



**Comisiynydd  
Plant Cymru**

Children's  
Commissioner  
for **Wales**

# A promise from the Children's Commissioner for Wales to Care- Experienced Young People.

You can read our promise in full [here](#).

This version of our promise has been created for children and young people.

If you are supporting a child or young person with additional learning needs then you can use this supporting document.



# A message from the Children's Commissioner for Wales, Rocio Cifuentes MBE:

Over twenty years ago, Wales created a Children's Commissioner.

There have been 3 Commissioners before me and I will be Commissioner until 2029.

The previous Commissioners have all been strong champions of care-experienced children and young people, and I want to do all I can to support you.

It's a privilege to be your independent champion and I am proud that Wales has decided to create a Corporate Parenting Charter.

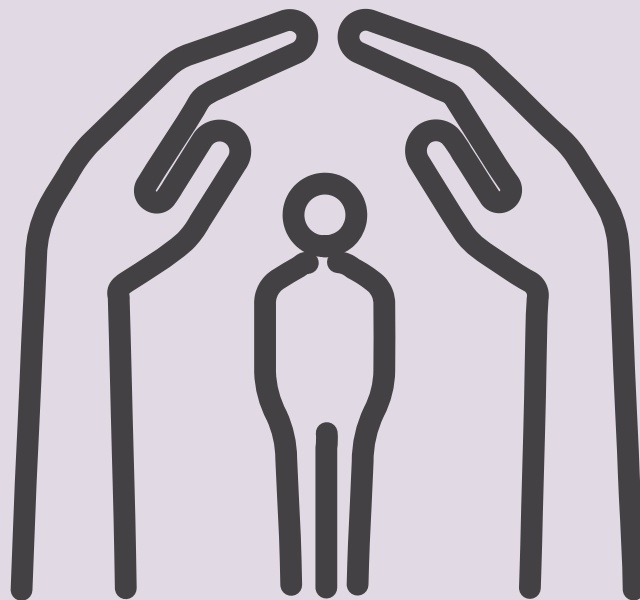
These Charters should include promises from people in power about what they will be doing to support you.



You have 42 rights under the **United Nations Convention on the Rights of the Child (UNCRC)**.

*Happy, Healthy and Safe*

These rights give you what you need to grow up feeling happy, healthy and safe.



My job is to help make sure that all children and young people in Wales have their rights protected.



I want Wales to become a country where every child and young person:

- understands their rights,
- knows the Children's Commissioner is there to stand up for those rights,
- is able to access support if they need it.

I know that some children and young people will need more support than others to enjoy the rights they have. This is why I am making some Promises to care experienced children and young people about how I'll be supporting you to get your rights.

This Promise explain how my team and I will be there for you.

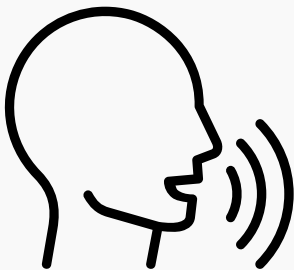
# As an office:



We are committed to listening to you so we know what issues are important to you



We are committed to helping make sure that services you use know about your rights, and consider your rights when making decisions about you and the services you use



We will support you to speak out about issues and make sure we encourage changes that will improve things for children



We will always challenge others to make sure you get your rights. We aren't afraid to call out poor services, poor decision-making and poor choices if they negatively affect your life



I will make sure my Management Team keeps track of all our promises and will talk about how we are doing every three months. We will report back to you in our Annual Report



I will also be encouraging services across the country who support care-experienced young people to think about how they can make it clear to young people how they will keep their promises as Corporate Parents

# Our Promises

In our promise to you, we have included information under three headings:

## **The promise set out in the Charter**

*This is the Charter from Welsh Government*

## **The Children's Commissioner for Wales' office will**

*This is the promise from our office*

## **Link to your rights**

*We have linked the charter to your rights*



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## The promise set out in the Charter

# 1

We will take time to listen to all care-experienced children and young people and ensure their views, wishes and feelings are heard and actively considered in all decisions made about them.

## The Children's Commissioner for Wales' office will:

Our team will meet regularly with groups of children and young people with care experience, to make sure their voices can be used in our work.

We will do this in two different ways:

- Working with you as an individual and,
- Including your voices in our plans.



## Individual

Our Advice team will always listen to you to understand what is important to you.

With your permission we will help you to challenge services to make sure you get your rights.

## Your voice in our plans

The Commissioner's Young People's Advisory Panel will include people with care experience. This will provide us with valuable feedback on our work.

We will work with groups of care-experienced children and young people to make sure we are listening to them and hearing about issues that affect them.

## Link to your rights

**12** UN Convention on the Rights of the Child



I have the right to be listened to, and taken seriously

**13** UN Convention on the Rights of the Child



I have the right to find out and share information

**16** UN Convention on the Rights of the Child



I have the right to keep some things private



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# 2

## The promise set out in the Charter

We will treat all care-experienced children and young people with respect.

## The Children's Commissioner for Wales' office will:

We will always try to challenge all stereotypes of care-experienced young people.

We will speak out if care-experienced are not being treated fairly.

We will learn from care-experienced young people that we work with. We will share that learning with everyone who works in our organisation.

## Link to your rights

2 UN Convention on the Rights of the Child



All children have these rights

8 UN Convention on the Rights of the Child



I have a right to an identity

# 3

## The promise set out in the Charter

We will involve all care-experienced children and young people in decisions that are made about them.

## The Children's Commissioner for Wales' office will:

We will make sure that care-experienced young people have the chance to feed into our work. This might be through our **Community Ambassador Scheme**, meetings, group visits, our advisory panel or our case work.

This will help us to make sure that we are listening to a range of views and experiences and reflecting them in our work.

## Link to your rights

12 UN Convention on the Rights of the Child



I have the right to be listened to, and taken seriously

17 UN Convention on the Rights of the Child



I have the right to get information in lots of ways, so long as it's safe

# 4

## The promise set out in the Charter

We will keep all care-experienced children and young people informed about our involvement with them and explain our actions to them.

## The Children's Commissioner for Wales' office will:

We will be accountable to you. We will do that in different ways:

1. We will report our actions in our Annual Report. We will also include our Advisory Panels and Senedd Committees
2. We will answer directly to the Senedd Ieuenctid and take part in the Welsh Government's Care-Experienced Young People's Summit to explain how we have been working towards upholding our promises.
3. If you contact us, we will always let you know how we have taken forward the issues you raise with us.

## Link to your rights



# 5

## The promise set out in the Charter

We will use straightforward language when we communicate with all care-experienced children and young people.

## The Children's Commissioner for Wales' office will:

We will use clear language when we make documents.

We will make different versions of our resources or surveys so you can choose a version that suits you best.

We will also support you to challenge language that you don't think is appropriate.

## Link to your rights

17 UN Convention on the Rights of the Child



I have the right to get information in lots of ways, so long as it's safe

23 UN Convention on the Rights of the Child



If I have a disability, I have the right to special care and education

# 6

## The promise set out in the Charter

We will show compassion when considering the needs of all care-experienced children and young people.

## The Children's Commissioner for Wales' office will:

Our office has a whole team learning and development plan. We have visits and training for all staff to improve our understanding of lived experiences.

We will keep supporting public services in Wales, we will use our Right Way Guidance and rights workshops to do this.

## Link to your rights

**3** UN Convention on the Rights of the Child



Adults must do what's best for me

**39** UN Convention on the Rights of the Child



I have the right to help if I have been hurt, neglected or badly treated

# 7

## The promise set out in the Charter

We will work with all care-experienced children and young people to help them achieve their goals.

## The Children's Commissioner for Wales' office will:

We offer a small number of work placements each year to young people from a diverse range of experiences, including care-experienced children and young people.

## Link to your rights

**6** UN Convention on the Rights of the Child



I should be supported to live and grow

# 8

## The promise set out in the Charter

We will advise all care-experienced children and young people of the process to make a complaint should they feel we are not adhering to this charter.

## The Children's Commissioner for Wales' office will:

Our Advice team is there to support and child or young person who does not feel their rights are being met.

Over the next three years, I have committed to creating a complaints policy for children. This policy will be available for other organisations to copy. It will help children raise their concerns.

I will make sure that care experienced young people are involved in creating it.

## Link to your rights

**4** UN Convention on the Rights of the Child



The Government should make sure my rights are respected

**13** UN Convention on the Rights of the Child



I have the right to find out and share information



# 9

## The promise set out in the Charter

We will advise all care-experienced children and young people that they have a right to access independent advocacy to make sure their views, wishes and feelings are heard during decisions being made or when they are unhappy and want something stopped, started or changed.

## The Children's Commissioner for Wales' office will:

Our Advice team will give children and the adults who support them advice and guidance to make sure services are acting in children's best interest.

We will always ask young people if they are happy for us to advocate for them.

We will always share information with young people about the conversations we've had.

The Children's Commissioner for Wales has unique powers to promote positive change for children. This includes looking at how different services provide advocacy and support to raise complaints.

The Commissioner is an independent champion for children and can give advice and support to children who may not be getting their rights. You can get this support by contacting our Investigation and Advice Service.

## Link to your rights

**13** UN Convention on the Rights of the Child



I have the right to find out and share information

**16** UN Convention on the Rights of the Child



I have the right to keep some things private