



This page tells you about Hythe House.

Hythe House is a fostering agency. After many years of fostering Margaret and John Duffy decided to open their own fostering agency with their sons; David, Gary and Robert. The family wanted to continue to help Young People who needed a fostering family.

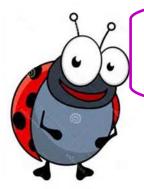
Hythe House is in Sittingbourne, Kent.



Hythe House find foster families for children who need to be cared for and make sure that they look after those children properly.

The Supervising Social Workers at Hythe House make sure that your carers are looking after you properly and have all the help that they need. You will be able to talk to them if you have any questions or if your are feeling happy or sad.

The Hythe House T	<u>eam</u>		
Margaret Duffy -	Managing Director		
John Duffy -	Co-owner		
David Duffy -	Head of IT		
Gary Duffy -	Agency Head & Responsible	Individual	
Robert Duffy -	Head of Education		
Tanya Callaway -	Agency Manager		
Ronda Jones -	Senior Practitioner		)
Steph Hobbs -	Supervising Social Worker		
Nicola Duffy -	Senior Administrator		
Aysha Corr -	<b>Receptionist/Administrator</b>		6



This page will tell you about your rights and what you can expect from your foster family and from Hythe House Support.

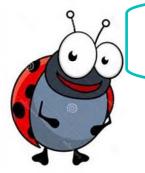
Everyone has rights, including children and young people. During your stay with your foster family you have a right to expect:

- To be able to say what your wishes are and to know they will be listened to.
- \* To be listened to if you are having any problems.
- \* To be protected from harm and kept safe.
- \* To be kept healthy and provided with health care that suits your needs.
- \* To get the most from your education.
- \* To have your privacy and confidentially respected.
- \* To be treated appropriately and with respect for who you are, what you believe in and for any special needs you may have.
- \* To be valued and not discriminated against for any reason.
- \* To be given information about your family and other important people in your life and to have contact with them, or a clear explanation of why this is not possible.
- \* To be told clearly what you can do and what you are not allowed to do.
- \* To be given opportunities to develop your skills and interests.
- \* To know how to make a complaint to your social worker and Ofsted if things go wrong and for the complaint to be dealt with properly.

Your foster carers, social workers, teachers and other adults will all work together to make sure your rights are respected.

We will all do our best to help you to reach your full potential and will treat you with respect and consideration.





This page will tell you all about being looked after and living with a foster family.



There are many reasons why children cannot live with their own families. If you are not sure why you are living with a foster family then speak to your foster carer or your social worker.

Your social worker will visit you regularly. You can talk to your social worker about anything; if your are happy or sad, if there is anything worrying you or to ask any questions.

A foster family might be made up of just one person or a couple; there may be other children living with the family, either the carers own children or other children being looked after, just like you.

Your carers will do lots of things that most parents do, such as; cooking, cleaning, washing your clothes, taking you to school and helping you with your homework. They will also make sure you are kept healthy, take you to your dentist and doctors appointments, on outings and give you support with any hobbies or interests that you might have.

As a foster family you will enjoy doing different things together. Your foster family may eat the same kind of food as you or have a favourite meal or even have food that you have never tried before.

Your foster family may celebrate special days like Christmas, Enid-Al-Adwa, or Passover. Even if your carers do not share the same religion as you they will do they can to help you feel at home and to meet your needs, beliefs and wishes.



This page will explain how long you will stay with your foster family and how you can keep in touch with your family and friends.



Looked after children, like yourself, stay with their foster families for different lengths of time, depending on what you need.

Shortly after you start living with your foster family there will be something called a Placement Planning Meeting. This is where people like your social worker, your foster carer and your supervising social worker will talk about how long you will be staying with your foster family; you may be invited to this meeting, but if that is not possible, it will be explained to you afterwards.

We believe that it is very important for you to keep in touch with all the people who are special to you.

Your social worker and their team will decide who in your family you will be able to see and how often. This team is here to make sure that you are kept safe. They have to think very carefully about what is best for you and how to keep you safe. Before any decisions are made you will be asked about what your feelings are. If you or your social worker are worried about contact with your family or friends then you will have someone with you when you see them.



This page will explain some of the words or phases that you might hear people use.





Social Worker - This is someone that works for social services.

Your social worker is there to make sure you are ok and are being looked after properly. If you have any questions, are unhappy or have something to say you can always talk to your social worker.

<u>Foster Carer</u> - Foster carers are people that have been chosen to look after you; to keep you safe, happy and healthy. Foster carers are there to do what most parents do; such as, cooking, washing your clothes and taking you to school.

<u>Advocate</u> - This is a person who helps children and young people explain their views or speak on their behalf when you need more support.

<u>Independent Reviewing Officer</u> - This is a person that takes charge of Child in Care Reviews and will make sure that everyone knows about your wishes and feelings.

<u>Supervising Social Worker</u> - Your foster carers have their own supervising social worker to make sure that they are looking after you properly. The supervising social worker will come to visit you and you will be able to talk to them and to ask any questions.

<u>Child In Care or CIC Review</u> - These meetings are where all of the adults in your life talk to you and get your views about plans for your future.

<u>Care Plan</u> - This is a plan of action made at your Child In Care Review meeting. It will have details about your needs for now and in the future. This is to make sure you are being looked after properly.

<u>Local Authority</u> - This is the local government office for the area that you lived in. Social Services are a department within the Local Authority and they are the people that will make the decisions about your care.

<u>Ofsted</u> - Ofsted inspectors go around and look at all the places where Children In Care are living. They make sure children are safe and being well cared for. If you are unhappy about your care or something that Hythe House are/are not doing, then they will listen to you.

Do you know the names of your:

- \* Social Worker -
- \* Advocate -
- \* Supervising Social Worker -



If you are unhappy about something then you are able to make a complaint; you can make a complaint in different ways.

Always try to tell your foster carer if there is anything wrong and they will try to help. If you feel shy or worried about talking to your foster carer then try and find someone that you can speak to; maybe a teacher, your social worker or someone at Hythe House.

Sometimes complaints may need to be dealt with by someone else and will need to be shared; you will be asked if you are happy for this to happen but if your complaint is serious then it cannot be kept a secret and must be shared with others who will be able to help.

If you have a complaint then you need to tell someone that you are unhappy. If you are being truthful you will not get in trouble. Remember, you should never be afraid to say if something is wrong. All of the adults in your life are there to help and support you.

Never make a complaint about something or someone that is not true, this will upset everyone involved and it can be difficult to get things back to normal afterwards.

Can you name the people in your life that you could make a complaint to?

This page will explain about what bullying is and what you should do if you are being bullied.

Hythe House will not allow bullying of any kind, for whatever reason. If you are being bullied or know someone that is you should tell an adult; this can be your foster carer, teacher, social worker or anyone else that you trust.

The only way to stop bullying is to speak to someone about what is happening.

#### What is bullying?

Bullying is anything that causes pain, upset, worry, embarrassment or humiliation to another person.

## Signs of bullying

Physical - Hitting, pushing, spitting at another person. Stealing, hiding, damaging or destroying property that isn't your own.

Verbal - Threatening, name calling, telling stories about someone that isn't true, writing notes that are nasty, teasing someone over and over again. Making fun of the way someone looks, where they come from or their religious or cultural beliefs.

Bullying is also encouraging others to do any of the above.

If you know someone that is being bullied; don't try to deal with the bullies yourself. Try to encourage this person to talk to an adult.

Do you know who you can talk to if you are being bullied?

This page has some useful phone numbers, websites and addresses that you may need.

## Children's Commissioner

The Children's Commissioner for England is Anne Longfield.

Anne and her team listen to what Children In Care say about things that affect them.

For advise or assistance:

Call - 0800 528 0731 - This is free to call

Email - advise.team@childrenscommissioner.gsi.gov.uk

Website - www.childrenscommissioner.gov.uk

# <u>Ofsted</u>

Ofsted go around looking at all the places where Children In Care are living. They make sure children are safe and being well cared for.

Hythe House is inspected by Ofsted regularly.

If you are unhappy about your care or something that Hythe House is or is not doing you can contact Ofsted.

Call - 0300 123 1231 for general enquiries (Mon - Fri 8am - 6pm)

0300 123 4666 for any concerns (Mon - Fri 8am - 6pm)

Email - enquiries@ofsted.gov.uk or

https://contact.ofsted.gov.uk/contact-form

Write - Ofsted, Piccadilly Gate, Store Street, Manchester, M1 2WD

# The Who Cares? Trust

The Who Cares? Trust work to improve the care of children and young people who are separated from their families, living in residential or foster care; they promote the interests of these children and young people.

Call - 0207 017 8901 (Mon - Fri 10.30am - 3pm)

Email - advice@thewhocarestrust.org.uk

Website - www.thewhocarestrust.org.uk

Address - The Who Cares? Trust, 15-18 White Lion Street, London, N1 9PG

# This page has some useful phone numbers, websites and addresses that you may need.

# **ChildLine**

ChildLine is a 24-hour helpline for children and young people. You can talk about any problem any day time, day or night. ChildLine Counsellors are there to help you find ways to sort things out.

ChildLine is confidential; which means that they won't tell anyone about your call, unless you want them to talk to somebody for you or if you are in danger.

The phone line can often be busy but if you keep on trying, you will get through.

Call - 0800 1111 - This is free to call and will not show up on the phone bill.

Email - info@childline.org.uk

Website - www.childline.org.uk



# **NSPCC**

The National Society for the Prevention of Cruelty to Children promotes a society in which all children are loved, valued and able to fulfil their potential.

NSPCC encourage young people to find someone to turn to if they have a problem.

NSPCC have a booklet called 'Worried? Need to talk?'. It contains help and advice for young people; on abuse, bullying, racism, family relationships, being in care, drugs and alcohol. You can get a booklet by going on their website or calling the helpline.

Call - 0808 800 5000

Email - help@nspcc.org.uk

Website - www.nspcc.org.uk



#### Kidscape

Kidscape gives advice on bullying and keeping safe.

Call - 0207 730 3300

Email - info@kidscape.org.uk

Website - www.kidscape.org.uk

Address - 2 Grosvenor Gardens, London, SW1W 0DH



This page has some useful phone numbers, websites and addresses that you may need.

#### Coran

The Children's Legal Centre is run by lawyers and other people with experience in child law. They have lots of experience in providing legal advice to children, their carers and other people such as social workers.

Call - 0808 802 0008 - This is free to call.

01206 714 650

Email - info@coramclc.org.uk

Website - www.childrenslegalcentre.com

Address – Coram Children's Legal Centre, Riverside Office Centre, North Station Road, Colchester, CO1 1RE

#### <u>Coram Voice</u>

The Coram Voice for the Child In Care campaigns to improve the lives of children and young people in care, empowering them to speak out for changes in their lives. They provide a service for children and young people to access 'immediate advice and telephone advocacy' and also provide a local VCC advocate to meet port you if they feel this is right for you.

Call - 0808 800 5792 - children and young people only.

Email - info@voiceyp.org

Website - www.coramvoiceyp.org

# Hythe House Support

You are always welcome to come into Hythe House Support. We will do everything that we can to make this a positive time for you and to help you in way possible.

Call - 01795 438 634

Address – 59 Staplehurst Road, Sittingbourne, Kent, ME10 2NY

Website - www.hythehousesupport.co.uk