

Everyone at Tutis Foster Care is here to help you. We will do our very best to support you and listen to your views whilst you are in our care. We hope that this booklet provides you with the necessary information about being looked after by our Foster Carers.

Hi .....

This booklet is to tell you about **TUTIS FOSTER CARE**.

This is a place where adults are asked to help look after children if their mum's and dads aren't able to look after them.

There are lots of reasons why children are looked after by someone else. It could be that their mum or dad is ill. People called **SOCIAL WORKERS** make sure that children are safe and cared for when this happens. The **SOCIAL WORKER** will look for someone to look after children during this time.

What is the name of your Social Worker?

.....  
.....

What is your Social Worker's phone number?

.....  
.....

At **TUTIS FOSTER CARE** there are people called **FOSTER CARERS** who look after children when their mum and dad aren't able to. The **FOSTER CARERS** want to make sure that children are safe and well. There might be other children and pets living with the **FOSTER CARERS**. If you are frightened of animals, just tell the adults.

**FOSTER CARERS** really enjoy looking after children. They are friendly people who are there to take care of you.

All **TUTIS FOSTER CARE's FOSTER CARERS** have a **SUPERVISING SOCIAL WORKER**

What is the name of your Foster Carers' Social Worker?

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.....

Here you can tell us a bit about you.....

What is your name?

.....

How old are you?

.....

Who do you live with?

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.....

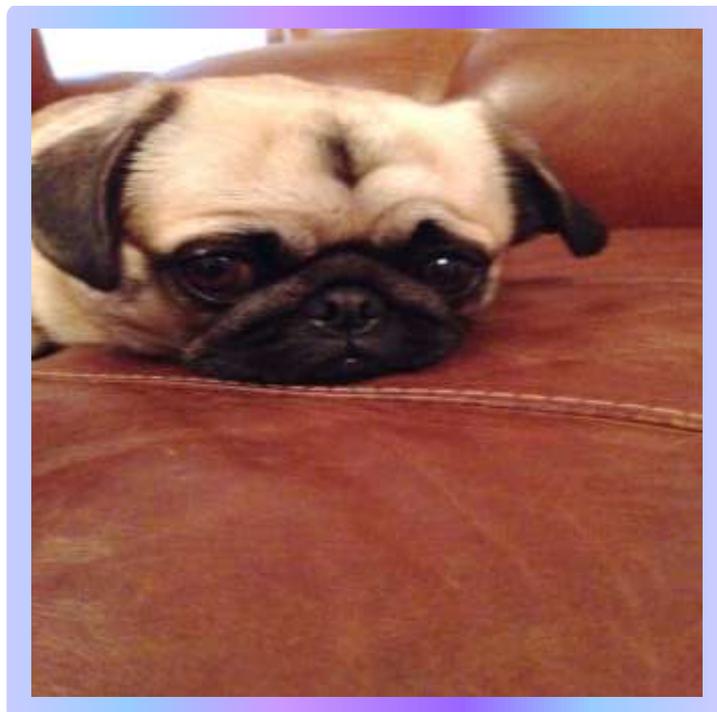
Have they got any pets?

.....

What School do you go to?

.....

We know there will be times when you feel sad and maybe a little angry, so **FOSTER CARERS** and **TUTIS FOSTER CARE WORKERS** will work hard to try and make you happy again.



**Independent Reviewing Officer:**

**Whilst you are in Foster Care, you will be visited by your Independent Reviewing Officer (IRO).**

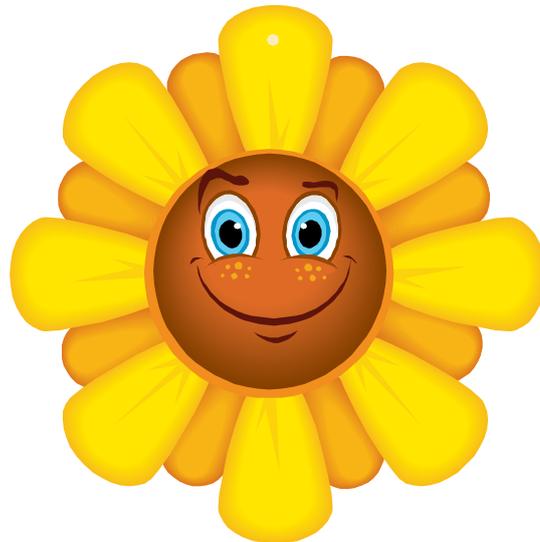
What is the name of your Independent Reviewing Officer ?

.....  
.....

What is your Independent Reviewing Officer's phone number?

.....  
.....

**Your Independent Reviewing Officer will speak to you about anything you are unhappy about, and how you are finding being in Foster Care.**



Puggly sometimes feels sad.

We also know that you will maybe **worry** about your own family and feel **homesick**..... This is when you feel very upset about being away from your family, this feeling is horrible and it happen to lots of children who have to stay away from home.

You can write down or ask an adult to write down **who you would like to see**.....

Who in your family would you like to see and talk to?

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.....  
.....

When would you like to see your family?

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.....  
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Where would you like see them?

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.....

How does seeing your family make you feel?

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Sometimes it is not always possible for parents to see their children the amount of times that the children would like. Or, at the place they would like. BUT we can tell your **SOCIAL WORKER** your wishes and they will make a plan and let you know what will happen next.

Your **SOCIAL WORKER** will let you know when you can see your friends...



**Puggly likes to be with her best friend**



There are other things that you can let the **FOSTER CARERS** know. You can tell them what food you like. Draw pictures or use words. You can also guess what foods are good for you.....

What kind of food and drinks do you like?

.....  
.....

Is there anything that you don't like to eat or drink so that your Foster Carers know?

.....  
.....

Can you guess some foods that are good for you?

.....

Use this box to draw pictures of food you like to eat



When you stay with the **FOSTER CARERS**, you will have your own bed. You might have your own bedroom, but some children stay in the same room as their brothers or sisters.

If you don't like to sleep with the light off, your **FOSTER CARER** can get a night light for you.



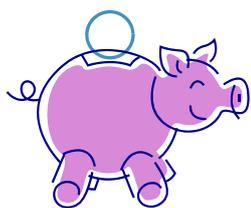
You will be given nice food and clothes while you stay with the **FOSTER CARER**, but this cannot always be chips and burgers.....It's good fun to try food that you might not have eaten before.

If you have a special diet, this means you might not be able to eat certain foods. The **FOSTER CARERS** will make sure that they don't give you what you are not allowed to eat.



While living with the **FOSTER CARERS** you won't know the rules of their house. This may worry you a bit but the **FOSTER CARERS** will talk to you about what you can and can't do. Don't be shy to ask the **FOSTER CARERS** if you want a snack or a drink and try and remember to say 'please' and 'thank you'.

Your bedroom is your private space and everyone has to knock before they come in.

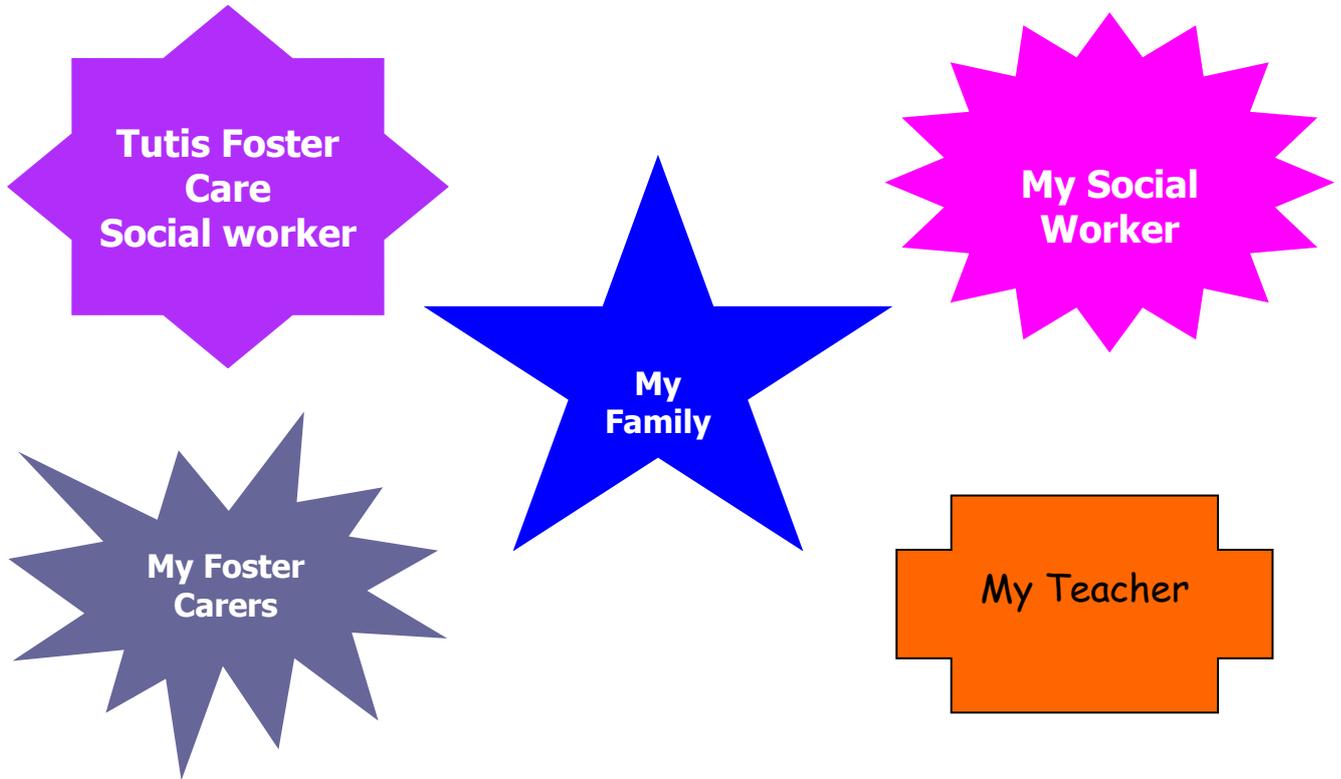


Every week you will get some pocket money. You can buy your favourite things with it. You can also have a piggy bank or bank account to save some of your pocket money

**FOSTER CARERS** also have some rules about how they look after you. There are certain things that **FOSTER CARERS** are not allowed to do.

- ❖ They cannot hit or smack you.
- ❖ They cannot stop you speaking to your **SOCIAL WORKER** or making a complaint if you are unhappy about something.
- ❖ They cannot stop your meals.
- ❖ They cannot take away all your pocket money. However, if you cause any damage on purpose, they can take some of your pocket money to pay for the damage caused.
- ❖ They cannot stop you having contact with your family unless your **SOCIAL WORKER** has agreed to it.

There are lots of people you can talk to if you are feeling unhappy. If you need help or want to make a complaint, here are some of the people that can help you:-



You can tell teachers what you like and what you don't like about staying with **FOSTER CARERS**. You can also tell your **SOCIAL WORKER** what you do at the **FOSTER CARERS** house. Your **SOCIAL WORKER** will check if you are happy while you are staying with **FOSTER CARERS** and you are allowed to say if you are not happy.

None of the adults who help look after you want you to worry, and if there is something that you are scared about, you can tell them. If you don't want to do this, then you can draw a picture of what makes you sad, or write some words that will tell the adults how you feel.

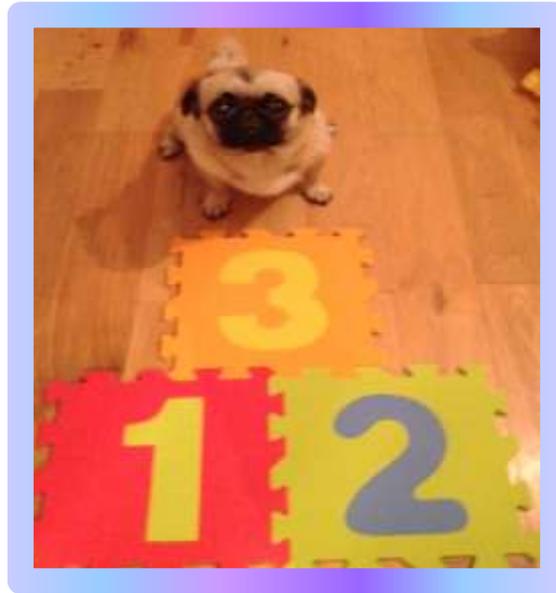
At end of this booklet there is a list of telephone numbers of people who you can call, or you can get an adult or friend to help you.



If the **FOSTER CARERS** live near your school or nursery, you can carry on going into you classes.

Your **TEACHER** will know that you are staying with **FOSTER CARERS** and they will try to make sure that you are okay.

Schools are great places to learn new things and have fun with your friends.



Which school do you go to?

.....  
 .....

What do you like about school?

.....  
 .....

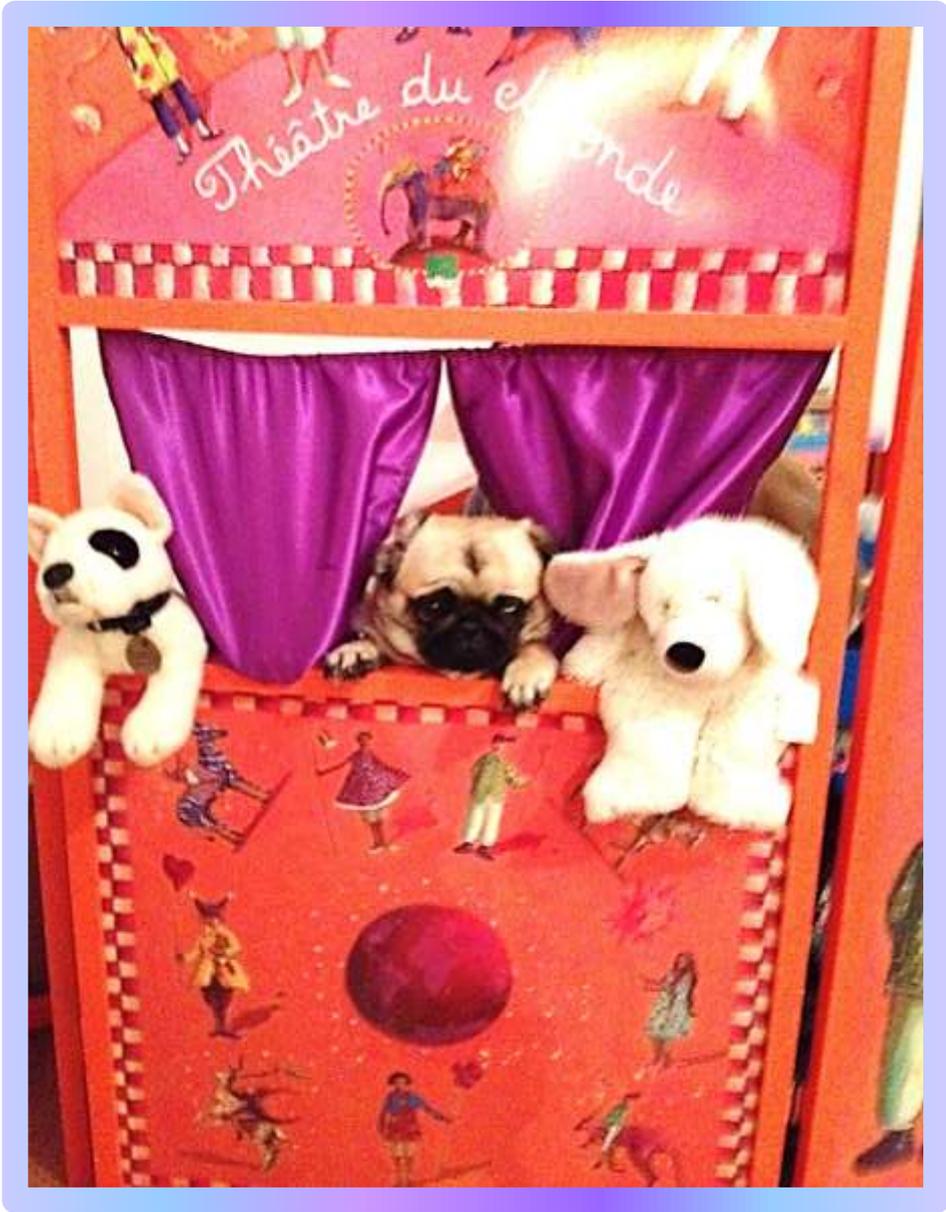
What is your teacher's name?

.....  
 .....

Who are your friends at school?

.....  
 .....

You might feel shy with all these adults around you.....



Puggly often feels a little bit shy.....

When she feels like that, she knows it's okay.....

If you go to church or other places to worship, your **FOSTER CARERS** will take you.

We want you to be happy, so use this page to write down or draw pictures of what makes you happy and what you like to do.



Use this box to draw pictures of things you like to do and things that make you happy

You may already be in clubs like Brownies; Scouts; Drama Clubs or learning to play an instrument..... that's fine, you can still go to these clubs if the **FOSTER CARERS** live near. If they don't, we can look at new clubs for you.

**TUTIS FOSTER CARE WORKERS** will tell the **FOSTER CARERS** what activities you are allowed to do. If you stay safe when you are doing activities, you will be able to try lots of fun things.

Can you fill in the blanks - things that help to keep children safe when doing activities?

Here is one to start:-

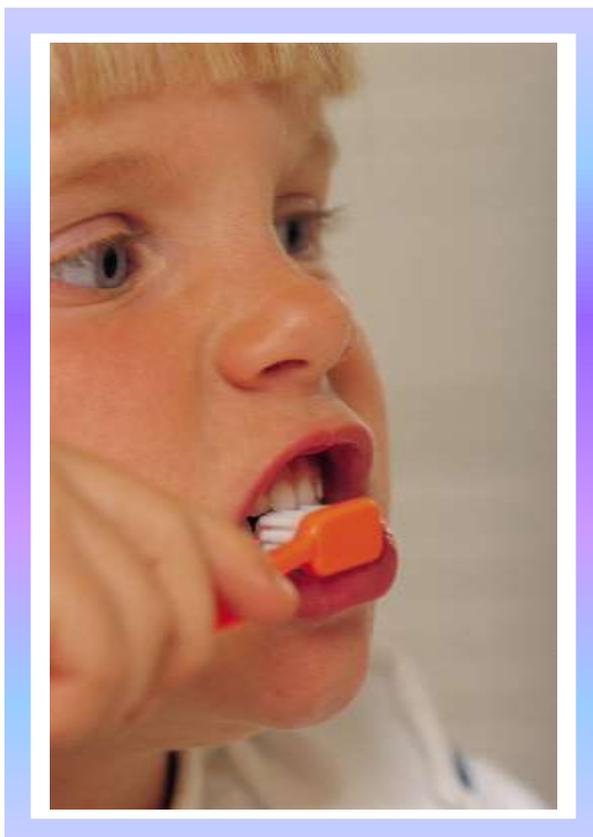
- Always zip up the net on the trampoline
- Always wear a ..... when riding a bicycle.
- When in the car always wear your .....

Can you think of things that keep children safe when doing activities?

Use this box to draw pictures or write down things you can think of that will help to keep you safe.

Other things that keep you healthy are things like keeping clean. The **SOCIAL WORKER** will tell the **FOSTER CARERS** if you need help to get a bath or shower.....sometimes it's hard for little people to wash their own hair.

Your **FOSTER CARERS** will make sure you have your own toothbrush.



Why do you think it's important to clean your teeth?



Puggly wants to remind you to wash your hand before eating your food.

Can you think of other times that you need to wash your hands?

Write or draw pictures here of when else you should wash your hands.



When you first go to live with **FOSTER CARERS** your **SOCIAL WORKER** may ask them to take you to see the Doctor for a health check. A friendly nurse also visits you.

This is just to make sure that you are well and to see how tall you are and how much you weigh. You will also have to visit the Dentist and they may give you a sticker for being brave.

If you wear glasses, the **FOSTER CARERS** will make sure your eyes are okay. If you have any hospital appointments, the **FOSTER CARERS** will take you. Your mum and dad will be told if you have to go to places like this.

All children have to visit these places when they are growing up, it is to make sure that they are fit and well. You **MUST** tell the **FOSTER CARERS** if you ever feel unwell - maybe a tummy ache or toothache.

To stay healthy and well you must also have exercise, write or draw the exercises you like to do.



Use this space to write down or draw any exercise you like to do.

Even though it is nice to be clean and tidy - this wouldn't be great all of the time.

**Sometimes it's good to be messy and have....FUN, FUN, FUN.**



Lots of children like to play outdoors and this might mean getting 'mucky'. If you are staying with the **FOSTER CARERS** for a while, they will get you some wellies. You can then go on outdoor adventures.....



Even Puggly enjoys a little adventure....it would be really boring if little people didn't explore the great outdoors.



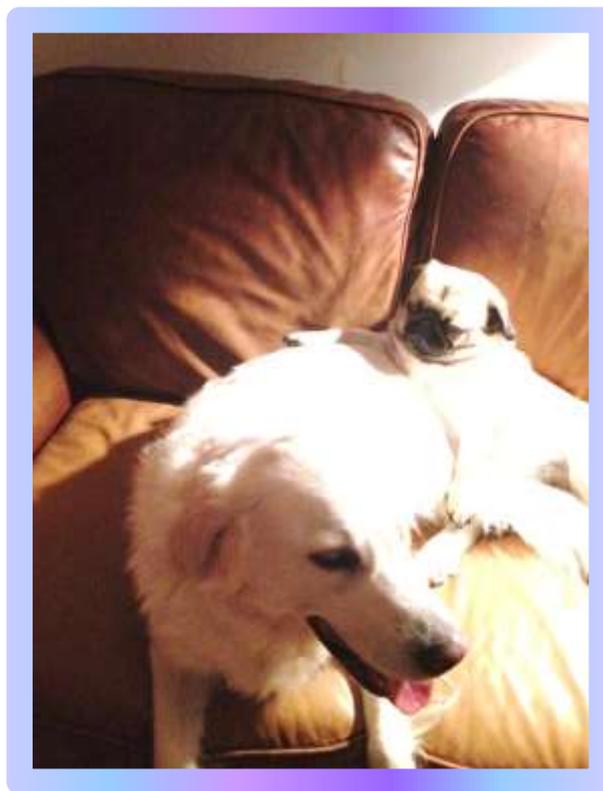
After a long day you will be very tired and it is important that children get plenty of sleep. You may get a little grumpy if you do not sleep well, then you will not be able to learn new things at school the following day.

If you have trouble sleeping, tell the **FOSTER CARERS** - stories before bedtime can often help you settle at night.

Some children don't wake up if they need the toilet at night. If this happens, the **FOSTER CARERS** will not tell you off. They will wash the bed sheets and your P.J's and help you to get to the toilet during the night.

NEVER be afraid to tell the **FOSTER CARERS** if you have a little accident in bed - when Puggly was a puppy, she used to have little accidents in the house..... she can now control this and can wait until she is outside.

After a hard day, Puggly often falls asleep on her friend and the she has to be carried to bed.....



**WE ALL LOOK FORWARD TO GETTING TO KNOW YOU**



**Helpline:** Call Martin, Louise or Jenny on:  
01946 65686

**Martin:** 07470003904

**Louise:**07923266700

**Jenny:** 07415198734

**Other Useful numbers and people who can help:**

Childline	0800 111111
Advisory Centre for Education (ACE)	0808 8005793
Kidscape - help and advice for young people who are being bullied	0845 1205204
NSPCC	020 78282500
Children's Legal Centre	0845 3454345
Parentline Plus	0808 8002222
Youth Access	0208 7729900
Ofsted Children's Complaints Line	0845 6014772
Children's Rights Director	0800 528 0731
NYAS	0300 3303131
Childhood Bereavement Network	0207 8436309
Young Minds	0808 8025544
Bullying Online	<a href="http://www.bullying.co.uk">www.bullying.co.uk</a>
Know your Rights	<a href="http://www.rights4me.org">www.rights4me.org</a>
Office of the Children's Commissioner	0800 528 0731

## Complaints

We know that sometimes, there might be things about your care that you are not happy with. Usually this can be sorted out by having a chat with your foster carer. In some instances though, you might want to make a complaint.

At Tutis Foster Care we take complaints seriously and will look into any concerns you have.

If you have a complaint, either phone us or fill in the back sheet of this booklet. Your complaint should be sent to our 'Registered Manager', who will write to you to say your complaint has been received and who is to deal with the matter. You will receive this response within five working days. Then a person will arrange to see you and discuss your complaint within five working days.

Your complaint will be recorded on your file, you ask to see this.

If you are not happy with what we have done, let us know and the Responsible Individual will get involved and get an independent person to investigate. This is someone who does not work for Tutis Foster Care.

Once these people have finished talking to everyone they will make recommendations on how your complaint can be resolved. You will be kept updated.

If your complaint is about the Manger you can contact the Responsible Individual or Ofsted - **0300 123 1231**.

**Ofsted are there to make sure children are being properly cared for.**

**If you want to speak to Tutis Foster Care staff, the number is: 01946 65686**

Also for children who live away from home, who need advice or assistance, you can call the Children's Commissioner's Team on the free phone number 0800 528 0731

or email - [advice.team@childrenscommissioner.gsi.gov.uk](mailto:advice.team@childrenscommissioner.gsi.gov.uk)



