

Families Empowered Children's Guide for children aged 5 -10



This is a guide for children and their families who have support from the team at

FAMILIES EMPOWERED

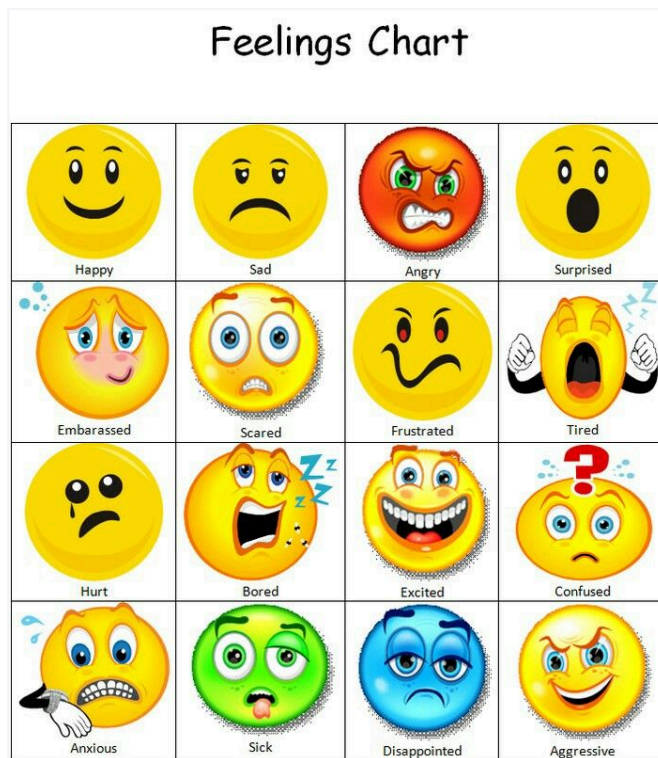
We hope you find it helpful!



Hello!

We are 'Families Empowered', and we love helping children and their parents, guardians or foster carers, especially at times when you may have very big feelings about things and need someone to help you with them.

Look at all these feelings that you might have!



We all have lots of different feelings at times, such as feeling happy, sad, angry or scared and they can feel very 'big'.

Why do we have big feelings?

Things that happen in our lives can give us big feelings. Joining a new family can do this and it is OK to have big feelings about it.

Sometimes you can talk to the grown-ups caring for you about how you are feeling - this might be your Mum, Dad, Granny, Grandad, Auntie, Sister or Foster Carer, but sometimes that might be hard too, so we can help you think about your feelings.

Why do we help and how?

We help because we want children to be happy with their families. We know that it is not always easy and if you are having big feelings, we will spend time with you to try to help you with them. We want to get to know you first and help you to get to know us too. We will meet each week while we are helping you.

When we are with you, we might do lots of things, such as playing with toys, games, drawing, colouring and we will let you tell us about you and how you are feeling in your own way, so that we can try to help. We will talk to the adults caring for you first so that we can think about how best to help you.

We might meet you at home, or at school, or somewhere else where we can do some activities and talk. You can have your parent, guardian or carer with you when you meet us.



Who will help me...

We will tell you who is going to help you before you meet them. Here are some pictures of the people who you might meet...



Hello, my name is Debbie!



Hello, my name is Liz!

Hello, my name is Anne!



Hello, my name is Jo!





Hello, my name
is Lucy!



Hello, my
name is
Sonya!



Hello, my name
is Anna!

We are looking forward to meeting you!



When your support ends

When you have finished your support with us, we will send you a form so that you can tell us how you felt about it. We want to learn more about what we did well and what we could do better.

The form is called 'Have Your Say' and you get your trusted adult to help you with it.



shutterstock.com · 1587487075

Families Empowered Children's Guide to Complaints



We want you to feel safe and happy when you are with us, but if you are not happy about something at any time, you should tell someone you trust straight away.

What if I am not happy

If you are worried about something that we have said or done, you should tell someone that you feel safe with, like your Mum, Dad, your Guardian, foster carer, teacher or social worker so that they can help you with your worries.

When should I say something?

If you are worried about something we have said or done, talk to someone you trust straight away. If the person you talk to thinks that they need to tell us or someone else about your worries, they will help you. Don't worry about doing this, we want you to feel safe and happy when you are with us.

How do I make a complaint

After talking to your trusted adult, you can decide with them what to do next and if you need to tell us about it. This is called making a complaint. The adult helping you will ask you some questions about, like what happened, when it happened and how it made you feel. When you make a complaint we will listen carefully to what has happened and decide how to put it right.

Who should we contact?

If you need to make a complaint about something that happened to you when we were supporting you, the adult helping you should write to the people below, who will know what to do next....

Name and Role: Deborah Sharratt, Director
Phone number 07917 440683
Address: Unit 1C, The Gattinetts, Hadleigh Road, East Bergholt,
Essex, CO7 6QT

Email: deborah@familiesempowered.co.uk

You can also email your complaint to info@familiesempowered.co.uk

What happens after we send the complaint?

When we get a complaint from a child or adult, we will do the following things

- Stage 1 - called an Informal Complaint
When we have your complaint, we will take it very seriously and will talk to the adult helping you with it - by 3 days after we get it. We will work hard to see what we can do to put things right so you can feel safe and happy with us. We will talk to the adult helping you. If we all agree on how to put things right, we will write to you and the adult helping you so that everyone knows what to do.

- Stage 2 - called a Formal complaint
If we have not been able to make things right, then we will get another manager to help us, who will work very hard to try to put things right for you. A manager will look at what happened very carefully and write a report about it and what needs to

happen next. We may need someone else to do this sometimes, who is called an Independent Investigator. We will always tell you about this person when this happens. This may take a little longer but not longer than 28 days. The report will be sent to you and the adult helping you with the complaint.

➤ Stage 3 - Independent Investigation

If you are still unhappy, you and the adult helping you can ask for your complaint to be looked at by someone different - an Independent Investigator. He or she will listen to everyone and write a report to help everyone agree on what should happen to make things right. This can also take a little longer but not longer than 28 days. You and the adult helping you will get a copy of the report.

If I have told someone I trust what happened to me, do I have to talk to anyone else?

Someone else may need to talk to you about what happened, but we will always make sure that you have someone you trust to be with you when you talk to us. Sometimes the person helping you will talk instead of you.

Serious Complaints

Every adult should make sure that children are safe. Families Empowered has a person who helps us with this, called a Safeguarding Lead. Our Safeguarding Lead is Wendy, but Debbie is in charge of Families Empowered and she can do this too.

If you have been harmed by someone at Families Empowered, your trusted adult may contact Wendy or Debbie, but other adults may need to be told what happened instead, like social workers or police,

to make sure you are safe. They may ask you what has happened so that they can make sure you are safe and well. If this happens, we will not talk to you about what happened, the police or social worker will do this instead and decide the best way to keep you safe.

What else can I do?

If you have a social worker helping your family, then your parent, guardian or foster carer should contact them to support you. You can also ask them to get someone to support you called an 'Advocate' or they can contact the Children's Rights Officer for you.

What can I do if I am still worried?

If you are still worried or unhappy after we have finished looking at your complaint, the adult helping you should contact...

Citizens Advice Bureau

You can find your nearest one online at:

www.citizensadvice.org.uk

Ofsted

To complain or raise a concern about a provider, get in touch with Ofsted at:

Ofsted
Piccadilly Gate
Store Street
Manchester
M1 2WD
Telephone: 0300 123 1231
Email enquiries@ofsted.gov.uk

Ofsted have produced a helpful guidance leaflet about this which can be found [online here](#)

Some other useful contacts for children

Your parent, guardian or carer may like to know about some other people who can help support children. These are...

➤ The Children's Commissioner

The Children's Commissioner promotes and protects the rights of children, especially the most vulnerable, and supports them to make sure their views and interests are heard.

Children's Commissioner for England
Sanctuary Buildings
20 Great Smith Street
London
SW1P 3BT
Telephone: 020 7783 8330
www.childrenscommissioner.gov.uk

➤ Childline

Childline is a service provided by NSPCC and is a way for any child to access support. Childline gives help and advice about a wide range of issues. You can talk to a counsellor online.

Telephone: 0800 1111 (this is free)

You can also send Childline an email or post on the message boards at childline.org.uk

Making sure this Guide is up to date

We look at this document regularly to make sure it stays up to date. This policy started on 10th August 2020. We look at this document at least every year.

Signed 

Date 10th August 2020

| Version | Review Date | Reviewer | Reason for Revision |
|---------|-------------|----------|--|
| 2 | 31/3/2022 | WE | Update to separate create guide for younger children and add Ofsted registration |
| 3 | 13/6/22 | WE | Change of registered address |
| 3 | 31/5/23 | WE | Update to staff |
| 4 | 12/4/24 | WE | Update to staff |

Families Empowered Complaints Form for Children

About you:

| | |
|--|--|
| Your name | |
| Your address with postcode | |
| Your phone number if you have one | |
| Your email address if you have one | |
| Your trusted adult's name and telephone number | |
| Any additional needs you have that may need to be considered | |
| Tell us who you want us to talk to about this and how? <i>Eg please call me; email my parent</i> | |

What happened?

Please tell us as much as you can and if possible please give us dates and times. Who else was involved?

What do I want to happen?

Please tell us what you would like to happen to put things right

Signed by

| | |
|-------------------|--|
| Your signature | |
| Your name | |
| Date | |
| Adults' signature | |
| Adult's name | |
| Date | |

Please send your completed form to The Director or Registered Manager at Unit 1C, The Gattinetts, Hadleigh Road, East Bergholt, Essex, CO7 6QT or you can email it to info@familiesempowered.co.uk.

