



Voice of the Child Our commitment to you

We will...

- Listen to you
- Write down what you say
- Explain why we are involved
- Get to know you and your family
- Check how you are feeling
- See and talk with you, not just listen to what your parents/carers are saying
- Understand that everyone is different and respect everyone as an individual
- Explain things clearly and check you understand what is happening and why

We will always want to know your story and views.

Our commitment is to ensure that all children and young people receiving support through our services are central to the decision-making processes affecting them.

The commitment is for all staff employed in children's services.

If you do not think that we are keeping our commitment to you then you can contact your social worker who will listen to your concerns.

Contact Us

You can contact the Children's Hub by letter, telephone or email. If English is not your first language we can provide a translation service.

Telephone 01429 284284

Email childrenshub@hartlepool.gcsx.gov.uk

Post Child and Adult Services, Hartlepool Borough Council, Civic Centre, Victoria Road, Hartlepool, TS24 8AY.



**HARTLEPOOL
BOROUGH COUNCIL**

Our opening times We open at 8.30am every weekday, we close at 5pm from Monday to Thursday. On Fridays we close at 4.30pm.