

Advice and Support from a Personal Adviser

Personal Advisers are there to help you prepare to live independently.

They can give you the information, advice and support you need to successfully manage the journey to independence.

In Ealing Personal Advisers may be from the Leaving Care Team, 20+ Team or the Horizons Centre. Ealing's After Care Service for young people from ages 21-25 is based at the Horizons Centre.

AGE

16/17

The Personal Adviser will be from the **Leaving Care Team**. They will be a qualified Social Worker unless you are no longer a looked after young person.

Visit every 2 months

AGE

18-21

The Personal Adviser will be from the **Leaving Care Team** or **20+ team** dependant on your needs.

Visit every 2 months

AGE

21-25
IN EDUCATION

Personal Adviser from the **20+ team**

Contact every 2 months

After Care Service at Horizons

This is an 'opt in' system to request a Personal Adviser for advice, signposting and support.

Your needs will be assessed as to whether you are supported by a Personal Adviser in the **Aftercare service, 20+ team** or if you have complex and enduring needs the **Leaving Care team**.

There will be **regular aftercare Drop in sessions** running throughout the year at Horizons. Some will be structured sessions with guest speakers.

AGE

21-25

If when you contact us you have a multiple, complex issues to deal with and you need extra support, we will carry out a pathway plan needs assessment and you may be allocated a **Social Worker** or **Leaving Care Worker** until things have resolved for you and you can be supported via the **After Care Service** again.

You might, for example, need extra support because:

- > You have special educational needs, a disability or mental health issue.
- > You are an unaccompanied asylum seeker and your immigration status is unclear.
- > You are in or leaving custody or you have had contact with the criminal justice system;
- > You are a young parent;
- > You are going through a particularly challenging time in your personal life.

Your Pathway Plan is written by your Personal Adviser in consultation with you and important people in your life. It sets out your needs, views and future goals, as well as exactly what support you will receive from us. We will review your Pathway Plan with you regularly. We will try to let you keep the same Personal Adviser to work with, though this may not always be possible.

Your right to be heard & taken seriously

We will provide opportunities and help so that you get your views heard. We will listen carefully to your wishes for the future and take these seriously as we plan with you for leaving care. If you feel you are not being heard or taken seriously, you can raise this issue by:

- You can talk to your **Personal Adviser**
- You can contact our **Customer Care Team**. The team can listen to your concerns and try to help sort these out if they can. They can help you access independent advocacy and assist you through the formal **Complaints** process if you wish to complain. Email: complaints_childrens_services@ealing.gov.uk or Freephone: 08009173174 or Tel: 020 8825 8100
- You have the right to support from an **independent advocate**. Independent advocates can inform you about your rights and help you to be heard in meetings. Ealing has an arrangement in place with 'Coram Voice' a voluntary agency, who can link you up with an independent advocate. You can contact **Coram Voice** Advocacy service directly if there is something important to you that you are not happy about: Freephone: 0808 800 5792 Email: help@coramvoice.org.uk Web: www.coramvoice.org.uk

young people's needs. One way is by taking part in our surveys for Looked after Children and Care Leavers. Another way is by joining one of our three **Children in Care Councils** representing different age groups:

- Junior Council (aged 7-11 yrs old).
- Corporate Kids Club (11-15yrs old)
- Horizons Shout Out Council (16+).

We really want to keep growing the numbers in these councils as they make such a difference to how we deliver services and campaign actively to change the way things are done to benefit looked after children and care leavers. Please contact Horizons for more information. They will be delighted to hear from you!

Corporate Parent Committee

Each of the Children in Care Council's presents to Ealing's Corporate Parent Committee four times a year. This is a meeting of Councillors, chaired by the Leader of Ealing Council, as well as senior managers. The Committee receives reports on how various services are doing e.g. education, health, social care. It is a great way for the voices of our care leavers to be heard at the highest levels and help improve things.

My Education (ME) Mentoring

If you want to be a mentor for other young people we have a mentoring service based at Horizons and we are always looking for additional mentors to support younger children in the care system

If you want to get involved you can find out more from the Horizons Centre Tel: 020 8537 4940.

OTHER WAYS YOU CAN GET YOUR VOICE HEARD

Ealing always wants to hear from you. There are all sorts of ways you can get your views across and help us develop our services to better meet children and