

To find you a home, we will

- Work alongside you to prepare you for your move into independent living only when you are ready
- Support you in your search for employment, education and training opportunities in recognition that this will help you to maintain your independence and achieve in life

To be a lifelong champion, we will

- Do our best to help you break down barriers encountered when dealing with other agencies
- Work together with the services you need, including housing, benefits, colleges and universities, employment providers and health services to help you establish yourself as an independent individual
- Treat you with courtesy and humanity whatever your age when you return to us for advice or support
- Point you in a positive direction and journey alongside you at your pace
- Trust and respect you
- Not forget about you
- Remain supporters in whatever way we can, even when our formal relationship with you has ended

Charter for Care Leavers

This Charter sets out promises to care leavers that central and local government make. The key principles in this charter will remain constant through any changes in legislation, regulation and guidance. The Charter for Care Leavers is designed to raise expectation, aspiration and understanding of what care leavers need and what the government and local authorities should do to be good corporate parents.



We Promise

To respect and honour your identity, we will

- Help you to develop your own personal beliefs and values
- Honour your unique identity and celebrate your identity as an individual
- Value and support important relationships

To believe in you, we will

- Value your strengths, gifts and talents and encourage your aspirations
- Help you push aside limiting barriers and encourage and support you
- Believe in you, celebrate you and pursue your goals in whatever way we can
- Seek opportunities to celebrate your achievements

To listen to you, we will

- Take the time to listen to you, respect and strive to understand your point of view
- Provide easy access to complaint and appeals
- Encourage access to independent advocacy

And if we don't agree with you we will fully explain why

To inform you, we will

- Give you information that you need at every point in your journey from care to adulthood, including information on legal entitlements and the service you can expect to receive from us at different stages in the journey
- Provide this information as early as is appropriate and keep it up to date and accurate
- Ensure you know where to get current information once you are no longer with the leaving care service
- Ensure all personal information is safely managed and stored and accessible when you want it

To support you, we will

- Will provide any support set out in current regulations and guidance and will not unreasonably withhold advice when you are no longer legally entitled to this service
- Assist you, where necessary, to access specialist health and other support services
- Make it our responsibility to understand your needs