



Family Futures CIC
440a Hornsey Rd,
London,
N19 4EB

020 7354 4161
contact@familyfutures.co.uk

What is Family Futures?

Family Futures CIC,
440a Hornsey Rd, London, N19 4EB

Adoption agency registration: SC462984
Independent Fostering Agency: 2595199
Company registration: 8423617

www.familyfutures.co.uk



Family Futures



A Guide for Young People under a Special Guardianship

We know that now and in the future you may have lots of questions you want to ask us or your guardians.

Where is my birth family now?

Are they ok? Can I see them?

Why did I leave them? Was it my fault?

Am I really going to stay here forever?

What really happened to me when I was younger? Am I mad? Am I bad? Am I stupid?

What sort of grown-up will I be?

Am I safe?

The adults at Family Futures are here to help you and your guardians answer these questions.

How will we do this?

Here at Family Futures we will talk to you and find out what you think and what you want to say. We will also talk to your guardians, brothers and sisters. During your time at Family Futures we will use drawing, painting, stories, music, drama and other art forms. Sometimes we will make contact with your birth family, if you or your guardians think this might be helpful.

The adults at Family Futures will:

- Keep you safe
- Will listen to any worries or fears you may have
- Help you talk to your parents
- Help you understand what's happened to you in the past
- Help you feel good about yourself
- Help you make good choices and have fun
- Help you talk about difficult things

Do you want to do this?

We know that it is not easy and that it is hard to trust people; but we also know that young people, who have had difficult starts in life, are survivors. They are strong and deep down want things to be better.

The adults at Family Futures will:

- Keep you safe
- Will listen to any worries or fears you may have
- Help you talk to your guardians
- Help you understand what's happened to you in the past
- Help you feel good about yourself
- Help you make good choices and have fun

At Family Futures we are not Children's Services. We don't take children away from their guardians.



All children have rights. If you feel you are not being listened to and you want to talk to somebody about how you are feeling, or if you can't talk to your guardians, your teacher or anyone at Family Futures you can ask NYAS to help you.

Web: www.nyas.net/helpline
Free Phone: 0808 808 1001
Email: help@nyas.net

We try to do our best but sometimes we get it wrong. If you are unhappy about anything that has been said to you or has happened to you when you have been at Family Futures, you have the right to complain.

How can I complain?

You can complain by talking to or writing to any of the following people:

- Your guardians
- Your Therapist at Family Futures
- Family Futures' Independent Person, Roger Weissman. Roger is experienced in the fields of fostering, guardianship and adoption, and is independent of Family Futures. His job is to make sure children and families get a good service from Family Futures.

If a complaint is made, all these people will take it seriously and investigate, and will try to sort things out.

How do I contact these people?

Family Futures
Email: contact@familyfutures.co.uk
Tel: 020 7354 4161
Website: www.familyfutures.co.uk

Roger Weissman
Tel: 07506 720618
Email: roger.weissman@outlook.com

Then what happens next?

Whoever you have approached will try and sort out the problem with you and the person concerned as quickly and fairly as possible. If you are still not happy, then you should tell the person you originally complained to that you are not happy and they will start a detailed investigation into your complaint. How this will be done will be explained to you.

Alternatively you can contact Ofsted (these people are there to protect you):

Ofsted
Piccadilly Gate
Store Street
Manchester M1 2WD
Email: enquiries@ofsted.gov.uk
Tel: 0300 123 1231

Or you can contact the Children's Commissioner for England, Dame Rachel de Souza and the Help at Hand team:
Freephone: 0800 528 0731
Email: help.team@childrenscommissioner.gov.uk
Website: <https://www.childrenscommissioner.gov.uk/help-at-hand/>

Write to: Dame Rachel de Souza,
Office of the Children's Commissioner
Sanctuary Buildings,
Great Smith St,
London,
SW1P 3BT