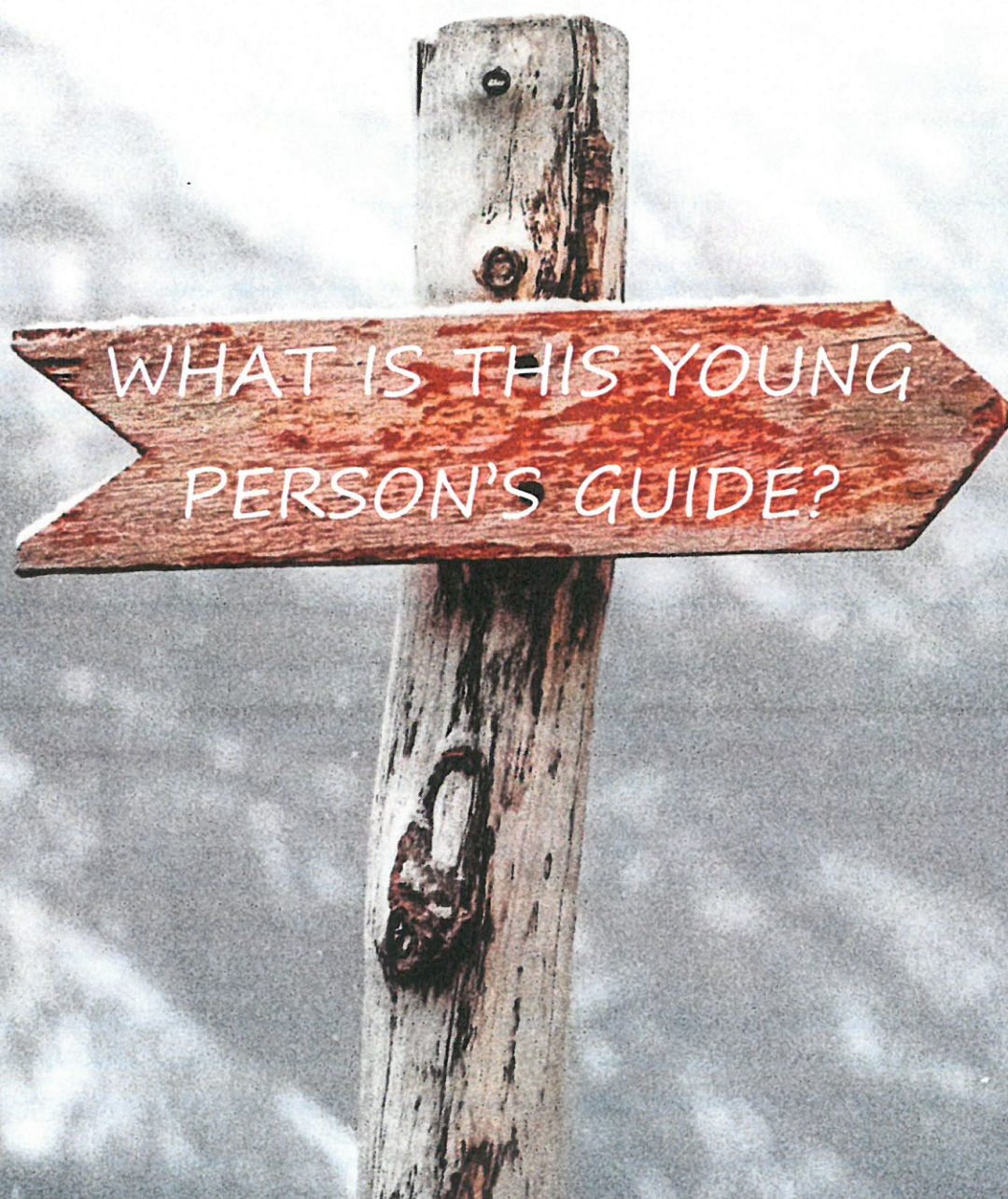




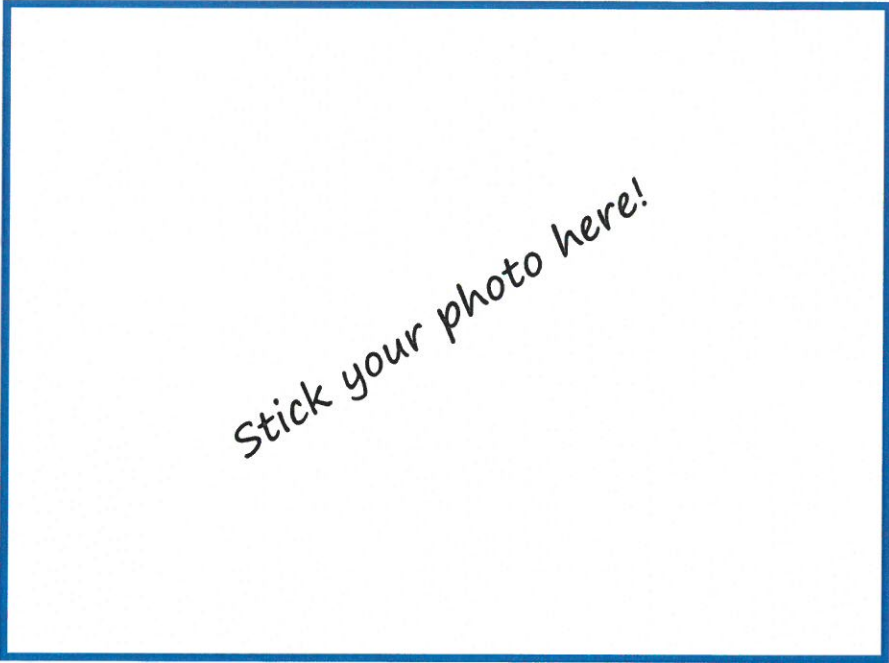
Match Foster Care Young People's Guide



- This guide is a short booklet that will tell you everything you need to know about being a young person in care with Match Foster Care.
- This guide should answer a lot of questions you may have but, if it doesn't, our contact information is included so you can get in touch with us if you need to.
- Keep this booklet safe as it contains handy information about Match including where our offices are, who the staff are and how to make a complaint if there is something you are not happy with.
- We would like to get to know you, so you will have some space to write down some things about yourself such as your hobbies, interests and people who are important to you.



This guide belongs to...



Stick your photo here!

Name

.....

Nickname

.....

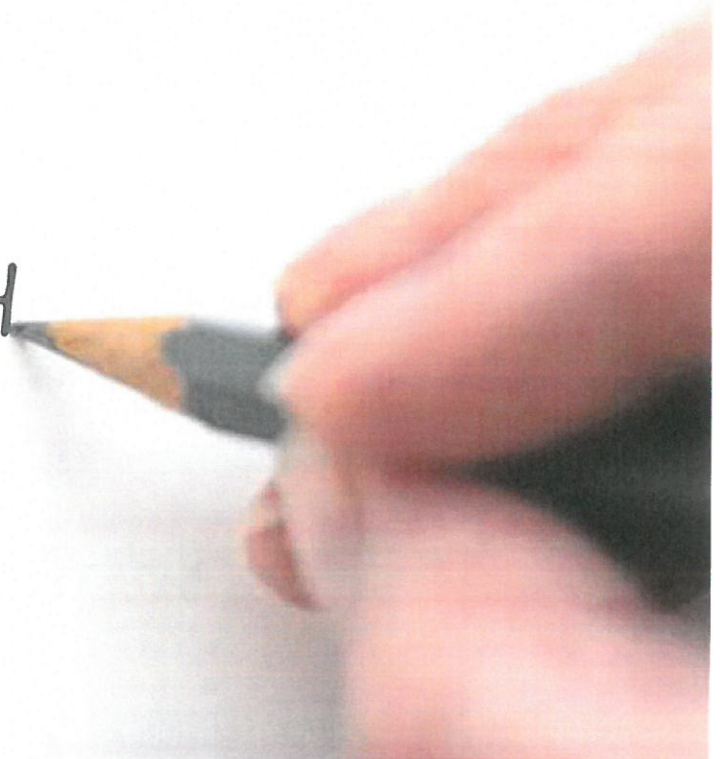
Date of Birth/...../..... Age

Address

.....

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Section One:
ABOUT MATCH



WHAT IS MATCH FOSTER CARE?

- Match Foster Care is an Independent Fostering Agency (IFA). It was started by Carrie and Simon in 2012. Match Foster Care employs the Foster Parents that you now live with. When you live with Match Foster Parents you automatically become part of our team!
- Our job is to find Foster Parents and help them look after you and keep you safe. We hope to make your life happy and fun. We make sure you have everything you need to grow and learn. At Match we do lots of groups, trips and activities. Speak to your Foster Parents or any of the Match staff and we can tell you about it.
- We have a statement of purpose which tells people all about us. You can see a copy of this if you want to.
- When you are ready you will have a chance to meet all of the staff in our Agency and you can also meet other children and young people that live with Match Foster Parents.



Where can we be found?



DROITWICH OFFICE
Severn House
30-32 Ombersley Street West
Droitwich, Worcestershire
WR9 8QZ
Tel: 01905 770 500



STOKE OFFICE
3-5 Vale Street
Stoke, Stoke-on-Trent
Staffordshire
ST4 7LR
Tel: 01782 845 420

- We have two offices – the main office is in Droitwich, Worcestershire, and the smaller office is in Stoke-on-Trent.
- We are also on Facebook, Instagram and have our own website:
 -  www.facebook.com/matchfostercareltd
 -  [@matchfostercare](https://www.instagram.com/matchfostercare)
 - www.matchfostercare.co.uk



Who's who at Match?

- These next few pages will introduce you to all of the staff who work at Match.
- You will see most of the staff on Match activities, at your home or in the offices.
- The staff are really friendly so feel free to say hi!

Nick Dunster
(Head of Social Work)

Simon Marsh
(Financial Director)

Jacqueline Dunster
(Registered Manager)

Carrie Marsh
(Managing Director + Responsible Individual)



Senior Leadership Team

- The Senior Leadership Team make sure everything runs perfectly at Match.
- They are responsible for all of the children, young people and staff in the agency.
- They make sure we are doing everything we should be and give us the funding for the great activities we offer.
- You can find them in the office and taking part in the activities.



Team Managers

Siân Astill



Jim Bates



- Jim and Siân are the Team Managers. Jim is mostly in the Stoke office and Siân at Droitwich.
- Their job is to supervise the social workers and specialist staff. They also support some Foster Parents.
- They can be found in the offices, visiting foster families and on the activities.

Senior Supervising Social Workers

Michelle Black



Lucy Jones

- The Senior Supervising Social Worker's job is to work with and supervise the Foster Parents.
- They also provide other staff members with advice, guidance and supervision.
- Lucy will often visit foster families and can be found at the Droitwich office. You will also get to see her on activities.
- Michelle will often visit foster families and can be found at the Stoke office. You will also get to see her on activities.

Supervising Social Workers

Jade Middleton



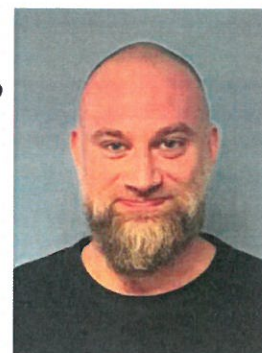
Marc Heptinstall



Jack Rowley



Tom Rowley



Kim McCoig-Lees



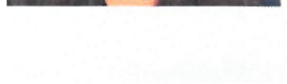
Laura Newman



Emily Cooke



Rhiannon Harley

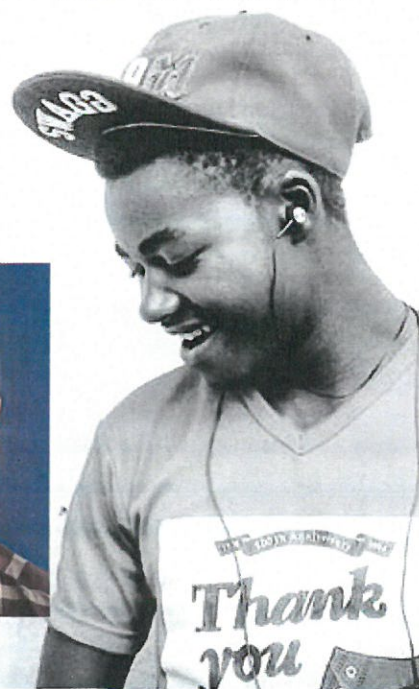


- The Supervising Social Workers are there to supervise the Foster Parents.
- It is their job to help your Foster Parents give you the best care.
- They will visit your home a lot and you will get to know them well.
- They will also communicate to your social worker and share information they may need to know.
- You will also see them on the activity days.
- Emily, Rhiannon, Laura, Sarah and Arif can be found in the Stoke Office
- Marc, Tom, Jade, Jack and Kim can be found in the Droitwich office.

Sarah Maitland



Arif Ahmed



Health advisors

Registered Nurse

Therapeutic Practitioner



Debbie Ellerton



Hannah Watts

- At Match we have a Nurse – Debbie. When you first join Match, Debbie will visit you and she might weigh and measure you.
- Debbie will work with your Foster Parents to help them to keep you healthy.
- Debbie also delivers First Aid Training for Foster Parents, children and young people.
- Hannah provides Therapeutic support to both foster parents and children.



Fostering Support Workers

Steph Greenall



Karen Blundred



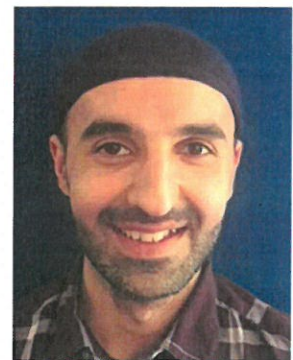
- Karen and Steph are Match's Fostering Support Workers.
- Fostering Support Workers do direct work with our children and young people.
- They will help you to share your views about all sorts of things.
- Sometimes they help you to understand the story of your life and put that story together in a book.
- If you are having difficulty with something, Karen and Steph can help you out.

Katie Askew



Education Workers

Arif Ahmed



- At Match we have two Education Support Workers, Arif and Katie.
- They can offer you help with your schooling and make sure you are getting the best from your education.
- They will attend your PEP meetings.
- They will create revision guides with you and might undertake direct work.
- They can talk to your school and share your views or they can help you with some of your targets and subjects.
- Both are also Fostering Support Workers and Arif is also a Supervising Social Worker.

Office Team



Zoë Turner



Annabel Beswick



Georgia Donaldson



Bronwen Rowberry



Dawn Green

- Zoë is the Office Manager and she makes sure the office runs smoothly. She also helps to find families for foster children and she supervises the other office staff.
- Annabel is Panel Manager and she supports social workers with the assessments of new foster parents.
- Georgia, Bronwen and Dawn are our administrators. Dawn works part-time. They send out letters, store things on our system and make sure the office is in tip-top shape!
- Zoe, Annabel, Bronwen and Dawn are based in the Droitwich Office.
- Georgia can be found in the Stoke office.

Our Children's Charter

A Children's Charter is a bit like a "promise" that we have agreed to. These are things we are committed to achieve for you.

Get to
know us

Involve us

Involve
everyone

Take us
seriously

Think about
how you use
our
information

Provide us
nice food

Direct us in
the right
way

Be a strong
team

Think about
our lives as
a whole

Provide us
with new
opportunities

Tell us to
believe in
ourselves

Make us
feel valued

Help us
meet up
regularly

Keep the
family feel as
the agency
grows

Use your
power to
help

Put us in
touch with the
right people

Make things
happen when
they should

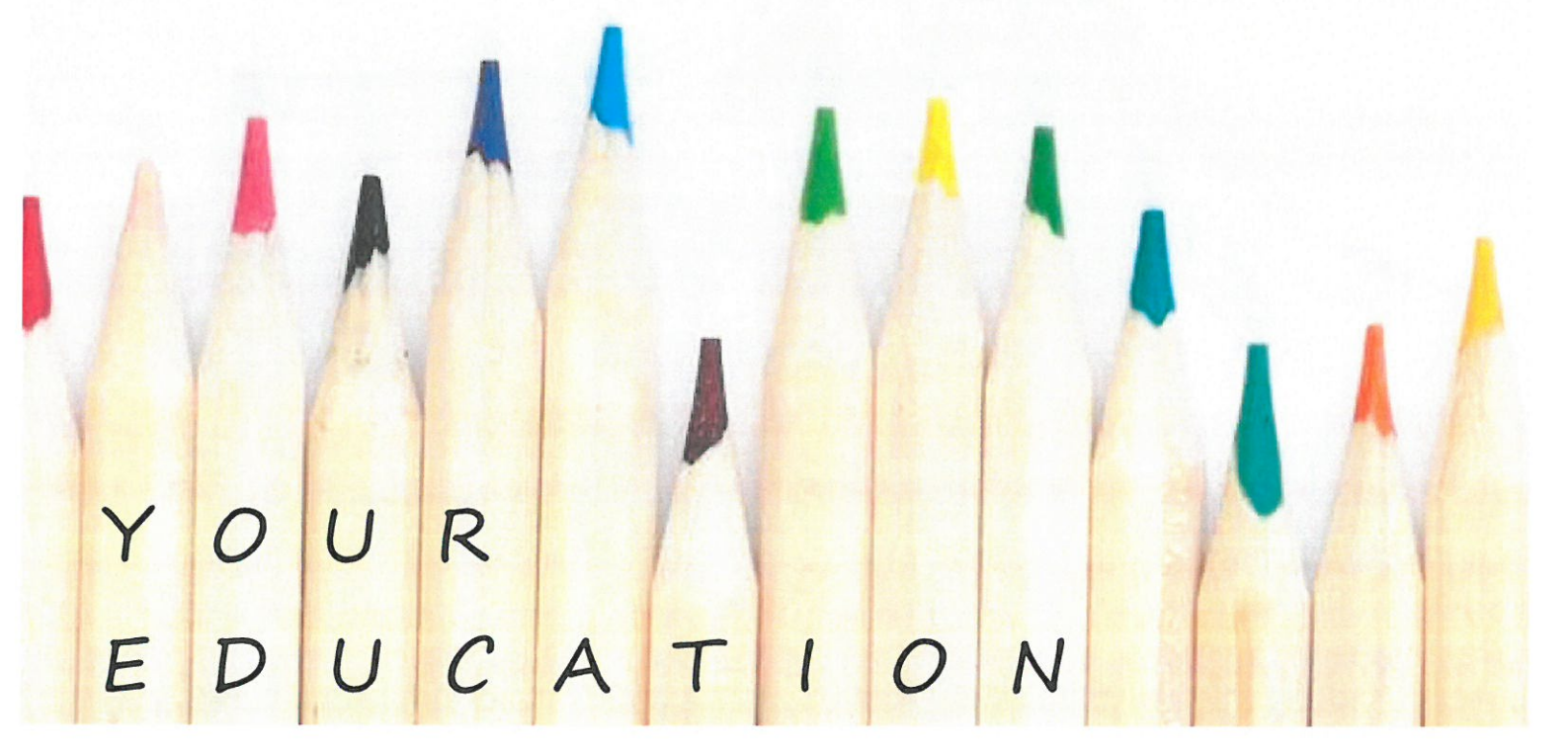
Listen to us

Follow
through on
promises

Help us to
take safe
risks

Help us be
safe

- We will support your Foster Parents in building good relationships with your school.
- Plans for your education will be reviewed at least every term at a meeting called a PEP review. You will be invited to this meeting if you would like to go.
- If people think you might need extra help with your education, we make every effort to find the right support.
- We understand that some children struggle to attend school every day. We know that there are lots of different reasons why children don't like school and we will try and find ways to support you and help make school easier for you.
- Don't forget, at Match we have specialist Education Workers. Their job is to make sure your getting the most from your time at school, college or work-based training. Remember you can talk to them about anything education related.



YOUR
EDUCATION

- Part of your Care Plan is your Health Plan. It's a plan that will make sure that you are healthy and that all of the appointments that need to happen do, such as going to the dentist or the opticians.
- When you first come into care you will have a Health Assessment, a bit like a check-up, to make sure that you are ok.
- You'll then have check-ups every year – these are called 'Health Assessments'. If you prefer, these can take place at home.
- If you're not happy about the check-up, or where it is taking place, speak to an adult.
- You'll be given a Blue Book which is where you and your Foster Parents will record all of your health details. This is your property, but your Foster Parents might look after it for you. You might need this information in the future, so keep it in a safe place!
- Don't forget we have a Match Nurse, Debbie. If you have any health-related questions, ask your Foster Parents to get in touch with her.





GET INVOLVED

- We believe that *EVERYONE* at Match has a positive contribution to make.
- We have a special policy, called a 'Participation Policy' which is a bit like a promise to people to tell them how we will involve children and young people in our agency to make it truly child centred.
- Our Fostering Support Workers are our Participation Champions. They are responsible for running our Children's activities.
- These are some of the ways our children and young people get involved:
 - Interview new staff
 - Interview people who want to be foster parents
 - Work on our Children's Charter
 - Help us improve our service
 - Support other young people in the agency
 - Help to train new Foster Parents
 - Speak about their experiences at conferences
 - Help to organise activities
 - Review documents and policies to make sure they are right for young people

What our children and young people say about Match

Match look after you well and
find a nice home

Match look after people that
have had a hard time

Match Foster Parents are
really nice

Match is like a
second family

Match is helpful, nice
and fun.

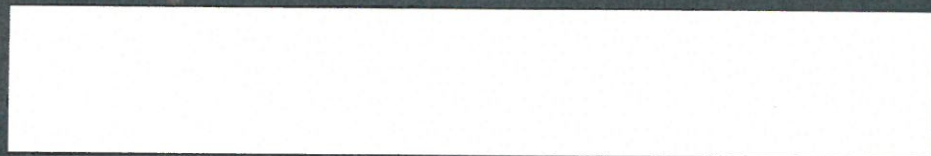
The staff are funny and I can
trust them

I have made friends with kids
at Match



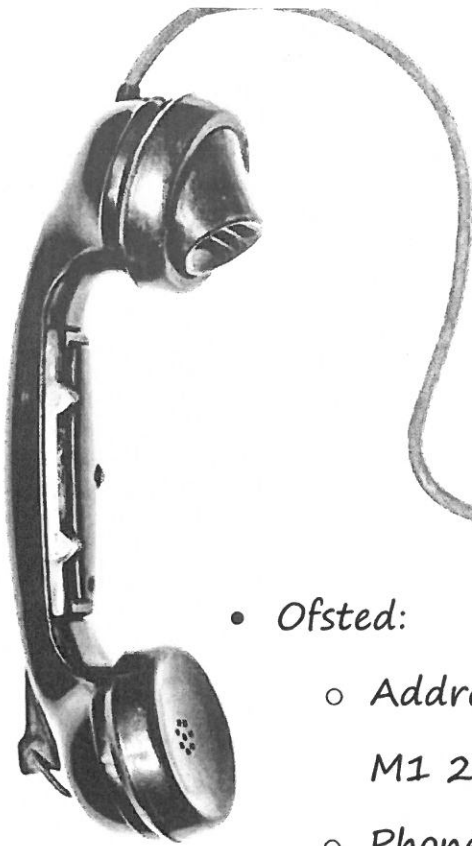
What if you have a problem or are unhappy?

- We want to know if you have any problems at all, whether you are worried about something in your foster home or if you are worried about something else.
- There are lots of ways you can tell us what you think or if you are worried or want to make a complaint and can't tell your Social Worker, Foster Parent or teacher.
- You may also want to contact an advocate. An advocate is a person that can help you sort out any problems you might have. Ask your foster parent or social worker to help you do this. Your advocacy service's contact details are:



- You also have the right to talk directly to the organisation called Ofsted. Their details are on the next page.

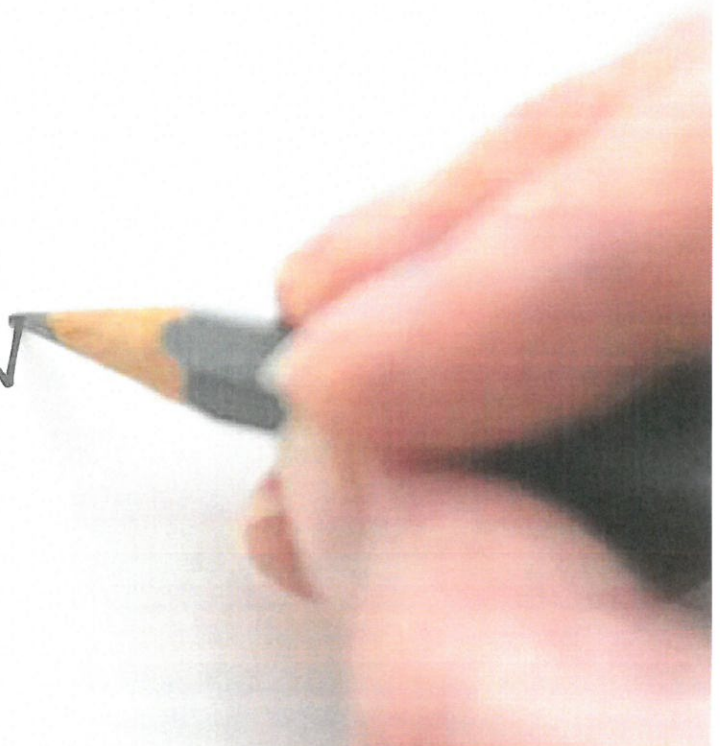
If you have a complaint or worry you can contact Jacqueline Dunster, who is the Registered Manager of Match, on 01905 770500 or email her at jacqueline@matchfostercare.co.uk. There is also a form inside your folder that you can use to send us a message. If you are not happy with our response you can contact Ofsted and ask them to look into it.



IMPORTANT CONTACTS

- Ofsted:
 - Address: Piccadilly Gate, Store Street, Manchester, M1 2WD
 - Phone: 0300 123 1231
 - Email: enquiries@ofsted.gov.uk
 - Website: www.ofsted.gov.uk
- The Children's Commissioner for England:
 - Address: Sanctuary Buildings, Great Smith St., London, SW1P 3BT
 - Phone: 0800 528 0731
 - Website: www.childrenscommissioner.gov.uk
- Childline:
 - Phone: 0800 1111
 - Website: www.childline.org.uk
- NSPCC:
 - Phone: 0800 800 5000
 - Website: www.nspcc.org.uk
- National Youth Advocacy Service (NYAS):
 - Website: www.nyas.net
 - Email: help@nyas.net
 - Phone: 0808 808 1001

Section Two:
OTHER
INFORMATION



Social Worker

- Your Social Worker is there to support you. They are responsible for your welfare and wellbeing. Your social worker writes your Care Plan and makes sure you get the most from your time in foster care. Your social worker can make decisions about you in your best interests similar to a parent.

Independent Reviewing Officer (IRO)

- Every child or young person in care has an Independent Reviewing Officer (IRO). IROs are also social workers and it's their responsibility to oversee your care plan and make sure everybody is working together properly to support you. Your IRO contact details are:

Guardian

- If you are a child in care you will most likely have a Guardian.
- A Guardian is also a social worker who will provide an independent voice for you in court. They will make recommendations to the court in your best interests.

Supervising Social Worker

- All Foster Parents have their own Social Worker called a Supervising Social Worker. It's their responsibility to support your foster parents to care for you. Match Supervising Social Workers will visit your home on a regular basis and will also go to meetings about you.

PROFESSIONALS

- LAC Care Plan and Reviews:

- Every child or young person in care has a Looked After Child Care Plan.
- This is the plan that you, your family members and all of the professionals around you contribute to so that you get the most from your time in care. It includes information about your health, education, foster home, family and general wellbeing.
- Your plan is reviewed at a meeting called a LAC Review. These are chaired by your IRO. Depending on your age you may be invited to attend your LAC Review. Your views should always be taken into account even if you do not attend.



MEETINGS

- Personal Education Planning Meeting (PEP):

- Personal Education Planning meetings usually take place at your school once a term.
- These meetings are all about your education and you may attend if you would like to. You will be asked how you feel about your education and your progress will be reviewed.
- We may discuss things that can be put into place to best support you to get the most from your education.



- **Parental Responsibility:**
 - A person who has parental responsibility for a child or young person has the right to make decisions about their care and upbringing. They are also legally responsible for you and it's their responsibility to ensure you are safe and properly cared for. Most parents automatically have parental responsibility for you when you are born. When you become a child or young person in care, a court has decided that your Local Authority must also have parental responsibility for you. This means that the local authority, like a parent, can make decisions about your life.
- **Delegated Authority:**
 - Delegated Authority is a process that enables foster parents to make common sense, everyday decisions about you. These permissions are given to your foster parent from your Local Authority or parents who hold parental responsibility for you. This can allow your foster parents to consent to things such as you going to friends' houses for sleepovers, signing consent forms for school trips and arranging haircuts. It is important that you understand your Delegated Authority and what decisions your foster parents can make for you. Sometimes a foster parent will have to go ask the local authority for permission for certain things.



MISCELLANEOUS

Section Three:

IT'S ALL

ABOUT YOU

Use this section to fill in important information. This can include information about professionals, people or things that are important to you.



Tell us about you!

What are your hobbies and interests?

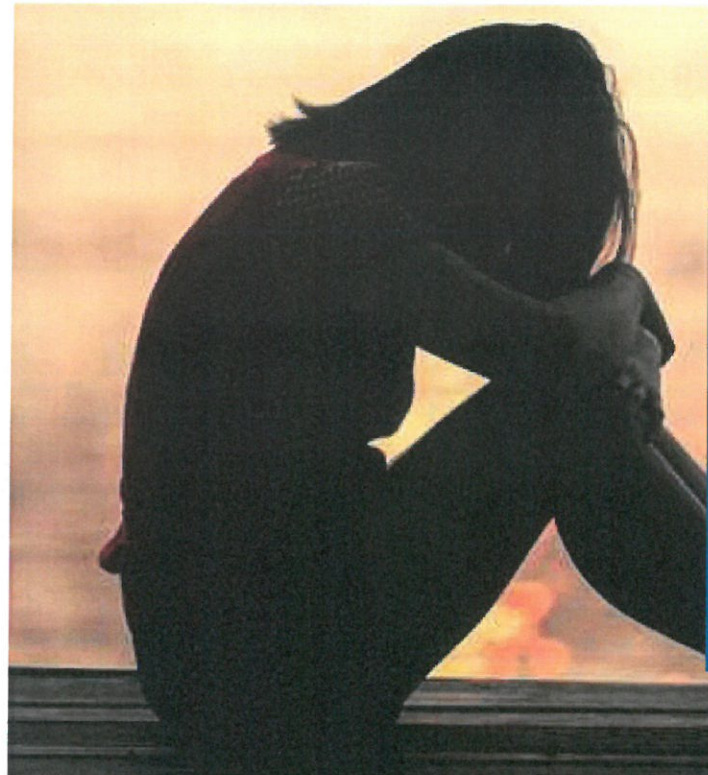
What do you like to eat?

What foods do you not like?



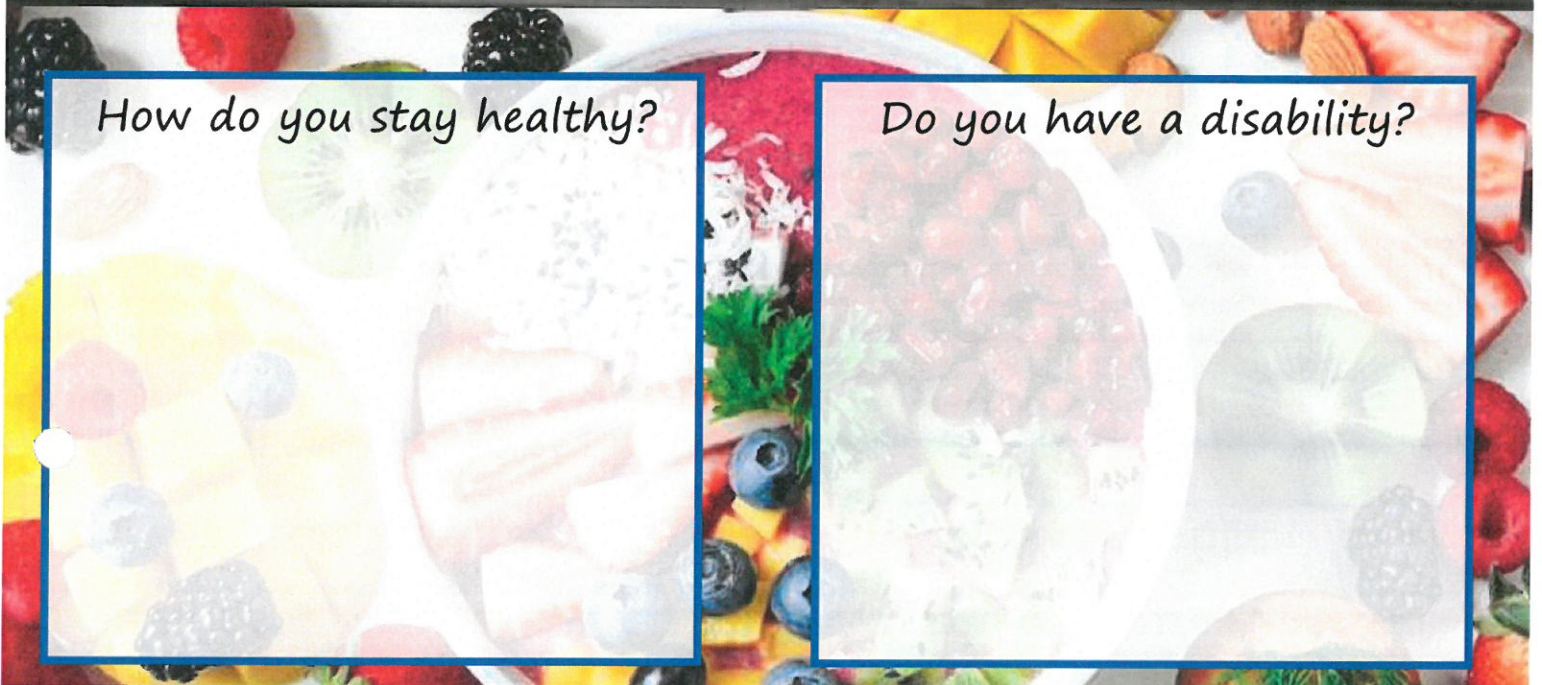
What makes you happy?





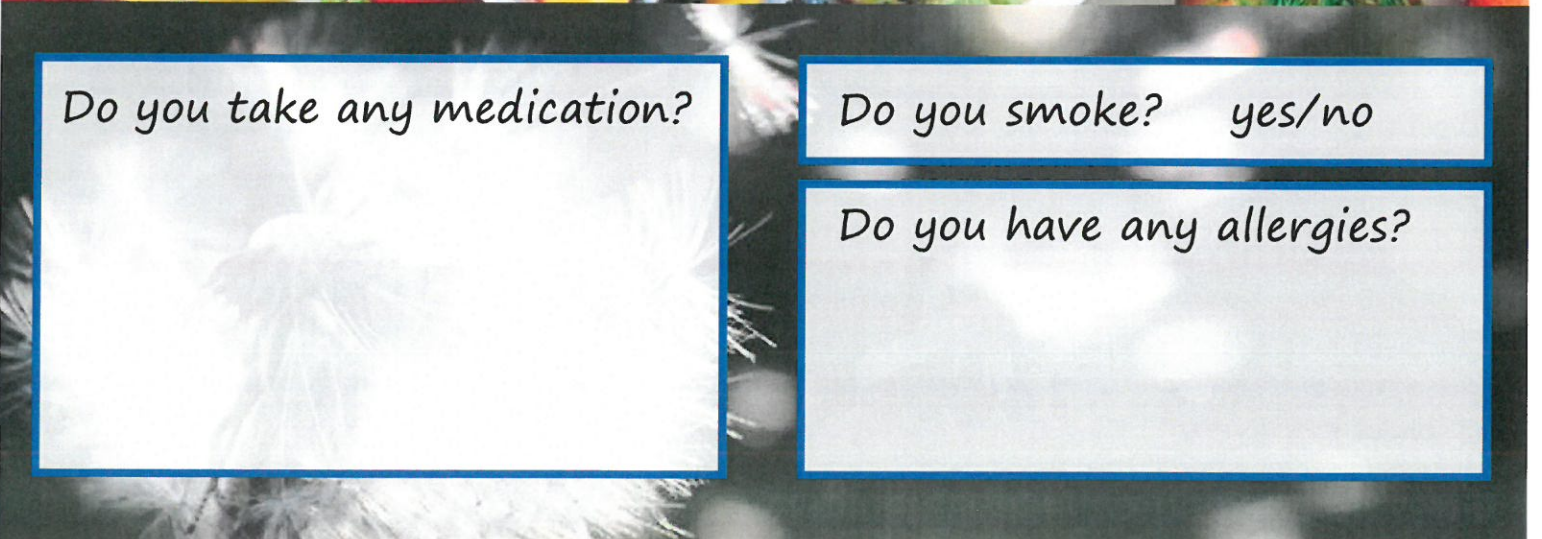
What makes you unhappy?

If there is anything we can do to make you happier have a chat with your Foster Parents or any of the Match staff.



How do you stay healthy?

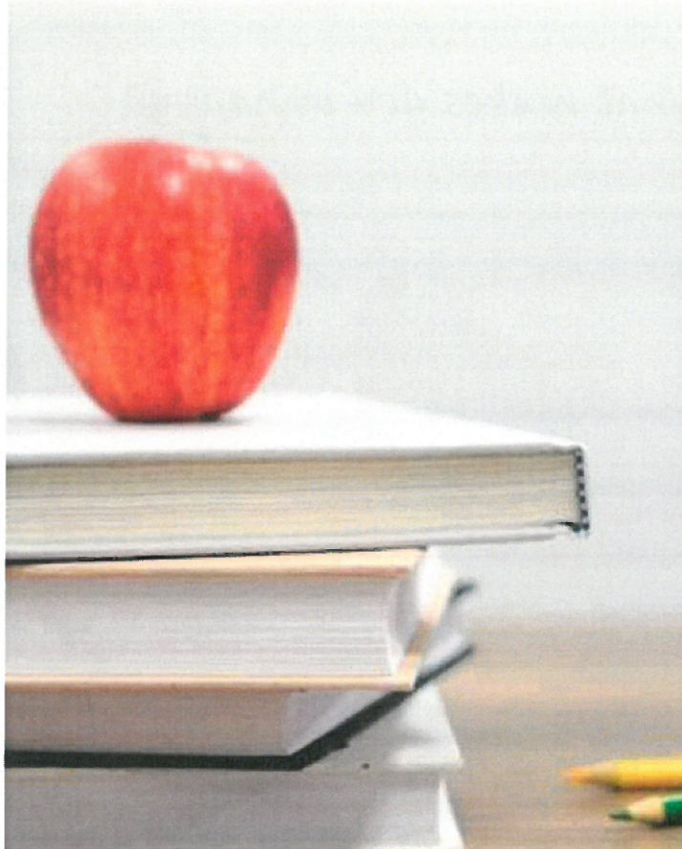
Do you have a disability?



Do you take any medication?

Do you smoke? yes/no

Do you have any allergies?



Do you enjoy school? Are there any subjects we can help with?

Which subjects do you enjoy?

Which school do you go to?

Who are your friends?

What qualities would you like your Foster Parents to have?

Who is in your family?

Professional Contacts

In this section you can write the details of the professionals you work with.

YOUR SOCIAL WORKER

Name

.....

Office Number

Mobile Number

YOUR INDEPENDENT REVIEWING OFFICER

Name

.....

Office Number

Mobile Number

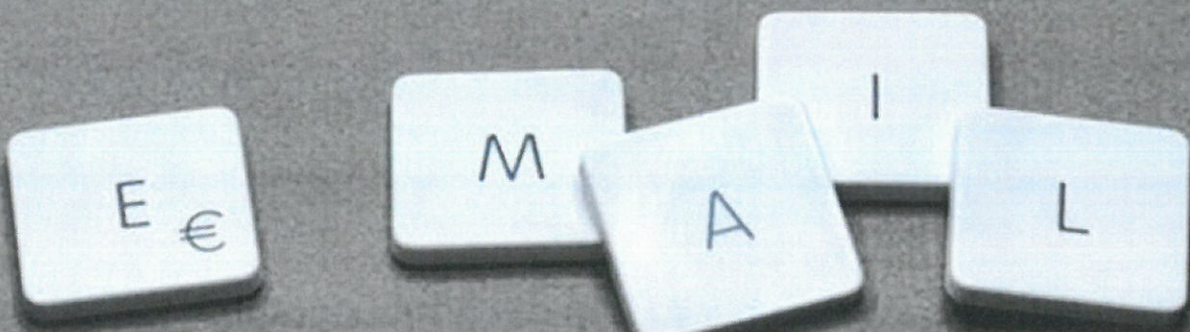
YOUR GUARDIAN

Name

.....

Office Number

Mobile Number



Professional Contacts

In this section you can write the details of the professionals you work with.

YOUR DOCTOR (GP)

Name

.....

Surgery Name

Address

YOUR OPTICIANS

Name

.....

Address

.....

YOUR DENTIST

Name

.....

Address

.....



Personal Contacts

In this section you can write the details of anybody important to you.

NAME

Relationship to you

Address

.....

.....

NAME

Relationship to you

Address

.....

.....

NAME

Relationship to you

Address

.....

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Personal Contacts

In this section you can write the details of anybody important to you.

NAME

Relationship to you

Address

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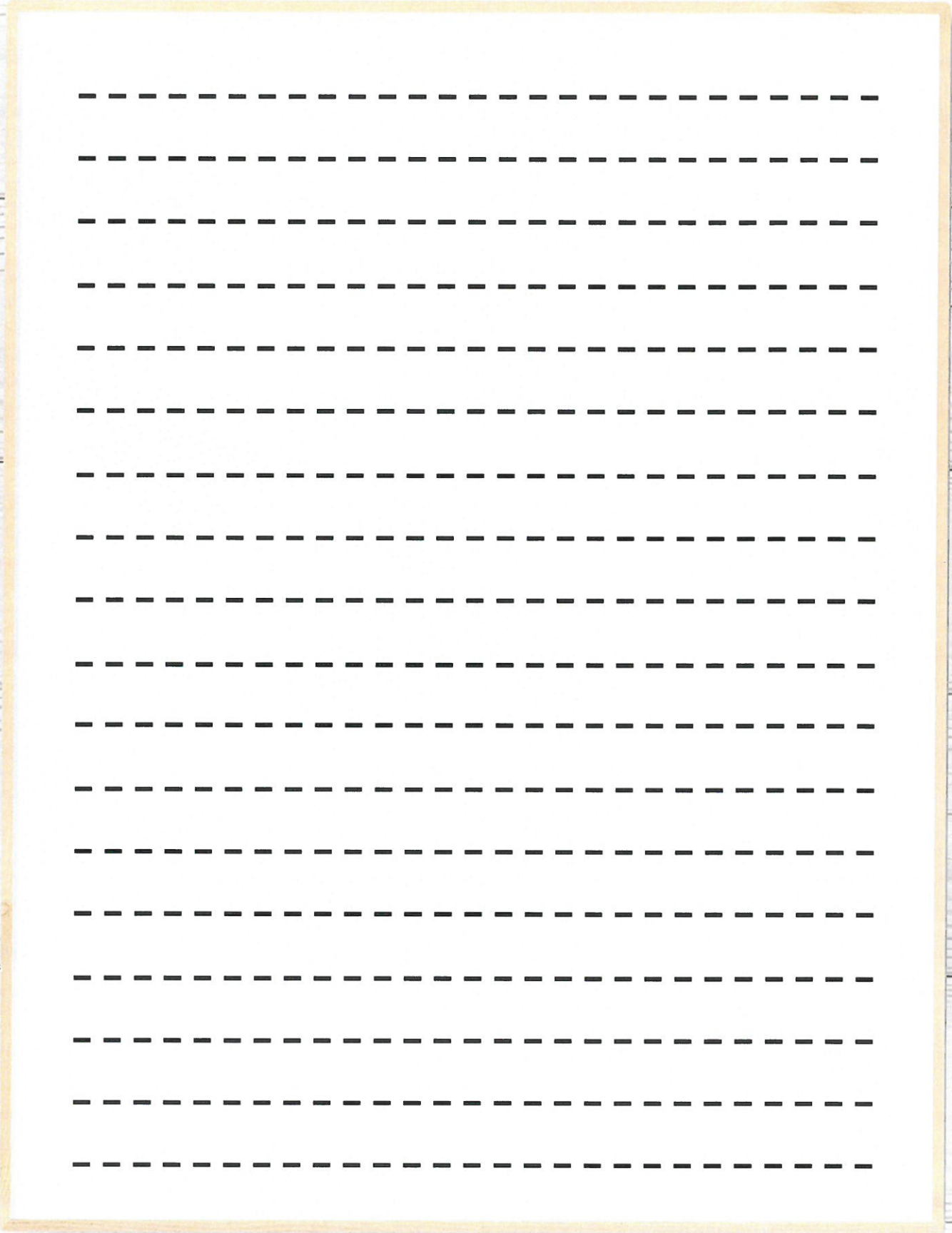
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Notes

Use this section to make any important notes!



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Use this section to make any important notes!

A large rectangular area with a yellow border, containing 20 horizontal dashed lines for writing notes. The lines are evenly spaced and extend across the width of the yellow-bordered area.



*Match Foster Care, Severn House, 30-32 Ombersley Street West, Droitwich,
Worcestershire, WR9 8QZ*

Telephone: 01905770500 Email: administrator@matchfostercare.co.uk

*Match Foster Care Ltd, Registered in England and Wales,
Registration No. 07366358
Ofsted Registration No. SC442843*

