Care Leaver’s Charter

Principles and promises

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A charter is a set of principles and promises. This charter sets out promises care leavers want the central and local government to make. Promises and principles help in decision making and do not replace laws; they give guidance to show how laws are designed to be interpreted.

The key principles in this charter will remain constant through any changes in legislation, regulation and guidance. Care leavers urge local authorities to use these principles when they make decisions about young people’s lives. The Care Leaver’s Charter is designed to raise expectation, aspiration and understanding of what care leavers need and what the Government and local authorities should do to be good corporate parents. The Care Leavers Information Group have been consulted and played an active role in the development of the Care Leaver’s Charter.

We promise to respect and honour your identity
- We will support you to discover your personal identity.
- We will help you develop your own personal beliefs and values and accept your culture and heritage.
- We will aid your identity as a valued member of your community.
- We will value and support important relationships, and help you manage positive and negative relationships, and other significant life events.
- We will support you to express your identity positively to others.

We promise to believe in you
- We will value your strengths and talents and encourage your aspirations.
- We will hold a belief in your potential and a vision for your future.
- We will help you overcome barriers and encourage and support you to achieve your goals.
- We will believe in you, celebrate your achievements.
We promise to listen to you
- We will take time to listen to you, respect and try to understand your point of view.
- We will place your needs, thoughts and feelings at the heart of all decisions about you, negotiate with you, and show how we have taken these into account.
- If we don’t agree with you we will fully explain why.
- We will provide easy access to complaint and appeal processes and promote and encourage access to independent advocacy whenever you need it.

We promise to support you
- We will provide any support from current regulations and guidance and will not purposely withhold advice when you are no longer legally entitled to this service.
- As well as information, advice, practical and financial help, we will also provide emotional support.
- We will make sure you do not have to struggle for support you are entitled to.
- We will fight for you if other agencies let you down.
- We will continue to care about you even when we are no longer caring for you.
- We will try and help you find a service that can further support you.
- We will not judge you and we will be here for you no matter how many times you come back for support.

We promise to inform you
- We will give you the right information that you need as a person in care and a care leaver with legal entitlements at different stages in the journey.
- We will keep information up-to-date and accurate.
- We will make clear to you what information about yourself and your time in care you are entitled to see.
- We will support you to access this when you want it, to manage any feelings that you might have about the information, and to put on record any disagreement with factual content.
We promise to be a lifelong champion

- We will help you break down barriers, within our power, when dealing with other agencies.
- We will work together with other services you may need, including housing, benefits, colleges and universities, employment providers and health services to help you become independent individuals.
- We will treat you with courtesy and respect, whatever your age, when seeking support.
- We will point out positive opportunities and journey alongside you at your pace.
- We will not forget about you.
- We will remain supportive in whatever way we can, even when our formal relationship with you has ended.

We promise to find you a home

- We will work alongside you to prepare you for your move into independent living only when you are ready.
- We will help you think about the choices available and to find accommodation that is right for you.
- We will do everything we can to ensure you are happy and feel safe when you move to independent living.
- We will do our best to support you until you are settled in your independent life; we will not judge you for any inconvenience.
- We will work alongside other agencies to help you sustain your home.

Contact us

16+ Team

Tel: 01582 547820
Fax: 01582 547828
Sixteenplusteam@luton.gov.uk
www.luton.gov.uk

Luton Borough Council
First Floor
Town Hall Extension
Upper George Street
Luton LU1 2BQ