

Welkom  
به خير راغلي  
Welkom أهلاً و سهلاً  
Croeso  
Welcome  
Bienvenue  
እንኳን ደህና መጣህ።  
Hoan nghênh  
پخیر



# A child's guide to fostering

Hello! I'm Fergal!



Hello! I'm Halil!



Fergal and Halil are here to welcome you to Fostering Hearts. Follow them through this guide to find out all about Fostering Hearts.

# Welcome to Fostering Hearts!

This is a guide to tell you all about Fostering Hearts, your foster carers and the other people who are here to help care for you and keep you safe.

Fostering Hearts is a fostering agency. This means that we have foster carers who can offer a loving home to children who cannot live with their own family. Fostering Hearts is a family itself, and we welcome you to our community.

Fostering means going to live with a 'foster family' when it is not the right time to live at home with your own family. Fostering is sometimes called 'going into foster care' or 'being looked after'. There are many reasons why children and young people come into care. Being in foster care does not mean that your family does not love you.

**It is also a place for you to tell us about  
you!**



Your social worker will talk to you about why you are in care. You can ask them any questions you have.

# Things to look forward to at Fostering Hearts

Everyone at Fostering Hearts cares and wants to make sure that you feel happy with your foster family. We have lots of events that you can come along to, and if you join in our fun competitions, you will receive a certificate and may even win a prize!



At Fostering Hearts, we have lots of fun, and we want you to get involved and have fun too. We organise lots of events during the school holidays – we've been to pantomimes, the seaside, theme parks, ice skating, high ropes and lots more.

Our Fostering Hearts Support Team will organise events at Fostering Hearts



Everyone at Fostering Hearts is here to support you and help you reach your full potential and goals. You can talk to any of us, we're very friendly!



# Your supervising social worker



Hello! My name is ..... I am your foster family's supervising social worker.

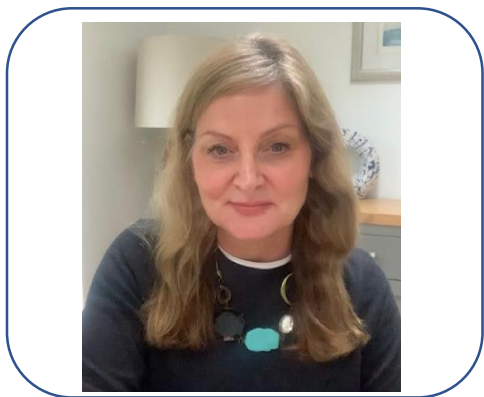
It is my job to make sure you are happy in your foster family, and if there is anything you or your foster carer needs help with, you can talk to me.

A few things about me...

I love –

I don't like -

*Do you have any questions for me?*



Hello! My name is Emma Rawlinson. I am Fostering Hearts Registered Manager.

It is my job to make sure that your foster family's supervising social worker is able to help you so you are happy and can reach your goals in life.

You can always contact me at Fostering Hearts if you want to. Our phone number is 01442 953123.



If you ever feel sad or just want someone to talk to, you can talk to your foster family's supervising social worker.

# All about me

We want to know all about you. Draw a picture or stick a photo of yourself in the middle of the page. Then answer the questions.

My name is

My age is

My language is

When I grow up I  
want to be a

My religion or  
belief is

My ethnicity is

My birthday is

I like to wear

My school is

We think it is important for your foster family to help you grow as a person, follow your beliefs and do great things in the future!



# My favourite things

We want to make sure you are happy during your time with Fostering Hearts. Tell us about your favourite things!

Books

Toys

Animals

Sport

TV programmes

Weather

Clothes

Songs

Games



Have a think about new things you would like to try - maybe a new sport or read a new book. They might end up being a new favourite!

# Food and Drink

Draw pictures or write about the food and drink that you like best and the things you do not like.

Food and drink that is yummy:



Food and drink that I don't like:



It can be fun trying new foods and drinks. You might have the chance to try something new with your foster family!



# My family and friends

It is very important to remember that you are still part of your own family.



Draw a picture of the people in your family and your friends.



Every day, in every way, you are getting better and better. Remind yourself of this, every day!



# Positive Aspirations

Aspiration is another word for ambition, or goal. Being in care doesn't mean you can't have dreams. A lot of children who have been in foster care have done things like gone to university, become dancers, or even became famous actors or athletes!

**Footballer Marcus Rashford says...**

*"Your dreams are the most important things as a child, do not let go of them...Although the world is a bit crazy at the moment, don't lose sight of what is important to you".*

At Fostering Hearts, YOU are the most important person. Therefore, it's important that we hear your voice. If you have any ideas for our agency, tell us! The Children's Council is one way for you to have a say about the things that really matter in your life.

Tell us about your achievements, whatever they are, so that we can celebrate with you! We love sending out certificates!

**Do something awesome today!**

Everyone has dreams and goals that we want to achieve. Believe in yourself and your abilities, and you can reach those dreams.

**We believe in you!**



# Positive Aspirations

We believe that you can be who you want to be, do what you want to do. Tell us a bit more about what you like doing, so we can help you reach your goals and dreams.

At school my favourite subject is.....

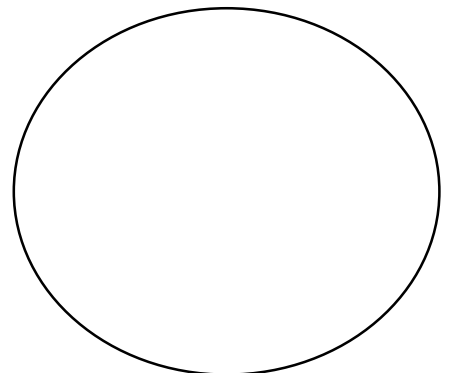
At school I am good at.....

My favourite hobby is.....

When I grow up I want to be a

.....

(Draw a picture in the circle)



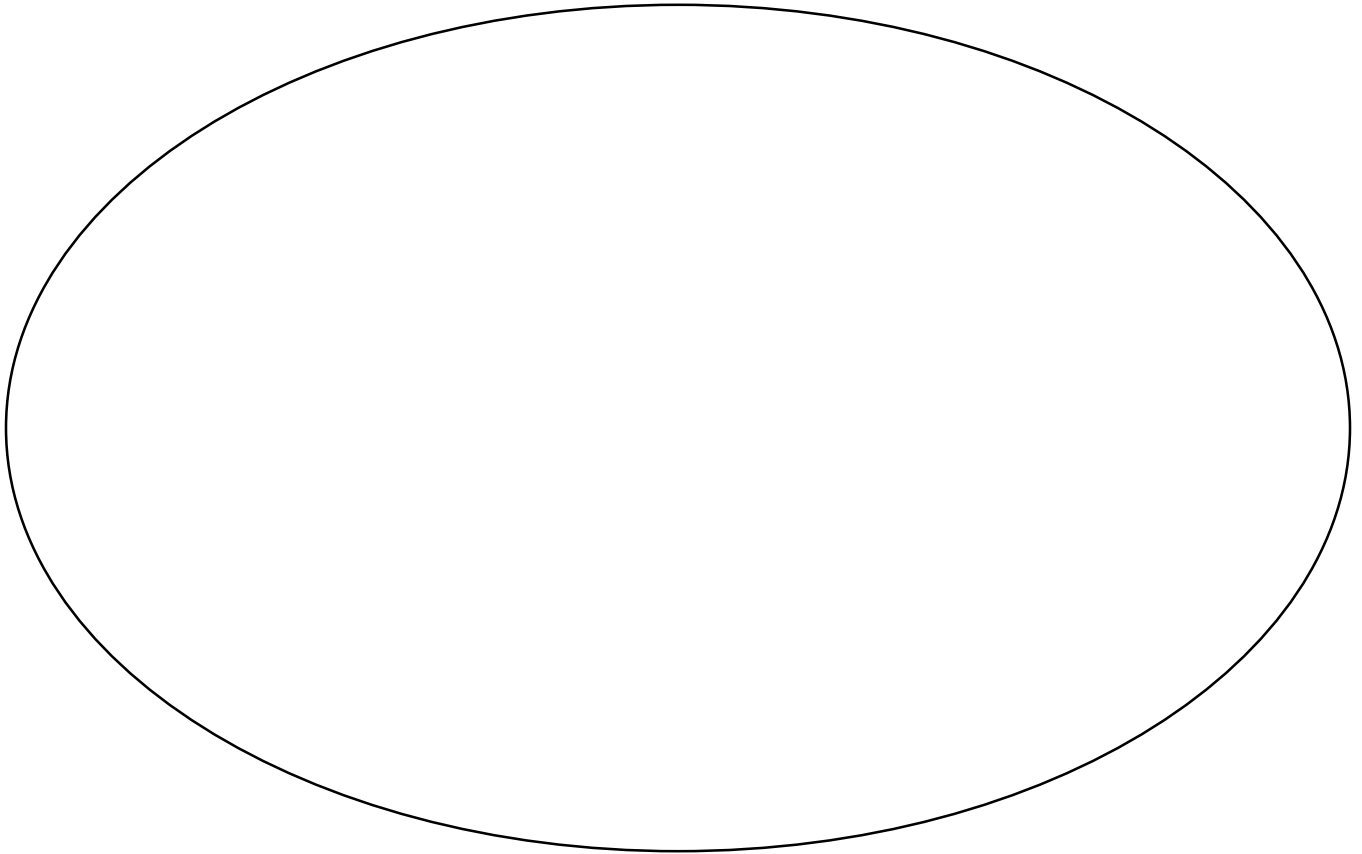
I'm Emily, your Advocate. I'm here to make sure the things you say and feel are heard by your foster carer and Fostering Hearts. I'm here to listen to YOU! You can get in touch with me by calling Fostering Hearts on 01442 953123.



Your uniqueness is epic and worth celebrating. Fostering Hearts will help you to be the person you want to be.

# My foster family

Draw a picture of everyone who lives in your foster family (don't forget to draw yourself in the picture too!)



My foster carers' names are.....

Other people who live with them.....

They live at .....

Your foster family will be there for you when you need them. If you need help with something, you can talk to them.



# My foster family

## What should my foster carers do?

There are lots of things that foster carers do for you. This includes:

- Treat you with respect
- Support your education
- Encourage you to say how you feel about what happens and help you get your voice heard
- Help you to reach your goals– whether you want to be a doctor, astronaut or teacher!
- Support you to follow your religion or beliefs and celebrate religious holidays and festivals
- Support you in developing as an individual
- Treat you as part of their family

## What will my foster carers expect me to do?

- Show respect to everybody
- Go to school
- Join in with family meals
- Come home on time
- Follow the house rules.

When you are in foster care, everyone is looking out for you. This means that you should be treated fairly and supported to be who you want to be. Your foster family and everyone at Fostering Hearts will make sure you have the things you need - go to school to learn, see a doctor when you are unwell, go to the dentist to check your teeth.



Your foster family will love and respect you, just as they would like you to love and respect them.

# Dos and Don'ts

When you live with your foster family, they may have some house rules. Rules are important as they make sure everyone is safe. Use the space below to write down these rules, so you don't forget them.

I must

.....  
.....  
.....  
.....  
.....

I must not

.....  
.....  
.....  
.....  
.....

Every achievement starts with the decision to try. If you never try, you never know – so, try something new today!

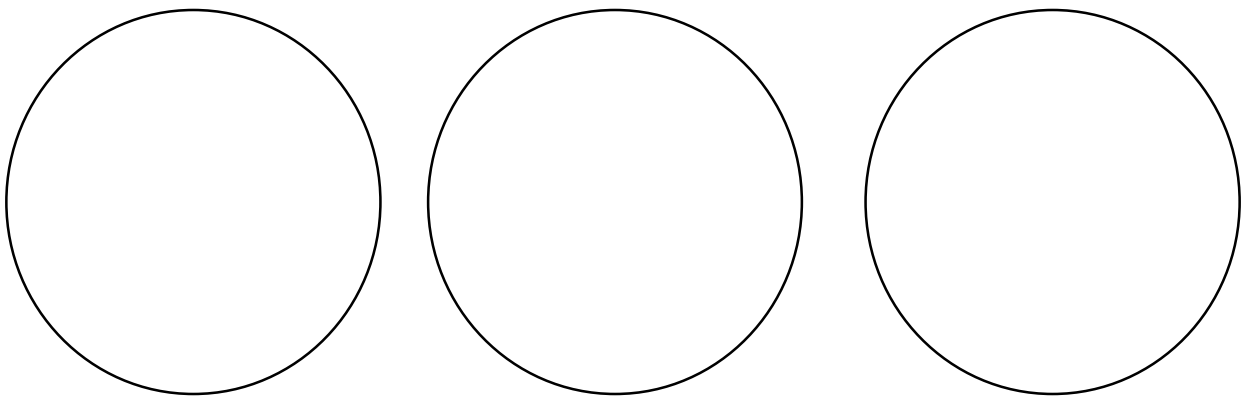


# Pocket Money

When you are in foster care you will get pocket money. You will be told how much has been agreed by your social worker and foster carer. Your foster carer will help you to decide how to spend your money.

**How much will you get each week for pocket money? .....**

It can be fun to think about what you would spend your pocket money on. It is good to save some of your money to buy a big thing. Draw or write three things that you would like to save for.



There is lots of information in this guide. Don't worry if you don't understand any of it, your social worker will be able to help you.

# Your care plan

When you are in foster care, everyone who is in your life needs to know what needs to be done for you to be well looked after and happy. There will be meetings to make sure that everyone is helping you, and if anything needs to be changed.

## Write the names of each person:

My name is .....

My foster carers are.....

My social worker is .....

My foster carers' supervisor at Fostering Hearts is .....

My Independent Reviewing Officer is .....

If you are not happy with something when you are in care, you can talk to any of these people. You are the most important person and we want you to be happy.

## Here are some examples of why you might want to talk to someone at Fostering Hearts:

- You are being treated badly or unfairly by a Fostering Hearts worker or Foster family
- You are not being listened to or are not taken seriously
- You are not getting what you need, for example to do with your education, health, social life, or not getting your pocket money
- You are being treated badly because of things like your ethnicity, religion, race, disability or age.

If you feel like your needs aren't being met when you are in care, it's important to tell someone, so we can help you.



# Bullying

Bullying is when someone is deliberately hurtful to you over time and makes you feel sad and upset.

## Bullies may hurt you with:

- words - by doing things like calling you names, teasing you or spreading rumours about you
- unfriendly things - like ignoring you, hiding or taking your things, making threatening signs, making you do things that you do not want to do
- physical things - like hitting, kicking or scratching you, or breaking your things
- cyber things - like sending horrible e-mails or texts or putting horrible words or photos on Facebook or WhatsApp.

**If you think that you are being bullied at school, home or anywhere else, then you should speak to someone that you trust. This could be your foster carer, social worker, teacher or someone else.**

Write here who you would talk to if you were being bullied:

.....  
.....  
.....  
.....

*“Any fool can make a lot of noise. But it takes a strong bull to go his own way and forget the things those bullies say.”*

– Walt Disney

Be brave and tell someone if you are being bullied.





# What if I'm unhappy?

At Fostering Hearts, children are at the heart of what we do. You being happy, is what matters to us. Sometimes though, you might not feel happy. If you are feeling sad, you can talk to anyone you have already talked about in this guide – your foster carer, their supervisor, your social worker, a teacher, anyone you feel safe with.

If you feel like you're not being listened to, you can also talk to Melanie at Fostering Hearts. Her job is to make sure that all problems are dealt with properly and quickly. You can write to her at:

Fostering Hearts  
Epping Civic Centre  
323 High Street  
Epping  
CM16 4BZ

Or if you want you can phone her on: 01442 953123  
or her mobile: 07880 315 967

You can email her on [melanie@fosteringhearts.co.uk](mailto:melanie@fosteringhearts.co.uk)



If you are still not happy with things, you can contact Melanie again and ask her to organise an Independent investigation of your complaint. This is where a person, who does not work for Fostering Hearts, or with your social worker, looks at your complaint, and the way it was dealt with, to see if any mistakes were made. If, when you hear the results of this investigation, you are still not happy, you can ask to meet a group of people called the panel.

The social worker for your foster carer(s) will help to explain this stage of the process to you.



It's ok to feel sad, angry, anxious, lonely or scared right now. However you feel, you're not alone. Its good to talk about how you feel.

## OFSTED (The Office for Standards in Education, Children's Services and Skills)

OFSTED makes sure companies that provide education or care services to children, do so at a high standard.

Every year, an inspector from OFSTED writes to foster children asking them if they are being well looked after.

The inspectors also write to foster carers and visit Fostering Hearts' offices. If you wanted to, you could ask to speak to an inspector at Fostering Hearts' offices or they could come and visit you.

You can get in touch with Fostering Hearts' inspector by ringing:  
0300 123 1231

You should ring this number if you are unhappy about something and nobody is helping you to sort the problem out.

The inspector's address is OFSTED Inspection Piccadilly Gate, Store Street, Manchester M1 2WD

You can also send an email to: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)



Don't be afraid to stand up and speak for yourself. If you feel that something is wrong, talk to someone.

## **Summary of Statement of Purpose**

What does Fostering Hearts agency do and how do we aim to do it? We have a statement of purpose that details all about our fostering agency. Here is a summary for you.

### **We believe that:**

- Children's needs are best met in a caring family
- Our foster carers will work with other people to make a plan specially for you
- Our foster carers will help you learn about your culture
- Our foster families will help you spend time with your family if that is in your special plan.

### **Standards of care:**

- Our foster carers have a supervisor who helps them to look after you. The supervisor will see you regularly, and ask how you are.
  - Foster homes must be clean, safe and comfortable .
  - Your foster carers will help you to be proud of yourself.
  - Your foster carers will take you on holiday.
  - Foster carers should use positive parenting and reward good behaviour. They must not hurt you or be unkind.
  - Your foster carers will be kind to you and help you to make friends.
- 
- The people who run Fostering Hearts have been working with foster families for a long time and understand how fostering works.

### **Recruiting new foster carers:**

We are very careful about who we ask to be a foster family, we check them carefully to make sure they are safe and will give you a nice place to live.

## Useful Phone numbers and websites

If you need someone to talk to about any problem then you might find it useful to use one of the numbers or websites below:

### **ChildLine:**

ChildLine has an email address or you can chat to someone 1-2-1 online.

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

Contact Number: 0800 1111 - 24hrs

**This is a particular number for children in care - Contact Number: 0800 884444**

### **Samaritans:**

Around the clock, 24 hours a day, 365 days a year.

Contact Number: 116 123

Website: [www.samaritans.org](http://www.samaritans.org)

### **Bullying UK:**

Contact Number: 0208 8000 2222

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

### **Talk to Frank:**

A charity which provides advice and help around drugs

Website: [www.talktofrank.com](http://www.talktofrank.com)

Contact Number: 0300 1236600

### **Kidscape:**

This website has information and helpful advice if you are being bullied.

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

Contact Email: [info@kidscape.org.uk](mailto:info@kidscape.org.uk)

### **Gendered Intelligence for transgender young people:**

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

It's ok to not feel happy all the time. It can help to talk to someone if you are sad, worried or feel lonely.



### **You can always contact Fostering Hearts:**

Telephone Number: 01442 953123

Email: [info@fosteringhearts.co.uk](mailto:info@fosteringhearts.co.uk)

Facebook: <https://www.facebook.com/fosteringhearts>

Website: <http://www.fosteringhearts.co.uk>

### **National Youth Advocacy Service (NYAS):**

An advocate will give you support if you do not feel you can talk to people around you. They will give you information and advice and speak up on your behalf.

Email for help: [help@nyas.net](mailto:help@nyas.net)

Contact Number: 0800 808 1001

### **Children's Commissioner:**

Advice and help for children in care or living away from home

Website: [www.childrenscommissioner.gov.uk/help-at-hand/get-in-touch/](http://www.childrenscommissioner.gov.uk/help-at-hand/get-in-touch/)

Contact Number: Freephone 0800 528 0731

Email for help: [help.team@childrenscommissioner.gsi.gov.uk](mailto:help.team@childrenscommissioner.gsi.gov.uk)

Facebook: [www.facebook.com/childrenscommissionersoffice](http://www.facebook.com/childrenscommissionersoffice)

### **Your Independent Reviewing Officer:**

If you wish to speak to your independent reviewing officer, the best way to contact them is to ask for their contact details from your foster carer, your local authority social worker, or the Fostering Hearts social worker who works with your foster carer.



Remind yourself every day that you are you, and there is no better person to be.

## General Data Protection Regulation

Fostering Hearts are provided with and collate information about you in order to find you a foster family and to support your wellbeing and progress whilst in our care.

Once you leave our care, copies of this information are returned to your Local Authority. However, Fostering Hearts will retain copies of your file for 20 years or up until your 25th birthday, whichever is sooner, to allow you access to your records, whereupon they will be deleted.

Should you prefer these records to be deleted before this date, you may contact us at any point after your 18th birthday.

You have a lot to be proud of. Believe in yourself and you can do anything!



# Children's Guide Reply Slip

Your Name:.....

Has your foster family's supervisor gone through this guide with you?  Yes  No

Was this guide helpful?  Yes  No

Do you know who you can talk to if you need someone to talk to?  Yes  No

Do you know who to contact if you need anything?  Yes  No

Do you have any questions about being in foster care?

.....  
.....  
.....

We want to make sure your voice is always heard so if you have any ideas for Fostering Hearts when you are with us, write them here or talk to your foster family's supervisor, any time!

.....  
.....  
.....



Everything will be ok. We hope you have lots of fun with your foster carers and Fostering Hearts!