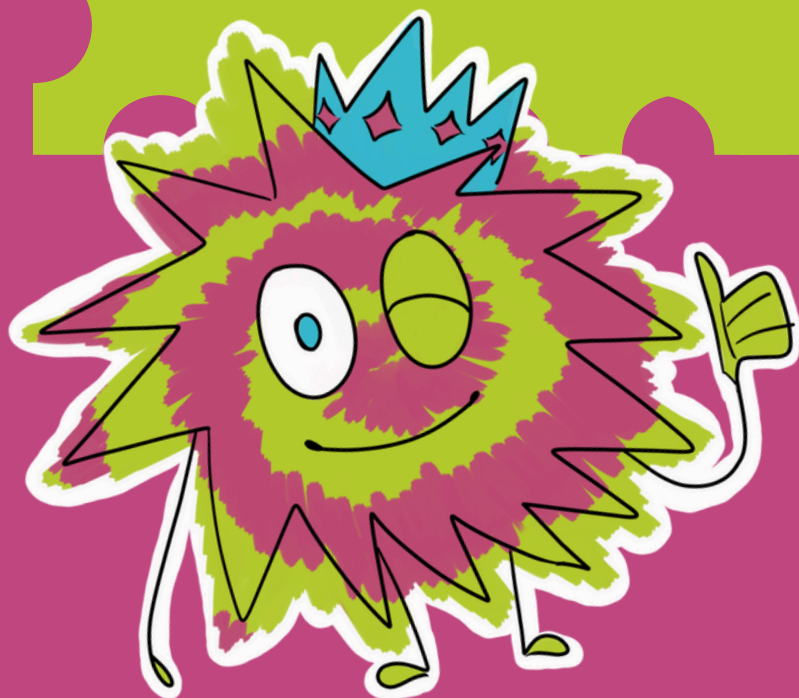




# **Xcel 2000**

## **Children's Guide**



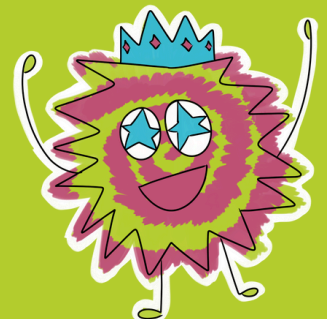
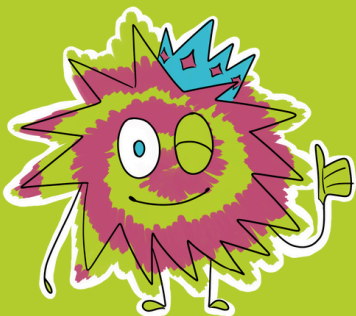
# Xcel 2000 Children's Guide

Xcel 2000 & Diverse Care are two fostering organisations who work together to form The Hazel Project.

Fostering is about looking after children in a safe and happy home when they can't live with their own families.

We will do all we can to support children just like you, when you are being looked after by one of our Foster Families. Your Foster Family will do their best to ensure you have access to education, health services and activities that are best for you. Your Foster Family along with your social worker will do their best to support you to keep in contact with the people who are important in your life.

Xcel 2000 has something called a **Statement of Purpose** that tells you all the things we do and things we think are important for you.

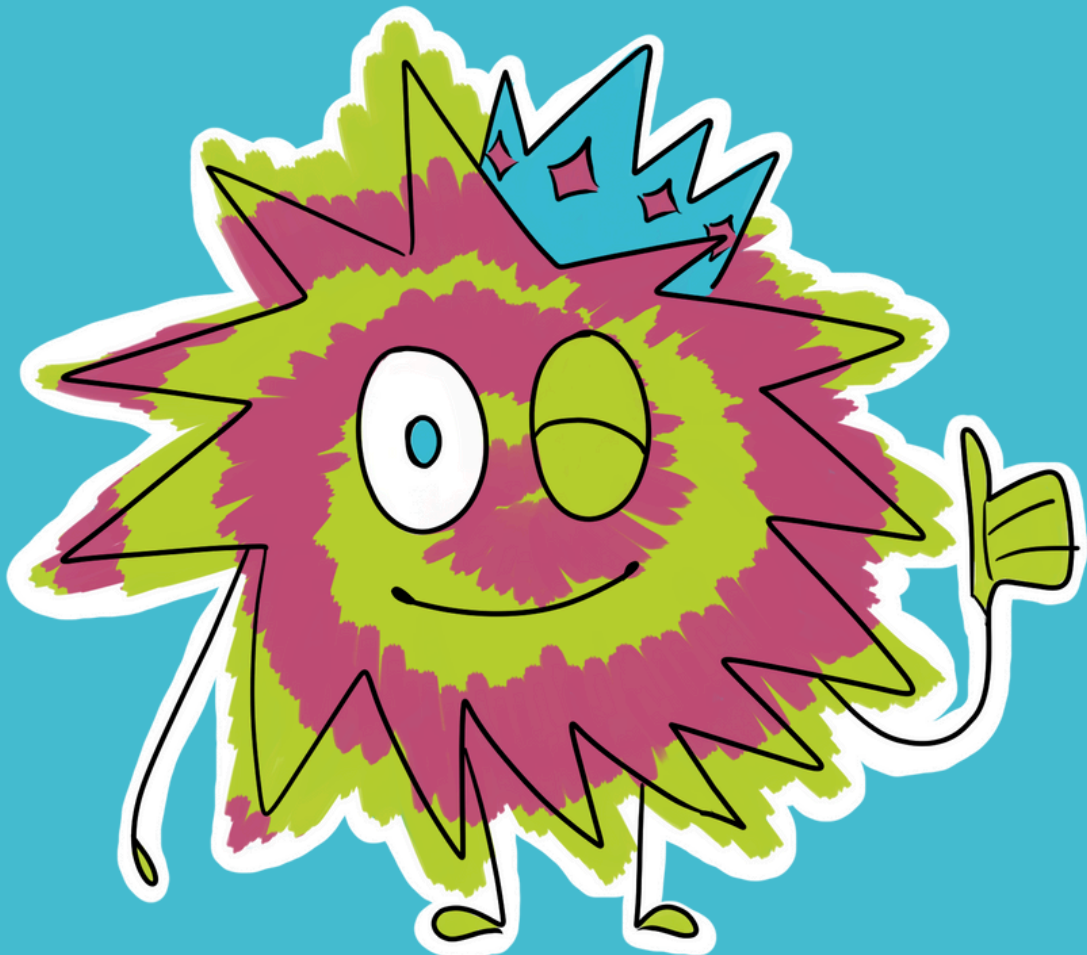


# Fuzzy

Hi there.

I am Fuzzy.

I will take you through our Children's Guide,  
answer some of the questions that you may have  
and support you to understand what you can do if  
you have any worries.



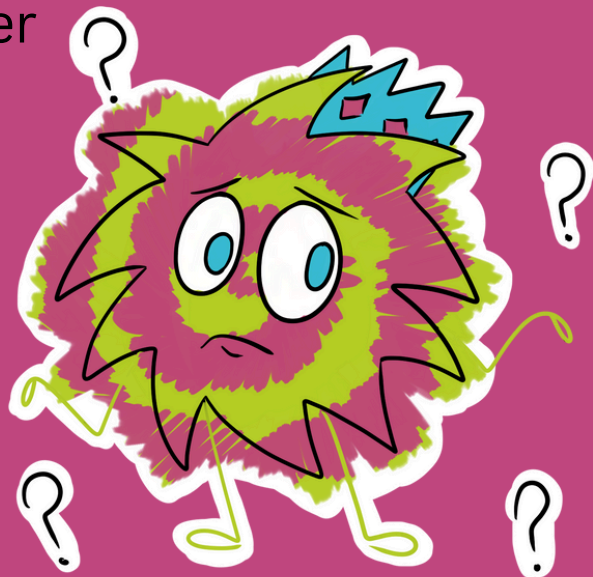
# Who's who?

## **Social Worker (SW)**

Your Social Worker will visit you to see how you are doing. Some of what they do is to make sure you are safe and being well cared for. They will listen to your wishes and feelings and where possible, support your family to be able to care for you again. Your Social Worker works for the Local Authority who are responsible for every child's safety and well-being.

## **Independent Reviewing Officer (IRO)**

You will have your own IRO and it is their job to check that the Local Authority are doing everything they can to make you happy while you are staying with your Foster Family and speak up for what they feel is best for you.



## **Fostering Supervisor (FS)**

Like you, your Foster Family has their own Social Worker, these are called Fostering Supervisors. They are there to support you and your Foster Family to ensure they have what they need to offer you the best care.

They will visit you and ask to speak to you by yourself sometimes, but you can also ask to speak to the Fostering Supervisor at any time. They will also talk to your Social Worker and will attend some of your meetings.

## **Education & Engagement Team**

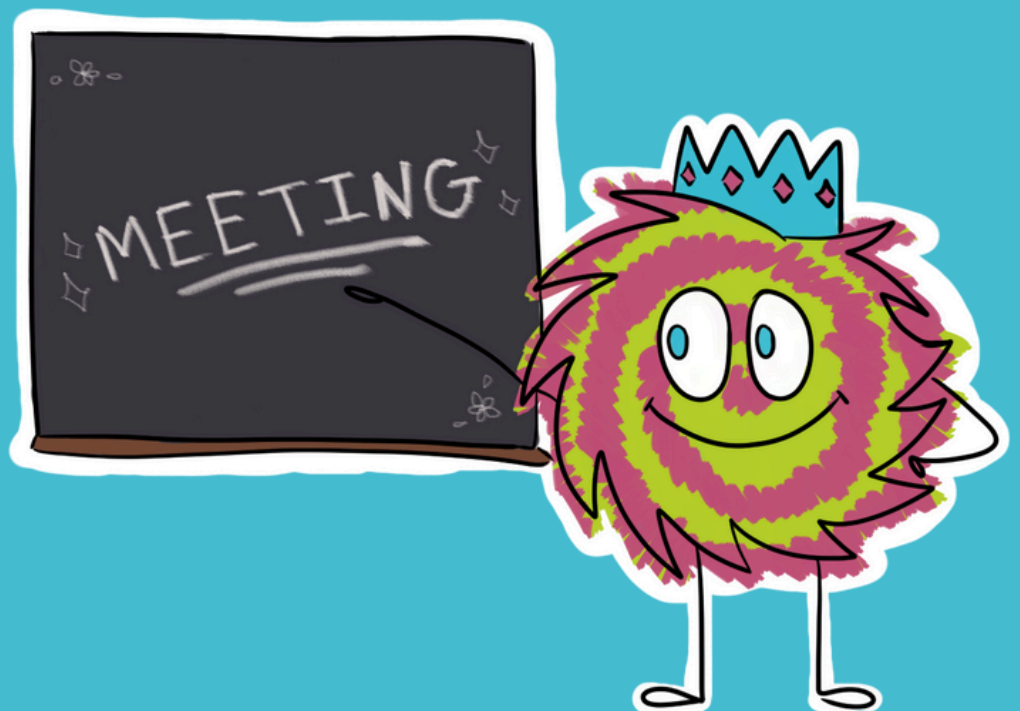
A member of the Education and Engagement team will meet you and they will support you in reaching your full potential in your learning and education.

They will attend your education meetings and may visit you and your Foster Family to talk about your school, your learning & aspirations. They also organise lots of fun events and activities that you will be invited to.

# Why do I have meetings and what are they for?

These are all about you! It is important that whilst you are living away from your family, you are safe and being well cared for.

The meetings take place in order that we understand more about you and your experiences with your Foster Family and what is important to you. Your family, wishes & feelings, friends, food, religion, pocket money, your bedroom, health, education, hobbies and anything else that is important to you will all be explored during these meetings.





# Who will be there?

Your meetings will include important people in your life, these could be your Parents, Siblings, Teacher, Foster Parents, your Social Worker and of course YOU! If there is anyone you want to be present at the meetings, it is important that you share this.

It is important that you are at these meetings as they are all about YOU! It gives you the chance to tell everyone how you feel and think.

# What about school?

## Can I stay at my school?

Some children are able to stay at their school. Your Social Worker and Foster Parents will discuss the plans and any changes with you.



## What if I have to change schools?

When you move to your Foster Family you may need to change schools or it may be possible to travel to your current school. Your Foster Parents will support you if you do have to change schools and will encourage you to share your feelings.

## Who will help me?

We have an Education & Engagement Team that will support you with finding the best school for you and that you are receiving everything you need to support you at school. They will meet with you and find out your wishes and interests. We believe that education is important for every child because it is where you learn new things and make new friends.



# Children's Rights

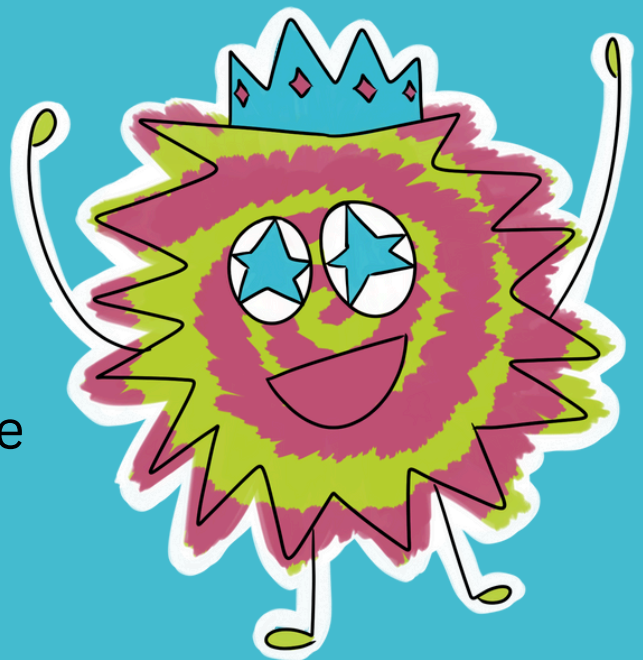
## What are Children's rights?

Children and young people have rights and these are written down in something called the Children & Families Act 2014 and in the UN Convention on the Rights of the Child.

As a child you have the right to be:

- Treated fairly and with respect
- Listened to
- Offered education
- Other things that will enable you to enjoy your life

If you feel your rights are not being met, it is important that you speak to someone who you trust about this. You might choose your Teacher, Foster Parent or Social Worker.



# What is an Independent Advocate?

An Independent Advocate is someone that can support you in having your say. They have lots of experience working with children and young people. They will listen to any concerns that you have and will support you when putting things right. They can support you to write a letter, make telephone calls and prepare for any meetings.

They can also support you if you need to make a complaint. Every Local Authority has their own advocate.

Speak to your Foster Parent or Social Worker to get the details of your Advocate or ask them to contact us and we will find out the details for you.

The following organisations can also provide you with an 'Independent Advocate',

**Coram Voice**

**Telephone: 0808 800 5792**

**National Youth Advocacy Service**

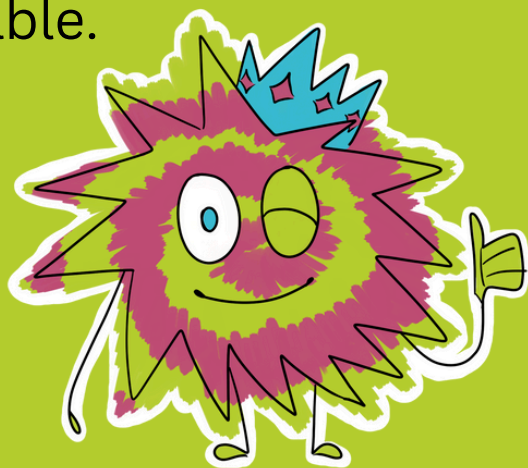
**Telephone: 0808 808 1001**

# What is a Children's Commissioner?

A Children's Commissioner is someone who is there to make sure your rights are respected and that you get offered the best support available.

A Children's Commissioner can:

- Give you advice about what your rights are
- Explain what Social Services can do to support you
- Listen to what is happening in your life
- Speak to the other people for you, if you want that
- Make sure other people know what your rights are



You can get support from a Children's Commissioner if you:

- Already have a Social Worker or receive support from Social Services
- Think you need a Social Worker or support from Social Services

**You can contact your Children's Commissioner, Rachel De Souza on 0207 783 8330.**

# What do I do if I have any worries?

All the time you are living with one of our Foster Families you should be treated with respect and dignity by them.

They will offer support and encouragement, they will look after you and keep you informed of important things in your life where possible.

We hope you will be happy but if for any reason you are not, your Foster Parents, Social Worker, Fostering Supervisor or any member staff at the Hazel Project will usually be able to sort out any problems you are having.

They will listen to you and make sure that you are being treated fairly and well.



If you don't want to do that, you can speak to **Steph**, who is the complaints person and explain things to her.

**You can call Steph on 07738 948 674.**

However, if you are still worried or not happy, you can contact **Ofsted**. Ofsted is an organisation that makes sure The Hazel Project are doing their job properly.

**The person you need to contact is: The Chief Inspector - Telephone: 0300 123 1231**

