



London Borough of Redbridge Children's Trust

Children's Charter

This Charter is for you if you have a social worker. It tells you what your social worker will do for you and what you can expect from London Borough Redbridge Children's Trust.

Your Social Worker will

Tell you why you have a social worker and talk to you about the plan for working with you so you know what is happening, when it is happening and who is doing it.

Visit you when they say they will. If they have to change an appointment with you they will rebook it straightaway.

Be on time when meeting you. If they are going to be late you will be contacted before they are due to arrive.


Speak to you on your own without anyone listening when they meet with you but will also accept that sometimes you will need someone with you to be able to say what you want to say.

Give you information you need to keep yourself safe

Get to know you by spending time with you.

Listen to you, take your wishes and feelings very seriously, write them in your records and act on them if possible. If they can not be acted on then you will be told why.





Keep in touch with you. You will be given their contact details. If they are not available when you contact them you will be contacted as soon as possible but definitely within one working day.

Do things on time when they say they will so that little things don't become big problems,

Tell you what you are entitled to and help you to get it. They can also put you in touch with our Children's Rights Officer.

Tell you how to complain so you know who to talk to if you are not happy with the service you are receiving.

The London Borough of Redbridge will

Not change your social worker unless it is absolutely necessary. If we have to you will always be told why.

Make sure that you are asked about the services you and your family are receiving and use this information to improve the services for you and your family and for people who will be using them in the future.

How will we know that these things have happened?

Your social worker will **Ask You** for feedback. You will be able to tell us that you have a good relationship with your social worker and that things in your life have got better for you.

