

Our Promise To YOU

As a Child or Young Person
in Care in Solihull
2024 / 2025



Working
for Children
and Families
in Solihull



Solihull
METROPOLITAN
BOROUGH COUNCIL

What you can expect from your workers and carers

We will do our best to:

- Make sure that you understand what is going on, involve you in decisions and plans as much as we can and give you choices.
- Be honest with you and do what we say we will do or explain why if anything changes.
- Respond to messages from you within one working day and make sure you know who to contact in an emergency at any time if you are worried.
- Not share your personal information or the story of your life with anyone who does not need to know.
- Make sure you know if there is going to be a change in worker and give you enough time to get used to this change.



What you can expect from us whilst you are being supported by Solihull Children's Services

We will do our best to make sure:

- You know what support you can expect from us.
- We give you the help and support you need to help you work towards your goals and get the best out of life.
- You can keep in touch with the people who are important to you in a way that's safe and works for you.
- We offer to support you up to the age of 25 if you have remained in care until you live independently. As you get older we understand you may want less from us but we will always be here for you.

Education, Employment and Training – We will:

- Support you to do well at school and to find education, employment or training as you get older so that you can work towards qualifications and your chosen career path.
- Support you with open days and interviews for education, training or employment opportunities so that we are there to help if you need us.
- Support you with equipment and costs to get started in new work or training.



Health and Wellbeing – We will:

- Help you to stay healthy and happy by encouraging you to have a healthy lifestyle and checking on your health with a health assessment at least once a year.
- Support you to get the services that you need for your physical, emotional and mental health and make sure being in care doesn't make this harder.

Keeping in touch with people who are important to you – We will:

- Support you to keep in touch with your family and other people who are important to you in a safe way and keep important relationships going.
- Do everything we can to support you to live close to your family and community if this is safe and right for you.
- Make sure that you have your say and are heard if there is anyone you do not want to see or be in touch with.



Making sure you feel cared about – We will:

- Respect you as an individual (including your background, religion, sexuality, gender and gender identity ability and culture)
- Believe in you and give you a second chance when things go wrong as we all make mistakes.
- Celebrate your achievements throughout the year and by inviting you to the annual Celebration Event hosted by the OVOS Team.
- Involve you in events, activities and give you the chance to be part of decisions about our services.
- Support you to feel stable and safe where you live.
- Be a champion for you and fight your corner always and especially when you need extra support if things get difficult.
- Ensure that you are well looked after and cared for by the people who look after you and support you every day.
- Make sure that you are treated fairly and have the same opportunities as other children and young people who are not in care or care experienced.
- Make sure that you get the chance to have fun and enjoy being a young person just like anyone else.

Having Your Say and Feeling Heard – We will:

- Listen to your views, wishes and feelings about your care and how you feel and act on these whenever safe and possible. We want to make sure that you feel happy and safe.
- Make sure you are involved in decisions made about your care and explain to you the reasons why sometimes decisions will need to be made without you. Repeats from above?
- Listen to you when you are telling us about any issues or challenges you are facing and guide you the best way we can.
- Make sure that you are involved in reviews of your care plan or pathway plan and that you have the opportunity to chair and lead your review if you want to.
- Make sure that you have an advocate if you want one. Your advocate can speak for you when you might be finding it hard to speak or find the right words.
- Make sure you have access to the OVOS groups (Solihull's Children in Care Council) to share your voice, get involved with opportunities and activities and have the chance of meeting new people with similar experiences to yours.



OVOS is Solihull's Children in Care Council. It is open to all Children & Young People in Care or Care Experienced, this includes Children & Young People who live out of the Solihull borough.

This service is here to help and support you to get your voice heard by the people involved in your care. Your feedback about things that could be improved will support changes in the service that you receive.

OVOS gives you the opportunity to take part in events, activities, training, and employment opportunities when they arise.

When you are part of the OVOS family you will be given the opportunity to take part in interview panels for recruiting new workers. By doing this it will help us to pick the right person for the job.

Contact us

	Address	Opening times:	Phone us at:
Our main Offices	Children Looked After, Team, Child Asylum and Care Experienced Team: Chelmunds Place, 858 Chester Road, Chelmsley Wood. B37 7WG	For All Teams: Monday to Thursday: 08:45am to 17:20pm Friday: 08:45am to 4:30pm Closed Bank Holidays	0121 717 1473
	Children's Assessment Team, Safeguarding and Support Team Bluebell Centre, West Mall, Chelmsley Wood. B37 5TN		0121 788 4300
	Children's Disability Team Elmwood Place, 37 Burtons Way, Smiths Wood. B36 0UG		0121 704 6690
Emergency Duty Team		For emergencies during evenings, weekends and bank holidays when main offices are closed.	Call 0121 605 6060 . Your number will be taken and a Social Worker will call you back.
Our Voice Our Services www.ovossolihull.org.uk			Phone: 0121 717 1473

Notes