

# Dudley's Practice Promises



For Dudley Children's Services, the voices of children and young people and their safety is at the heart of all we do. As such, we have developed these Practice Promises for the children and families we work with to ensure we offer a good quality service, and the right support at the right time.

**Our Practice Promises to children, young people and their families are that we will:**

1.	See and listen to you in a timely way when there are concerns about your safety, and make sure that what you have told is accurately recorded.
2.	When we complete an assessment of you or your siblings, ensure this is a true reflection of your needs and will include the significant people in your life ie. family members or professionals.
3.	Always work with you and your family to develop plans that meet your needs and keep you safe.
4.	Ensure that we not only listen to your <i>voice</i> , but that we evidence <i>how</i> your views have influenced our planning. We will find ways to communicate with you in a way that ensures you can contribute.
5.	Work closely with our partner agencies to ensure that all children are safe.
6.	Be clear as to why we are involved in your lives, and work with you and your family to ensure that you are protected by building on the strengths of parents / carers in their parenting role.
7.	Ensure that every child has their own case file that is kept up to date, and reflects any changes to plans as a result of a changing needs.

8.	Ensure that if a child comes in to Local Authority care, we hold a Placement Planning Meeting within 5 working days so that their needs are met whilst in care.
9.	Ensure that every child who is classed as missing and open to us is spoken to and offered support and guidance to ensure they are safe.
10.	Listen to Care Leavers and take into account their aspirations about where they want to live, work, and train, and support them to achieve their goals through a robust Pathway Plan.
11.	All reports and plans are shared, and copies given to you in a timely manner.
12.	Hold regular supervision with staff to make sure they are skilled and experienced to offer the best interventions and service.
13.	Always treat you and everyone we work with, with respect.