

Useful phone numbers

Social worker –

Customer Relations Unit – 01942 828085

Chairperson or the Independent Reviewing Officer – 01942 487150

The Pledge

The Pledge is our promise to children and young people. It says we (and organisations that work with us) will treat you well and do the things we have said we will, within the time we have agreed.

We ask children and young people to help us make sure we keep our promises to you. You can do this by visiting or phoning any of our services, and telling us whether or not we are doing what we say we will and treating you well.

You can also tell us if you think we are keeping our promises by contacting the Group Manager, Independent Reviewing Officers Team, 80 Ribble Road, Platt Bridge, Wigan, WN2 5EW.

Phone: 01942 487150

E-mail: ssdqat@wigan.gov.uk



A full version of this pledge is available from Progress House, phone 01942 486123.

This leaflet is also available in other languages, on audio tape or CD and in large print. Contact us at Department of Adult Services, Customer Relations Unit, Civic Centre, Millgate, Wigan, WN1 1AZ.

Phone: 01942 827173 • E-mail: ssdcru@wigan.gov.uk

Children and Young People's Services promotes equality and celebrates diversity
www.wigan.gov.uk

Looked After Children Reviews:

A guide for children and young people



Children and Young People's Services

Looked After Children Reviews

Questions and answers about your review

What is a review?

A review is a meeting to talk about you, where you live, how you are doing in school or college, your health, and the contact you have with people who are important to you. You'll also have the chance to talk about things that may be bothering you or that you just want to talk through.

Who comes to a review?

The person in charge of your review (called 'the chairperson') is an independent reviewing officer. Before your review, he or she will send you a list of people who have been invited to attend. Apart from yourself, this will usually include your social worker, your parents or carers, members of your family, and other people involved in your care.

If someone is invited who you don't want to come to your review, tell the chairperson before the meeting. If there is someone you want to come to your review who hasn't been invited (for example, your teacher or an advocate), ask the chairperson to invite them.

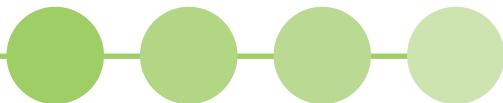
What is an advocate?

It's someone who can help you tell the people at the meeting what you want to happen. If you would like an advocate, ask your social worker or carer to arrange it by phoning the Customer Relations Unit on 01942 828085.

Do I have to come to a review?

No – it's up to you if you go or don't go. But because it's your review, it's really important that people there know how you are feeling and what you want to happen to you. We believe that your opinions are important and that people should be told what you think.

If you want to go, you may want to bring someone with you to support you, such as a friend or adult you trust. Or, if you prefer, you could write down how you feel and this could be read out at the meeting. We will always try as hard as we can to make sure everyone at the meeting knows your views and feelings.



Talk to your social worker about it – he or she can help you decide and help you to prepare for it if you want to go. Or, phone, text, e-mail or write to the chairperson before the meeting.

What happens in a review?

Before the meeting starts, the chairperson will talk to you about things which are important to you and the best way to make sure they are dealt with at the review.

The chairperson will then start the review meeting by asking people to say who they are. You (or someone on your behalf) will then have the chance to talk about your care plan and changes (if any) that need to be made for it to meet your needs. The chairperson will give everyone the chance to speak and will write down notes of the meeting.

At the end of the meeting, recommendations will be made. Your social worker or the chairperson will go through the recommendations with you if you are unsure or need more information.

How long does a review last?

It usually lasts about an hour, but it can be shorter or longer.

What happens after the review?

The chairperson will send you a copy of the notes and recommendations of the meeting. It is important that everyone completes any action that has been agreed because this will be looked at again at the next review.



What if I am not happy about the review, or don't agree with the plans?

If you want to talk to someone about the review or the plans made at the review, you can speak to the social worker or the chairperson.

If you are not happy with the response you get, you can use the Children and Young People's Services customer care procedures to make your views known or to make a formal complaint. Your social worker can give you a leaflet called 'Got a Complaint?' to help you do this, or you can contact the Customer Relations Unit on 01942 828085 for advice.

How often do reviews take place?

The first review should take place before you have been looked after for one month. The next review takes place within three months, and after that within six months.

If the plans for you are changing or if there are difficulties that you (or other people) want to talk about, then you can ask for a review meeting at any time. To do this, contact the independent reviewing officer who is the chairperson for your review – their phone number is on the back page.

