can get involved in. We also run social events and activity days such as parties, quad biking, days at the beach, trips to the theatre and football tournaments. You are welcome to come to any of these.