

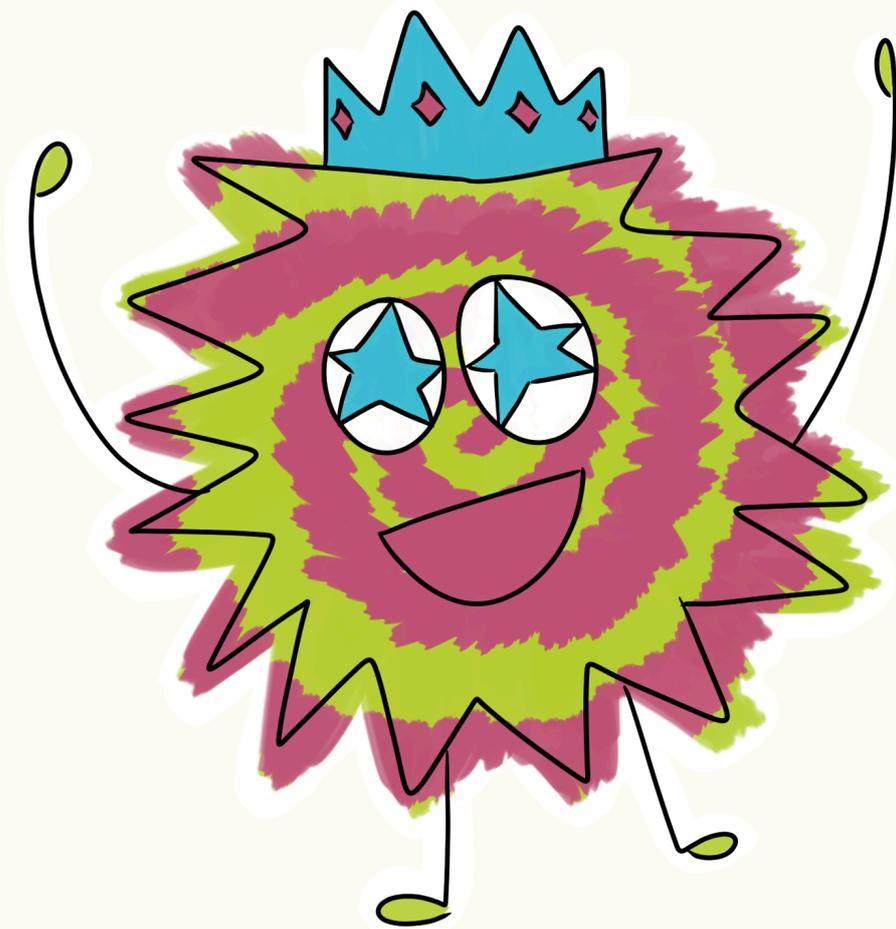
# Xcel 2000 Children's Guide

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 in understanding what you can do if you have any worries.

If you find some of the Children's Guide tricky to understand, please ask your foster parent, teacher or trusted adult to support you!



# Xcel 2000 Children's Guide



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 make sure you have all of the things that support your learning, health and happiness. Your foster family and your social worker will do their best to help you 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.

Xcel 2000 & Diverse Care are two fostering organisations who work together to form The Hazel Project. Your foster parents work with Xcel 2000 FosterCare Services and are therefore part of The Hazel Project.

# Our Statement Of Purpose

Our Statement of Purpose tells you who we are, what we do, and how we're here to support you.

- Xcel 2000 helps children who cannot live with their own families. We aim to find amazing foster homes for children and, when we can, help them return to their birth families. We work closely with local authorities, foster parents, and the child's family.
- We find foster parents that meet the needs of every child, thinking about all of the things that make them special. We give training and support to foster parents to make sure children are cared for and have good educational opportunities.
- We offer different types of foster care, including emergency, short, medium, and long-term placements, parent and child placements (where foster parents support a birth parent in caring for their child), and care for young people remanded by local authorities.
- We find, assess, and approve foster parents. We give them support and training, and carefully match children with the best family for them.
- We know that every child is unique, and their welfare is the most important thing. We believe children have a right to feel safe, respected, and supported to reach their dreams and goals.

# Who's who?

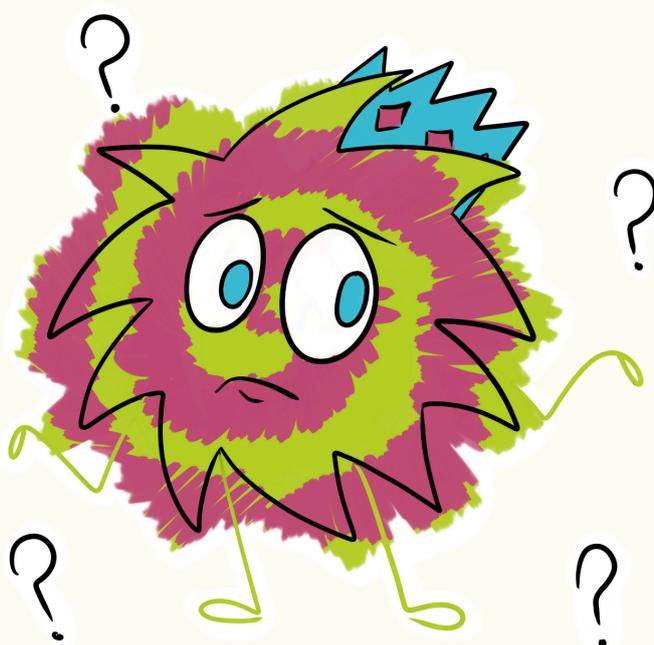
## **Social Worker (SW)**

Your social worker will visit you to see how you are doing. Some of what they do is to make sure you are safe, happy and being well looked after.

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. It is the local authority's job to make sure that every child is safe and happy.

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

You will have your own IRO, just like Fuzzy does and it is your IRO's 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 look after you and your foster family to make sure they have what they need to keep you safe, healthy and happy. They will talk to your social worker and will come to some of your meetings. They will also visit you and ask to speak to you by yourself sometimes, but you can also ask to speak to your fostering supervisor at any time.

Fuzzy loves having a chat with their fostering supervisor!

## **Education & Engagement Team**

Somebody from the team will meet you and they will support you whilst you are at school. They will come to your meetings at school and may visit you and your foster family to talk about your school, your learning & goals.

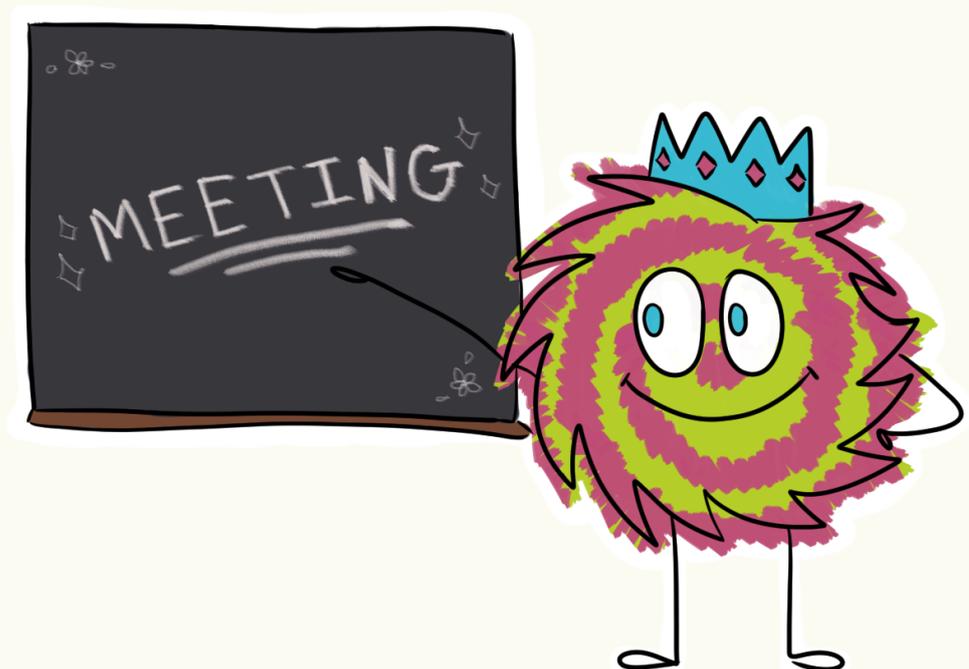
They also organise lots of fun events and activities that you will be invited to!

# 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, that you are safe, happy and being well looked after.

The meetings take place so that we can learn more about you and your life with your foster family and what is important to you.

Your family, wishes & feelings, friends, food, religion, pocket money, your bedroom, health, school, hobbies and anything else that is important to you will all be spoken about at these meetings.

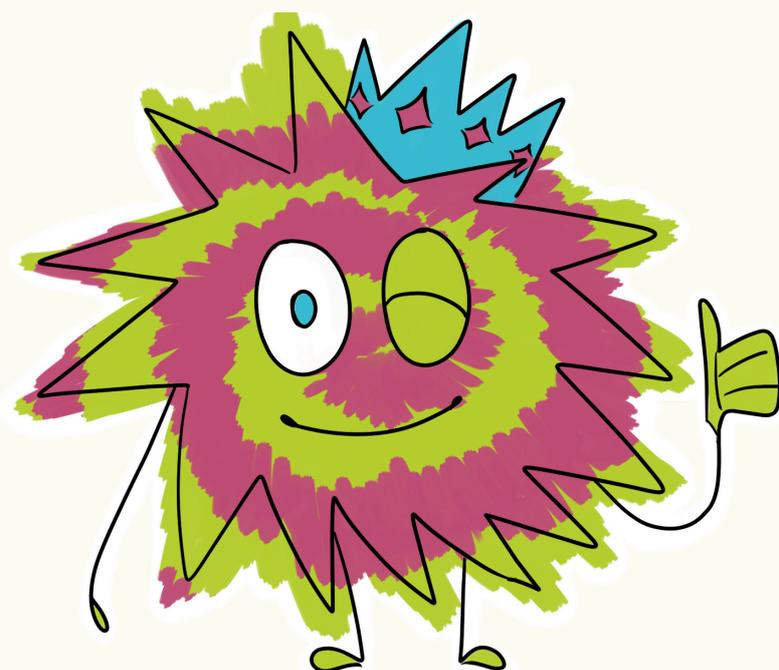


# Who will be there?

The important people in your life will come to your meetings, these could be your parents, brothers & sisters, teacher, foster parents, your social worker and of course YOU!

If there is anyone you want to come to the meetings, it is important that you tell your foster parents, social worker or fostering supervisor this.

Fuzzy thinks it is very important for you to go to these meetings as they give you the chance to tell everyone how you feel and think and be listened to.



# What about school?

## Can I stay at my school?

Some children are able to stay at their school. If any plans are made or anything changes, your social worker and foster parents will always talk to you about this. Don't forget, your foster parents, social worker and fostering supervisor are always there to talk to and to listen to you.



## **What if I have to change schools?**

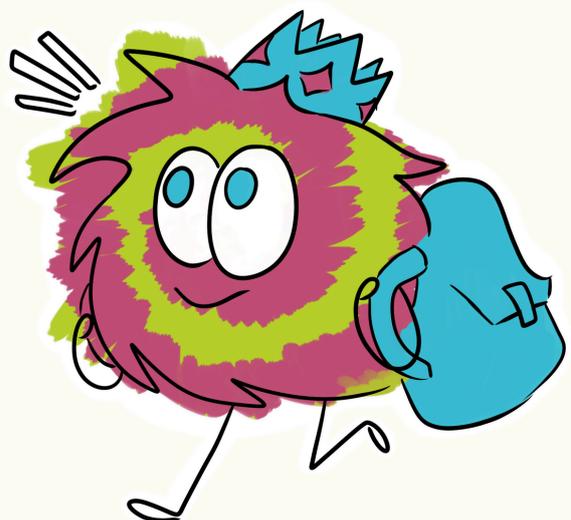
When you move to your foster family you may need to change schools or you may be able to travel to the school you go to now.

If you do have to change schools, your foster parents will always be there to support you with any worries or sad feelings you may feel. Fuzzy has changed schools and enjoyed making new friends!

## **Who will help me?**

The Education & Engagement Team will support you with finding the best school for you and make sure that you have everything you need to support you at school. They will meet with you and listen to your wishes and interests.

Fuzzy says that school is important for every child because it is where you learn new things and make new friends!





# What do I do if I have any worries?

While you are living with your foster family, you should feel safe and looked after. They will support you and always talk to you about anything that is worrying you.

When Fuzzy isn't happy, this is what he does to help and if you're feeling unhappy, you can do these things too:

- Speak to your foster parents
- Speak to your social worker
- Speak to your fostering Supervisor
- Speak to anyone at Xcel 2000 FosterCare Services

They will usually be able to support you with any problems you are having. They will listen to you and make sure you are being well looked after.

If you don't want to do that, you can speak to our trusted staff member who you can share any worries you may have and how you are feeling. You can call the Xcel 2000 Fostercare Services office on 01795 470 222 and ask for the complaints person.

If you have tried this and are still worried or not happy, our trusted staff member can help you contact Ofsted. Ofsted are people that make sure Xcel 2000 Fostercare Services are doing their job well. The person you need to contact is:

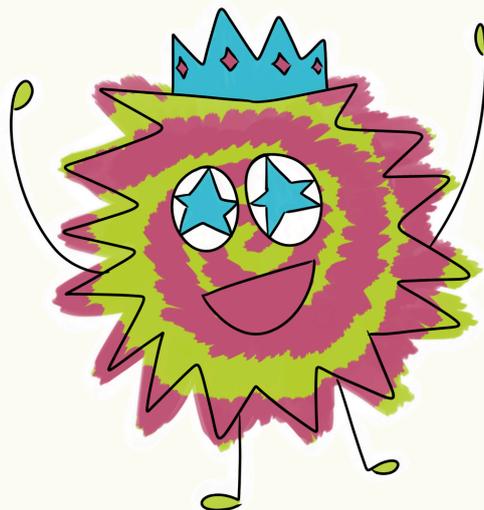
### **The Chief Inspector**

Telephone: 0300 123 1231

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Address: Clive House, 70 Petty France, London SW1H 9EX

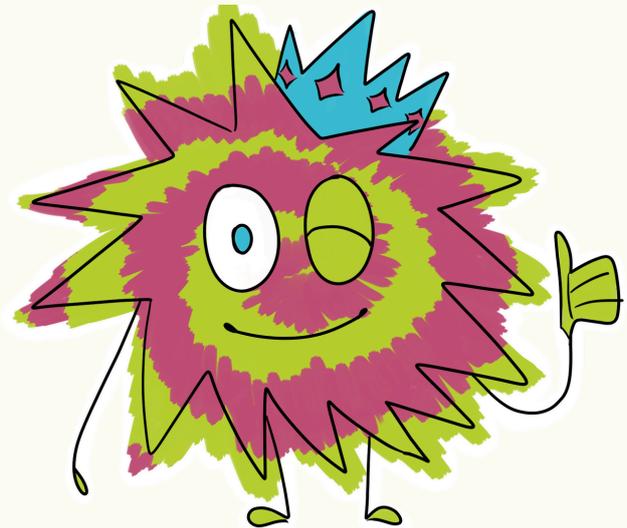
You can also have the support of other safe adults, called advocates - they can also support you with any problems.



# What is an Advocate?

An independent advocate is someone that can support you with having your say. They have worked with children for a long time. They will listen to any worries that you have and will support you in making it better. They can help you to write a letter, make calls on the phone and help you get ready for any meetings. They can also support you if you're not happy and need to tell someone about it.

Every local authority has their own advocate. Speak to your foster parent or social worker to find out who your advocate is or ask them to speak to us and we will find out for you.



There are other advocacy services available too;

Coram Voice

Telephone: 0808 800 5792

National Youth Advocacy Service

Telephone: 0808 808 1001

# Children's Rights

What are children's rights?

Children and young people, like you, have rights. Rights are rules that make sure that you are happy and looked after. Your rights 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:

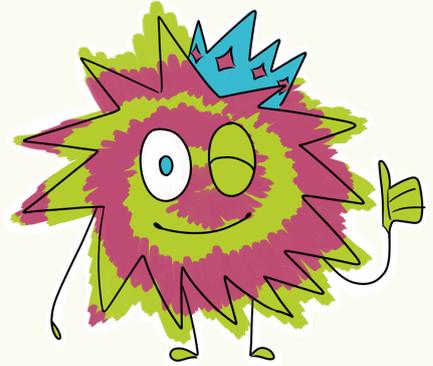
- Be treated fairly and kindly
- Be listened to
- Have a school to go to
- Other things which make you happy

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.



# Who is the Children's Commissioner?

The children's commissioner is someone who makes sure your rights are respected and that you are being looked after.



The children's commissioner can:

- Tell you what your rights are
- Tell you 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 the children's commissioner if you:

- Have a social worker or get support from social services
- Think you need a social worker or support from social services

The children's commissioner is: Rachel De Souza.  
Her phone number is: 0207 783 8330.

Fuzzy hopes that he has answered your questions and supported you in knowing what to do if you have any worries!

Don't forget, if you are not sure about something or are feeling sad, tell your foster parents, social worker or fostering supervisor and they can help and support you!



