



Information for Children and Young People about PAC-UK

WHY DO FAMILIES COME TO PAC-UK?

- Most children who come to PAC-UK have become part of their family through adoption. Some joined their families through fostering or special guardianship. All children who come to PAC-UK have been separated from their birth parents, and from other important people in their lives.
- Many children have some memories, as well as worries and other feelings about what has happened to them in the past. It's usually quite hard to talk about these memories and feelings; this can lead to sad, angry and scared feelings staying bottled up inside.
- At PAC-UK we help children to make sense of what they have been through, and to talk about some of their difficult experiences.
- We also talk about some good things that have happened in the past.

- When children have difficulties at home and/or at school, we try to find out why, and what could be done to make things less difficult.
- We always help parents and carers too. We help them to understand what might be going on for you, and how they can help you.
- In the end we hope the whole family gets on better, and has more fun together!

WHAT WILL WE BE DOING?

- When you and your family come to see us, we'll play some games, and then draw or paint, and talk about things that could improve in your family.
- After that, we'll discuss who from your family will come to see us again, how many times and on which day.
- If you come to see us again, you will always come with your parents or carers. We'll then continue to play and have some fun, as well as listen, and make sense of things in the past and in the present. We will make sure that the most difficult things get talked about very carefully.
- And we'll try to answer any questions you may have.
- Sometimes we may have a Zoom meeting.

ALL FAMILIES ARE WELCOME AT PAC-UK

- Some children are Black, some are Asian, some are White, and some are mixed race. Some children have disabilities. Some were born in England, and some were born in other countries.

- Some children who come to PAC-UK are in families with two parents or carers, and some have one parent or carer. Some children have two mums or two dads.
- Sometimes children live with grandparents, or other relatives, or with friends of their parents.

ABOUT US

- PAC-UK counsellors understand about adoption, and about fostering and special guardianship.
- We also know that hurting on the inside can lead to certain behaviours on the outside (this is also true for adults).
- We all believe things can get better for you and your family.

TELL US WHAT YOU THINK

- At the end of your time with us, we will ask you what you thought about coming to PAC-UK. Your thoughts are important to us.
- You can also write, phone or e-mail us. Ask your parent or carer another adult for help if you need to.

WHAT TO DO IF YOU ARE NOT HAPPY WITH YOUR EXPERIENCE AT PAC-UK

- Tell your parent or carer what you are unhappy about.
- You can also tell the counsellors who are working with you, or another adult at PAC-UK.

- If you are very upset and unhappy about something at PAC-UK you can make a formal complaint:

CONTACT DETAILS for PAC-UK
Family Action Head Office
34 Wharf Road, London N1 7GR
020 7284 0555
Email: advice@pac-uk.org
Website: www.pac-uk.org

OTHER PEOPLE WHO CAN HELP TO GET YOUR VOICE HEARD

This is how you find out about Children's Rights:

The Office of the Children's Commissioner
1 London Bridge, London SE1 9BG
Tel: 020 7783 8330

Email: www.childrenscommissioner.gov.uk/about-us/contact
www.childrenscommissioner.gov.uk

This is who you can contact to raise concerns about the service you have received from PAC-UK:

Ofsted
Clive House, 70 Petty France, London SW1H 9EX
Tel: 0300 123 1231

Email: enquiries@ofsted.gov.uk
Web: www.ofsted.gov.uk

This is where you can find information on Independent Advocates (someone not connected to PAC-UK or to your social worker):

Coram Children's Legal Centre
Wellington House, 4th Floor, 90-92 Butt Road
Essex CO3 3DA
Tel: 01206 714650

Email: info@coramclc.org.uk
www.childrenslegalcentre.com

This is where you can find information on your 'Independent Reviewing Officer' (who makes sure that your care plan meets your needs): the local authority that placed you in your family.