

The Children's Commissioner Advice and Assistance

Freephone: 0800 528 0731

Email: advice.team@childrenscommissioner.gsi.gov.uk

The phone number is free.



The Children's Commissioner
Sanctuary Buildings
Great Smith Street
London SW1P 3BT



This guide explains the help the Children's Commissioner, Anne Longfield, and her team can provide to children and young people who live away from home or who receive social services.

Who can we help?

Children and young people living away from home in care or living at home with support from social services

Care leavers up to the age of 21, or 24 if they are in education or training.

Other children and young people who are living away from home such as young offenders, young people in mental health settings and young people in boarding schools

Adults enquiring on behalf of children in these groups – such as advocates and other staff caring for young people

Your rights, your welfare, your safety

We can help with questions you have about your rights, welfare and safety. These are some of the things we get asked:

'My social worker says I have to move placement but I want to stay where I am'

'I have to stay in this hospital and I don't feel safe. It isn't helping me'

'I'm afraid because my friend is being bullied at school'





How can we help?

We will work with you to find the best way we can help. Some of the things we can do are:



Telling you what your legal rights are and advising you about other people who might be able to help you. We will contact them for you if you wish.



Contact the Director of Children's Services responsible for your care, telling them your problem, wishes and feelings and asking them to look into this and report to us what they will do.

If you tell us something which makes us worried for your safety, we will talk to you about the need to pass this on to people who can help you, and we will keep you informed about what we do.

Getting in touch with us

You can contact us at any time by **post, email or telephone**, Outside regular office hours just leave a message and we'll get back to you within two working days.

Freephone: 0800 528 0731

This phone number is free from a landline, but may cost from a mobile.

Don't forget:

You can always ask your **local children's rights or advocacy service for advice.**

You can also phone:

Coram Voice: 0808 800 5792

Care Leavers' Association: 0161 236 1980

The Who Cares? Trust: 0207 251 3117

Childline: 0800 1111



If you or a child you know is in danger and needs urgent help, you should contact your local police. We will soon be revising this leaflet with the help of children and young people.