



Telford & Wrekin  
Co-operative Council

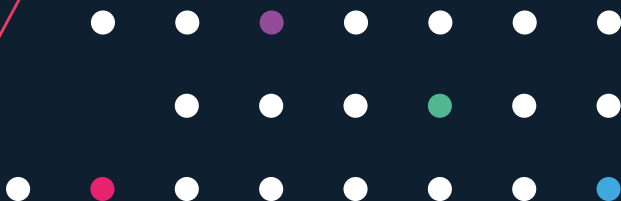
Protect, care and invest  
to create a better borough



Telford & Wrekin Council's

# LOCAL OFFER TO OUR YOUNG PEOPLE

who are  
leaving care



April 2024





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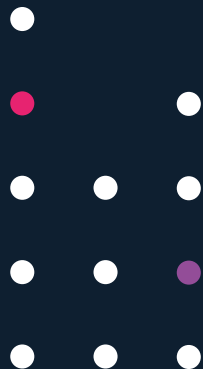
# 1 WE WANT TO TALK TO YOU ABOUT OUR LOCAL OFFER

**We want to let you know what help and support is available to you.**

Adulthood can be a difficult time, where you will face change and have to make decisions about your future. We are here to support you.

As your Corporate Parents we have a duty of care for you and as any reasonable parent, we want to equip you with the skills you need to navigate your adult life.

We have spoken to a number of you about this booklet and you have worked with us to make sure this is right for you!



## What the Children and Social Work Act 2017 says about the Care Leaver Offer:

A local authority in England must publish information about:

- a)** services which the local authority offers for care leavers as a result of its functions under the Children Act 1989;
- b)** other services which the local authority offers that may assist care leavers in, or in preparing for adulthood and independent living.

This includes services which may assist care leavers in, or in preparing for adulthood and independent living include services relating to:

- a)** health and wellbeing;
- b)** relationships;
- c)** education and training;
- d)** employment;
- e)** accommodation;
- f)** participation in society.

Where it considers it appropriate, a local authority in England must publish information about services for care leavers offered by others which the local authority has power to offer as a result of its functions under the Children Act 1989.

Information required to be published by a local authority under this section is to be known as its “local offer for care leavers”.



## 2 WHO IS THE LOCAL OFFER FOR?

To be able to get the support set out in the Local Offer, you must have been;

- In care for at least 13 weeks between the ages of 14 and 18 and also including at least 24 hours aged 16 or 17. If you have been in care for less than 13 weeks, but with at least 24 hours aged 16 or 17, you are deemed a 'Qualifying Care' Leaver and parts of the 'Local Offer' can apply depending on an assessment of need.

If you are not sure whether you qualify for support, then ask your Personal Adviser (PA). Your PA will talk with you about the information in the local offer.

The local offer is available online [www.telford.gov.uk/leavingcare](http://www.telford.gov.uk/leavingcare)

You can also ask your PA for a printed copy.



# 3 HOW WE CAN SUPPORT YOU

Depending on your circumstances and the time you spent in care, the law describes four different groups of young people who are care experienced:

- Eligible.
- Relevant.
- Former Relevant.
- Qualifying.

You are an eligible young person if:

- You are aged 16 or 17; and
- You are currently in care;

**And**

- You have been in care for a period of 13 weeks (or episodes which add up to 13 weeks) since your 14th birthday and at least one day whilst you were 16 or 17 years old.





**You are a relevant young person if:**

- You are no longer in care, but you have been eligible and;
- You are 16 or 17 years old (some relevant young people aged 16 and 17 who are detained (hospital or custody) may not have been eligible).

**You are a former relevant young person if:**

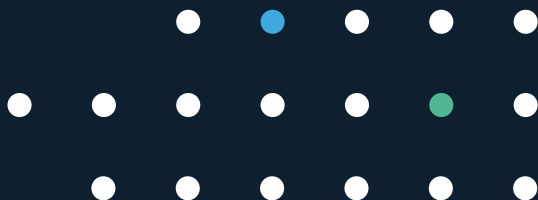
- You are aged 18-25;
- Immediately before you reached 18 you were an eligible or relevant young person.

**You are a qualifying young person if:**

- You are aged 16-21 (or up to 25 if in education) and were in care for a short time on or after your 16th birthday.

Coram Voice has a useful link to help you work out if you are a care leaver

<https://coramvoice.org.uk/young-peoples-zone/am-i-care-leaver>





# 4 THE TYPE OF HELP YOU CAN EXPECT TO RECEIVE

	Eligible	Relevant	Former Relevant	Qualifying
Regularly reviewed Pathway Plan based on what we agree you need.	✓	✓	✓	We can talk to you about your support needs and could draw up a Pathway Plan.
Personal Adviser.	✓	✓	✓	Depends on the support you need.
Take reasonable steps to keep in touch at least every eight weeks.	✓	✓	✓	Depends on the support you need.
Find and maintain suitable accommodation.	✓	✓	✓	We can provide advice, guidance and signposting.
Help to meet your education, training or employment needs.	✓	✓	✓	We can provide advice and guidance.



# 5 PERSONAL ADVISER (PA)

for Eligible, Relevant and Former Relevant young people

Your PA will work with you, your social worker, foster carer or keyworker and other people who are important to you to support you to develop your life skills and become more independent.

Your PA will aim to meet with you at least every eight weeks up to age 21. You will be able to continue to get support from your PA up to the age of 25 if you would like it, it makes no difference if you are in education, employment or training. This is to make sure you have the same support like other young people living with their parents.

Where you are receiving a service from adult social care, a Leaving Care PA may not be directly involved, they will keep in touch with your accommodation provider and adult social worker every 13 weeks and keep your Pathway Plan up to date from your Education, Health and Care Plan (EHCP) and your Adult Social Care Support Plan.

**A Pathway Plan** is a written document that looks at what skills you have and identify what skills you need to develop as you progress towards adulthood. Your Pathway Plan helps you to set goals and identify what needs to be done, who will do the tasks and by when.

Every young person's Pathway Plan is different and your Pathway Plan will vary depending on the support you need. We will review your plan every six months with you, from 16-18 by your Social Worker and from 18 to 21 by your PA and possibly up to 25.

We will aim to make sure you have the same PA while the team work with you, but sometimes this may change. We also have Duty PAs that you can call on [01952 385817](tel:01952385817) if your PA is not available.

If you are not happy with your support, it is an important life skill to try and resolve any issues. You can speak to the leaving care team manager see useful contact details.

# 6 THE LEAVERS LOUNGE

Leavers Lounge  
Meeting Point House  
Southwater Square  
Telford  
TF3 4HS

**Hi my name is Jess, I am a Care Experienced young person and an young person Ambassador.**

Ambassadors are inspiring advocates, being a voice for care experienced young people who support and share our experiences, views and opinions to shape the support we receive.

Telford's Local Offer is a guide produced to give you, as a care experienced young person, an idea of what support and services you can expect from Telford and Wrekin Council. It is designed to cut the confusion and give you a clearer understanding of exactly what help you should be getting and what else can assist you on your transition to independence. It's also a list of pledges and offers that help improve your life and hopefully make your move into adulthood less scary and more fulfilling. It provides advice around things like keeping you safe, finding suitable accommodation, helping you in to work, education or training. The aim is to help you grow, learn, aspire and achieve and to make sure you are supported into adult life.

I would like to personally invite you to the The Leavers Lounge, at Meeting Point House. It's a friendly, informal place to come and receive support, participate in lots of different activities and meet other care experienced young people like myself. Come join our Leavers Come First Forum, see your PA, and use our sensory room to chill out with a cuppa.

After moving on from The Voice, which is a forum for children in care, The Leavers Come First Forum is for care experienced young people over the age of 16 up to 21/25. We talk about our shared experiences, socialise and participate in some great activities. We want your support to ensure the voice of care experienced young people is heard and is leading the way in shaping services that support us.

**Please arrange to visit to the Leavers Lounge through your PA. There is a warm welcome awaiting you!**



# 7 CARE LEAVER COVENANT

## Have you heard about the Care Leaver Covenant?

The Covenant works with small and large businesses, public services like the NHS and voluntary organisations to publish offers and opportunities specifically for care leavers.

Sign up to Connects, [mycovenant.org.uk/for-care-leavers/connects](https://mycovenant.org.uk/for-care-leavers/connects) the platform where all these offers are published and shared with you. Remember, you will be entered into regular giveaways to win prizes and experiences.



What does this mean I hear you say – well, in a nutshell, it gives you many exciting opportunities to apply for employment and work placements and internships with big businesses, government departments, museums, theatres, or Premier League football clubs, as well as training workshops or life skills coaching.

Also, organisations big and small want to support you to live independently. Depending on where you live support can include opportunities for:

- discounted utility bills
- resources and tools from Barclays Life Skills to help you manage your money. Or Metro Bank supporting you to open a bank account
- support to move into your first home with furniture and decorating
- universities will provide financial support and accommodation 365 days a year alongside opportunities to earn whilst you learn
- regular giveaways from businesses like Amazon
- opportunities to try new experiences with organisations like Nike and Premier League Football Clubs.

There is also a growing network of local businesses and organisations pledging their support to the Care Leaver Covenant.

Sign up to Connects, the platform where all these offers are published and shared with you. Remember, you will be entered into regular giveaways to win prizes and experiences. 50% membership discount from Covenant signatory PureGym [mycovenant.org.uk/opportunities/puregym-discount](https://mycovenant.org.uk/opportunities/puregym-discount). Young people will need to register with our Connects platform to access this offer above.

# 8 YOUR RIGHTS

## Helping you to understand your history

We will help you understand your rights and advocate on your behalf, helping you access information about you and providing support if you need to make a complaint.

Children's Services have to keep written case records of your care history. These records must be kept for 75 years. You can request your records any time after you become 18 years old. You do not have to read through the information on your own. It can be upsetting or confusing to do this alone and we want to help you understand what is in your file and why.

Your PA can support you or you can bring a friend. We would strongly suggest that you do not do this on your own. You need to request to see your records in writing. Children's Services must then respond to you in writing giving the timescale. It must happen within 40 days.

You may find that some of the information is not available for you to read. This is because some of the information in your records may identify other people known as third parties. Additionally, if there is information that may seriously harm your physical or mental health it may not be given to you, but we will explain why. We always work with social workers and personal advisers to record information about you in your case file in a positive way.

## Independent support

You have a right to support from an independent advocate if you want to challenge decisions about the support we give you.

Independent advocates can inform you about your rights and help you to be heard in meetings. They are separate from children's services and are available to care experienced young people up to the age of 25.

You can contact an Independent Advocate either through your PA or by yourself by calling [01952 385112/385102](tel:01952385112/385102).

# 9 ACCOMMODATION

We will encourage you to stay safely in care until you are 18, but if you are aged 16-17 and choose to no longer live in the accommodation provided, the council will make sure that you have a safe and suitable place to live in (and have the skills to move to a supported setting rather than a care setting), this could be with a Supported Lodgings Provider or in Supported Housing.

By working together on your future plans we will provide financial support to help you to live within semi independent accommodation, until you can apply for Universal Credit and other relevant benefits when you are 18.

In preparation of you turning 18 your Social Worker with your PA and other services will work with you to explore your accommodation options. When over the age of 18 your PA and our partners will help you find suitable housing.

## How we do this;

- Care Leavers are a priority needs group for social housing, we will always work closely with you to try to ensure you will move to social housing in a planned way. If you reside out of the Telford and Wrekin area your PA will support you to explore if you have a priority need in the area you live.
- Supported Lodgings where you have your own room in a family home and they will support you, this could be up until your 23rd birthday.
- Shared accommodation – this might be with friends, peers, or other young people.
- Help to find a tenancy when you are ready and providing advice on how to maintain it including paying your bills and being a responsible neighbour.
- Offer practical moving in help which includes funding the removal cost of your first independent home and advice how to look after your home i.e. decorating, cleaning and reporting repairs.
- Your landlord may provide financial assistance to help you decorate your new home if this is not available from your landlord the Leaving Care Team can provide this.

- Offering independent living skills workshops on managing finances and on practical skills, such as how to cook and maintain your own home.
- Support with sourcing vacation time accommodation for care experienced young people who are in higher education.
- Supporting access to your Setting Up Home Grant of up to £3,559 in total for essential items to furnish and set up your first property as you need it up to age 25 this includes content insurance for first year independent living, TV licence, Home Starter Pack, cooker fitting, removals and decorating.
- Council Tax exemption for care experienced young people up to the age of 25.
- A reduction on your water bills with Severn Trent, who can offer up to 70% off for care experienced young people.
- Assist in helping you secure a property, for example, with your deposit costs and rent in advance costs directly or through the housing service.
- Support you with accessing the Tesco Mobile offer of free SIM card with three months data, text and calls.
- In some circumstances, the council will act as a guarantor for you if you need a privately rented property and social housing isn't available.
- Provide Winter Weather payment of £10 per week from 1 October to 31 March in the first year of living independent.
- If you are in receipt of Universal Credit, your UC Job Coach will help you with accessing the TalkTalk Broadband Offer via the DWP.

## Staying Put and Staying Close

- A 'Staying Put' arrangement for if you want to stay living with your Foster Carers, and they agree, up to age 23, or until the agreed programme of education or training being undertaken on 23rd birthday is completed.
- Your residential provider may offer a 'Staying Close' arrangement, which could include move-on support action and practical and emotional support from the residential provider. We will help you explore if this is an option.



## Housing Services

- Telford & Wrekin Council will not find any care leavers who are working with us to resolve their housing situation intentionally homeless.
- Telford & Wrekin Council will provide a named housing officer to each young person who will work alongside you and your personal advisor to provide advice, support and a personalised housing plan outlining all options for accommodation and support. The Personal Housing Plan will be a document for you to take away which sets out what you need to do and what housing services and other agencies will do to help you to reach your housing goal.
- Telford & Wrekin Council will ensure any care leaver that is homeless or faced with homelessness is classed as a priority for any suitable nominations to registered providers for social housing.
- Telford & Wrekin Council will provide financial support (where applicable) for paying a deposit on their new home.
- Where a care leaver is at risk of becoming homeless, housing or tenancy sustainment support will be provided to prevent homelessness, or where this is not possible we will provide suitable emergency accommodation. Where possible this will be within a 24/7 supported accommodation specifically for young people with services who will work intensively with you.
- Telford and Wrekin Housing Solutions duty to refer can be done 90 days before a young person turns 18 to give time to plan for suitable move on/ accommodation.



# 10 SUPPORT TO ENGAGE IN EDUCATION, TRAINING AND EMPLOYMENT

We provide opportunities to the young people we care for and who are care experienced, to help you achieve your aspirations. We work with the council's careers service and our partners to find suitable opportunities that meet your needs.

## How we do this:

- Provide careers information and advice.
- Support to access the Further Education Bursary (16-19 available through your education provider).
- We can provide a grant of up to £225 per year to support your further education course (level 2 or above) to go towards stationary, field trips, books and IT equipment.
- CV and interview coaching from our partners, the Virtual School or through the Care Leavers Covenant, who can support you in writing a top quality application and show you how best to answer interview questions to secure you a position.
- Support you to refine your work interests via work experience and shadowing opportunities through the virtual school, partners, or Care Leaver Covenant.
- Telford & Wrekin Council operate a guaranteed interview scheme for all care experienced young people applying for employment and apprenticeship posts.
- Telford & Wrekin Council takes a 'care leaver first approach' to support Telford and Wrekin care experienced young people into apprenticeships. We offer an attractive salary and all apprentices will enjoy the benefits of employment including flexible working and a generous annual leave entitlement.
- Young people leaving care who choose to start an apprenticeship will receive a £3,000 bursary to help with the transition into the workplace (the bursary is paid via your training provider, the payment is triggered once the learner has been on programme for 12 weeks).
- Support to access a free Arriva Bus Pass through DWP or the council to travel around the borough, for instance to and from interviews, work experience, jobs until first wage, college until bursary in place, and university visits.
- We will help you to inform the Job Centre of any changes in your circumstances if you wish.
- We will provide you guidance to help you maximise financial support linked to education, training or employment.

- If you have any Special Educational Needs we will make sure you receive any additional help or support you require and access specialist support such as the SEND offer until 25.
- We will keep you up to date with forthcoming local job fairs and support you to attend these.
- Support will be provided to understand your rights and entitlements when employed.
- If you attend University Telford and Wrekin provide a Higher Education Grant of £2,000 which will be split in to equal instalments (annually) throughout the duration of the course up to the age of 25.
- If you are planning to attend university we can support you by:
  - helping you consider your options,
  - help you to sign up for open days, and provide travel support to attend if you need,
  - complete UCAS applications,
  - complete student finance forms,
  - help you search for and support you to apply for scholarships and additional bursaries you may be entitled to,
  - we will also support you to access any student finances and university bursaries that you are entitled to,
  - source suitable accommodation to meet your individual needs.
- If you choose to enter full time higher education, we will provide you with a higher education accommodation allowance that is equivalent of the local housing allowance rate where you choose to study up to 21 or 25 if needed. This also funds your accommodation during vacation times.
- We hold events to celebrate your achievements. This may be an annual event evening or in a personal way, for example Hotshots award nomination, taking you out for a meal.
- We will help with access to transport costs when travelling to training, school, college, apprenticeships or job interviews, through your Young Person's Learner Agreement.
- We will provide help obtaining equipment, essential clothing and books to support education, training or employment.
- We will be able to support you with work and interview clothing costs.
- We will encourage you to apply for our annual Leader and Cabinet member Young Person's Grant scheme which will support you with travel passes or other barriers to you accessing education, employment or training.
- Our virtual school team can support post 16 and care leavers.

# 11 HEALTH AND WELLBEING

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We will encourage you to be healthy, your PA will help you achieve this with the support of our Health and Wellbeing Partners.

## How we do this:

- Offer easy access to specialist services such as sexual health.
- Help to register with health services including doctors, dentist and an optician. We can also support you in attending appointments if you need, including transport costs after an assessment of need.
- Offer free prescriptions up to the age of 25.
- Give you information on getting help to pay for prescriptions using the NHS Low Income Scheme, if you qualify.
- Give you information about counselling services that are available local to you and offer support to attend.
- Provide you with access to council leisure centres, which have gyms, fitness classes, yoga and swimming pools – as we know that physical activity is beneficial to having good mental health. You can also bring a friend for free!
- Give you information about health drop-in sessions.
- Support you to stop smoking with the help of Stop Smoking Telford.
- Give you information about local sexual health centres and how you can access their services and free confidential advice.
- Help you to manage your emotional wellbeing – this may include a referral or signposting to other support agencies.
- Support from a Healthy Life Style adviser for health improvement advice (healthy eating, being more active, drinking less and quitting smoking) and the opportunity to train as a Health Champion to volunteer in a health and community setting.
- See page 33 to access the Telford and Wrekin ValU app Wellbeing Hub, which provides 24/7 confidential support line and counselling support.

- Provide a Health Passport when you turn 18 – a Health Passport is a summary of your health history, including things like when you have had certain immunisations, medication, and so on. You and our looked after nurse will work together to complete your Health Passport. They will discuss your health history and will be able to explore the services that may be available to you and you can ask any questions you may have regarding your health and wellbeing.
- Support to access adult social care beyond your 18th birthday if this is needed.
- We can support you to access the Mind Calm Cafe dedicated for young people to support your mental wellbeing.
- Your PA can support you to access the Rees Foundation Ask Jan membership where this is an accessed need.



# LEISURE

Your PA and Telford and Wrekin Leisure Services want to support access to leisure facilities and activities.

How we do this:

- Provide access to leisure services and activities via the councils concessionary Telford Loyalty Card Scheme (TLC).
- Free aspiration health and fitness memberships\* to the age of 25 and concessionary membership rates to the person accompanying you.
- Free public swimming at our baths.
- Visit our Bike Hub in Telford Town Park for advice on cycling locally.
- Assist in signposting you towards suitable sporting clubs or groups.

\* To redeem Telford and Wrekin Leisure Services offer, we will provide you with a letter to take into any leisure centre and ask for your Care Leaver Membership.

# 11 MONEY MATTERS

We will try to help you financially, in a similar way to how parents would support their own children. How we do this:

- Support you with budgeting through our partners such as Lloyds who offer workshops on financial skills for independence.
- Direct you to the Money Advice Service if you need help with managing your expenses and any debt you may have.
- Sign post you to support services such as Citizens Advice.
- Help you to open a bank account.
- Prior to leaving care we will ensure that you have valid identity documents: a current passport, a provisional or full driving licence and copy of your birth certificate. These will help you access benefits if you need them, and open a bank account of your own. We will also ensure you have your National Insurance number.
- Support you to access your Setting Up Home Grant up to £3,559 in total for essential items to furnish and set up your first property as you need it up to age 25 this includes content insurance for first year independent living, TV Licence, Home Starter Pack, cooker fitting and removals.
- We will pay for your TV Licence for the first 12 months in accommodation if required.
- Support and Information to access your savings and JISA if you have them. We can also show you how to set up a savings account.
- Support, advice and guidance on applying for Criminal Injury Compensation Authority Awards if relevant with the option to support you to set up a funded Telford and Wrekin Leaving Care Discretionary Trust Fund to be held up to age 21/25.
- Support to access charities who offer funding towards driving related costs; where this is not available we will support you with match funding of 10 driving lessons; one provisional licence, one theory test, one test booklet and 1 practical driving test. We can also support you to access our driving experience offer in partnership with Pathfinder project.
- Support you to keep in contact with family and friends through train or bus tickets.
- Exceptional financial support in emergencies as a young person who has left care.
- Providing Birthday and Festival gifts/allowances – your PA will support access to this. If you keep in touch with us from ages 21-25 we will provide a one off £25 payment per year.
- All Telford and Wrekin Care Experienced Young People, up to the age of 25, can apply for up to 100% council tax exemption.
- As a care leaver, you can access bursary payments from your college or training provider, your PA will be able to provide you with a supporting letter detailing your eligibility to this funding.
- We will fund the cost of a Compulsory Bike Training (CBT) package.
- See page 33 for details on how to access your Telford and Wrekin ValU app for a range of discounts and savings from national retailers and supermarkets.



# 13 RELATIONSHIPS

As well as support from a PA, we may be able to offer you additional practical and emotional support, such as:

- Where appropriate, continuing to support contact with the 'Independent Visitor' you had while you were in care
- Help to maintain or regain contact with people special to you or who cared for you in the past, like birth family and wider family and friends, former foster carers or social workers, this can include support to fund travel costs
- We will support you with life story and with supporting you with identity
- We can support you using our Volunteer Leaving Care Mentors, who can support you with all manner of things, from moving home and decorating, to advocacy during mediation should you want to regain or maintain contact with friends, previous carers, or family
- We can provide advice on how to access services and training to learn about positive and healthy relationships
- Visiting places of worship – for those aged 16 - 21 years, we could help with the cost of public transport to a specific place of worship on special occasions (for example during festive periods).





# 14 PARTICIPATION IN SOCIETY

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We want you to have all the chances in life that other young adults have and we will encourage you to develop your interests and get involved in positive activities. People can participate in their communities or in society in different ways and some people want to participate more than others.

We will do our best to find opportunities for you to participate in something that interests you or develop your interests, which you can then pursue independently. We will do this in the following ways:

- By providing information on Leavers Lounge and community participation groups and events clubs you may wish to join
- Encouraging you to take part in Leavers Come First, Monthly Care Experienced Young People's Forum and National Care Leavers Week. This will allow you to directly influence service developments for you and other young people who are care experienced
- You will have the opportunity to feed into our Corporate Parenting Panel through our Young Person's Panel to ensure that the voice of care experienced young people is heard
- You can act as a Peer Mentor, supporting other care experienced young people
- If you help us with consultation, interviews, or other engagement activities you will be paid in the form of vouchers at a rate of the national minimum wage for your age
- We will help you take part in events and activities such as the Summer Arts Project (up to the age 19) and the Hot Shots Awards, and attend the celebration events for these
- Informing you about relevant awards, schemes and competitions you can enter, in line with your talents and interests
- Encouraging and helping you to enrol on the Electoral Register, so you can vote in elections
- Encouraging you to tell us how we are doing and any areas you think we can get better at through surveys written by care experienced young people
- Informing and possibly helping you with the cost of leisure activities, and ensuring you make use of our free leisure provision at our borough centres

- Informing you about voluntary work that we think you may be interested in
- Giving you advice and helping you to challenge any discrimination you face as a care experienced young person
- Virgin Media's social value commitment to Telford Care Experienced young people, has provided a digital learning fund and a grant to purchase a number of smart phones, laptops and dongles to keep you connected and in touch with important relationships and key services.
- Your PA can support you to access the Databank offer (free mobile data, texts and calls via a sim card)
- For someone to be eligible to receive one of the sims, they must:
  - be 18+ years old;
  - **and** be from a low income household.
- And qualify in one or several of the following statements:
  - has no access or insufficient access to the internet at home;
  - **and/or** has no or insufficient access to the internet when away from the home;
  - **and/or** cannot afford their existing monthly contract or top up.



# 15 OTHER AREAS OF SUPPORT



## Are you a parent or if you are going to become a parent

If you are a parent or if you are expecting a baby, we will support you to do the best for them.

- Your GP and midwife can talk to you about the health services available to you.
- Your Personal Adviser (PA) can work with your health visitor or midwife who can give you information about financial support (for example: Child Benefit, Universal Credit, Healthy Start Vouchers, Sure Start Maternity Grant) and schemes in place to support you.
- We will help you access information about childcare options (Care to Learn Fund, Child Care Vouchers) if this is what you need.
- If you are a first time mum, we can make a referral to the family nurse partnership for extra support.
- We can introduce you to the care leaver champion in your local children's centre. The role of a champion is to help welcome you and ensure that you feel comfortable. They can meet you with your PA and come and visit you at home.
- We can make a referral for specialist parenting support to prepare you for having a baby and for advice and support once your baby arrives.
- We can support you to attend important meetings about your child if you need it.
- We will provide you with a hamper of baby goodies to celebrate the arrival of your new baby.
- You will receive £100 festival allowance age 18 - 21.

Family Hubs are a range of services for Parents, Parents to be and Carers of children aged 0-2. They are community and online based to support you around:

- becoming a parent
- understanding your baby
- talking to your baby and toddler
- infant feeding
- first aid and toddler proofing your home
- social support and meet like minded friends.

To find out more please view the [www.telford.gov.uk/familyhubs](http://www.telford.gov.uk/familyhubs) or email [telfordfamilyhubs@telford.gov.uk](mailto:telfordfamilyhubs@telford.gov.uk)

## If you are UASC (an Unaccompanied Asylum-Seeking Child):

Former unaccompanied children who qualify as care experienced young people and who have been granted leave to remain in the United Kingdom, or who have an outstanding asylum or other human rights claim or appeal, are entitled to the same level of care and support from the local authority as any other care leaver. We will make sure you have a pathway plan in place that is suited to you, your needs, and your wishes.

Following an assessment of need, Unaccompanied Asylum-Seeking Children aged 16 and 17 years can be provided with a £5 per week phone card/contact allowance where they have significant family members overseas.

If you have lost contact with your family from your country of origin, we will support you by linking you with agencies who help to trace families (for example British Red Cross). However, depending on your immigration status, some support may have to be limited.

## If you are in custody or have involvement from probation:

The Prison, Probation and local authority will work together to provide consistent and appropriate support. If you have been in custody, you are entitled to the same level of PA support as all our other young people up to 21 / 25.

Care experienced young people in custody will receive:

- you can regular support and visits from your PA up to 21, this can be extended at 21 up to 25, or can resume up to 25 if you did feel you needed the support at 21
- where possible you will keep the same PA up to age 25
- family members can access the Assisted Prison Visits scheme via the DWP and where this is not available the leaving care team can complete a needs assessment for family member travel assistance
- if aged 16/17 and the institution does not provide an allowance scheme (linked to undertaking education/training), we will provide £10 per week pocket money and £5 per week clothing allowance up to age 21
- provide the applicable Birthday and Festival allowance up to age 21
- in circumstances where you have to leave your accommodation and require storage, you should seek to arrange this via family, friends and former carers. In exceptional circumstances children's services will organise the storage of up to three boxes of important personal items (photos, important documents, certificates etc)
- care experienced young people who have been in custody have access to the £3,559 Setting Up Home Grant on release. Where young people are being discharged from hospital or being released from custody immediately prior to, or immediately after their 25th birthday, the final pathway plan you and your PA work on should set out when and how the Setting Up Home Grant will be accessed and used. If you don't have a discharge or release date by your 25th birthday, the service and the provision of the grant will cease, as the use of the Setting Up Home Grant should be completed by 25 and a half

# 16 OUR COMMITMENTS TO YOU IN TELFORD AND WREKIN

## Getting ready for adulthood:

- We will help you with the things that change when you stop being a child who is 'looked after' and when you become a young adult leaving care.
- We will help you remain with your foster/staying point family for as long as possible. We will only start thinking about independent living with you when you are ready.
- We will help you maintain relationships with your carers, family, friends and social networks so that you have help and support during and after you leave our care.
- We will help you to understand what you need to be able to successfully live on your own and to be happy.
- We will also show you that we understand that leaving our care is a big step and that you need our patience and understanding, even when you make mistakes.

## Practical support:

- We will make it our priority to help you to find and keep a welcoming home where you feel safe.
- We will help you learn how to take care of yourself, stay healthy and safe, manage your money, take care of your home, achieve your aspirations, and have good relationships, able to raise families of your own if that is what you would like to do.
- We will understand that just because you become 18, this does not mean you will suddenly know all there is to know about being an adult.
- We will support you when you make mistakes and when we feel worried about you.
- We will make sure especially during the tough times, that we stand ready to help you.
- We will make sure that we see you at least every eight weeks (you can see us regularly by joining events or attending the leavers lounge) and more often when you first leave our care. We respect your choice to see us less if that is what you would like.

- We will help you to understand how to deal with conflicts and challenges without getting angry and frustrated at others or making things worse. We will help you through our own example, being patient and understanding. We will support you to have a plan B to fall back upon if things don't go according to plan.
- We understand that as an adult you may make choices that are not good for you and may even mean that you are unsafe. We know that you are free to make such a choice, but we will always act to help you to protect yourselves and others around you. There may be times that we need to make contact with other services or people who can help you. If we need to do this, we will make sure that you know and are clear about what will happen next.
- We will help you to find special support, like therapy or counselling, when the time is right for you and if you tell us that this would help you.
- We will make sure that you feel part of our Telford and Wrekin "corporate family" and like other families, we understand that you need to have a sense that you belong and are valued.
- We will help other people in the council understand this when you may need their support, for example with housing or other services.

#### Our relationship:

- We will always help you dream and aspire to be what you want to be.
- We will help you to believe that you will continue to grow and to succeed.
- Your pathway plan will be something that inspires you to achieve great things in your life, whatever that means for you.
- We will always listen to you, even when we don't agree with one another.
- We will hear you out and help you to speak your mind in a way that helps you be heard by others who need to listen.
- We will include you in all of the important decisions that need to be made about your life and your future.
- We will respect the times when you need some personal space or may not be ready to see or speak with us. We will always leave the door open so that you know you can seek us out when you are ready to receive our help or advice. You will receive help and support from us up until the age of 25.
- We will make sure that your current social worker or PA does not leave you without saying goodbye and introducing you to the new adult who will be supporting you. All our PAs will understand that getting to know you and to earn your trust will take time.
- At 18 we will help you take stock of what you have achieved as a cared for young person and will support you to celebrate this with your social worker, PA and carer, for example, through going out for a special meal.

- We will help you identify the triggers that may lead you to become angry, lash out, hurt yourself or turn to drugs or alcohol to cope.
- We will help you plan for these situations and identify who you can turn to for help when you need it. If it is helpful, we will help you to make a safety plan so that you have some control at times when you feel vulnerable and worried.
- We will not make commitments to you unless we know we can honour them. We know that our honesty will be important if you are to trust and work with us. That may mean that sometimes we have to say things to you even when it may not be what you want or like to hear.
- We will help you to understand your history and how it is you came to be in our care. We recognise that having your life story book, pictures and mementoes are all important to your recalling important people and events in your life. We will support you if you find this upsetting and if you want to see your case files, we will make sure that your PA is available to help you read through papers and to ask questions.
- We will make sure that you understand your rights and your responsibilities. This will include knowing who else can help you to express your views if you want to make a complaint because you feel you have been treated unfairly. If we are not able to keep these commitments to you, we understand that this will mean you may need to complain.
- We will always offer you a hug, a smile, or a shoulder to cry on if that will help. It's ok for you to say no though!

## Your commitments to us:

So that we can have the best relationship together through these commitments, we ask that you try your very best to:

- treat us with respect, even when you don't agree with suggestions we are making
- keep in touch with us as much as you can or feel comfortable with
- share your successes with us so we can celebrate together
- listen to and think about our advice and guidance, even if you don't always follow it
- let us know if you feel we are treating you unfairly or if we have made a mistake. We would like a chance to make things right
- accept our support, and let us know when you don't want or need our help
- understand that we have to make decisions about your safety when the law says we must or when you are in danger
- apologise and take responsibility for your actions when you make mistakes
- keep working hard on your goals, dreams and ambitions to the best of your ability
- be open and honest with us as much as possible
- tell us what your views, wishes and feelings are on anything we do to help
- let us know if you are worried, in trouble or making decisions that are not good for you.



# 17 USEFUL CONTACTS

Key Contact Number	Description	Contact
Leaving Care team	General support for young people leaving care	01952 385817 or email <a href="mailto:TWCareleavers@telford.gov.uk">TWCareleavers@telford.gov.uk</a>
Emergency Duty team (out of hours)	Emergency social work service for urgent situations out of normal office hours and which cannot be left until the next normal working day	01952 676500
Jo Britton	Director of Children's Services	01952 385008
Customer Complaints, Compliments and Feedback	For all feedback, complaints and compliments	01952 382006 or email <a href="mailto:customer.relationship@telford.gov.uk">customer.relationship@telford.gov.uk</a> or online <a href="https://webforms.telford.gov.uk/form/148">https://webforms.telford.gov.uk/form/148</a>
Citizens Advice Bureau	General advice	0300 330 1165
<b>Accommodation</b>		
Housing Solution team	Temporary/emergency housing	01952 381925
Maninplace	Temporary accommodation	01952 248248
KIP	Temporary Accommodation	01952 256007
Shelter – Birmingham	General housing advice	0808 800 4444 or online <a href="http://www.shelter.org.uk">www.shelter.org.uk</a>
<b>Education, Training and Employment</b>		
Future Focus	16-19 careers advice	01952 388988
Job Box	19+ training/employment advice	01952 382888
E.A.S.T	Employment support for people with disabilities	01952 382888
Juniper Training	Training provider	01952 299016
Nova Training	Training provider	01952 243380
County Training	Training provider	0345 678 9023
Enable	Employment support for people with disabilities	01743 276900
Landau	Training provider	01952 245015
Total People	Training provider	01952 681030
Unite Foundation	University accommodation scholarship	01173 027073 or email <a href="mailto:info@unitefoundation.org.uk">info@unitefoundation.org.uk</a> or online <a href="http://thisisusatuni.org">thisisusatuni.org</a>

Key Contact Number	Description	Contact
<b>Health and Wellbeing</b>		
Doctor/Doctor/Optician	Find a service near you visit <a href="http://www.nhs.uk">www.nhs.uk</a> and search your postcode	
NHS England	General health advice	111
Police – non emergency	General advice	101
Samaritans	Support for wellbeing and people having suicidal thoughts	116 123
ChildLine	Crisis and Wellbeing support	0800 1111
Telford Wellbeing Service	Mental health and wellbeing support	01952 457415
Healthy Lifestyle Service	Support regarding health, smoking, physical activity	01952 382582
Telford Sexual Health Services	General advice around sexual health matters	0808 178 0955
Recharge	Addiction and wellbeing support	01952 660000
<b>Leisure</b>		
Telford and Wrekin Leisure Services		01952 382770
<b>Finance</b>		
Jobcentre Plus	Benefit advice	0800 169 0190
Citizens Advice Bureau	General advice around housing, debt and benefits	0300 330 1165 <a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a>
The Money Advice Service	General money advice	0800 138 7777
Fair Share Credit Union	Basic bank account and loans	01952 200200
Step Change	Monday to Friday 8am to 8pm and Saturday 8am to 4pm	0800 138 1111 <a href="https://www.stepchange.org">https://www.stepchange.org</a>
National Debt Line	9am-8pm Monday to Friday; website with live chat	0808 808 4000 <a href="https://tools.nationaldebtline.org/yourbudget">https://tools.nationaldebtline.org/yourbudget</a>
Prince's Trust	Money Management Debt Line, website with live chat	0800 842 842 <a href="http://www.princes-trust.org.uk/help-for-young-people/tools-resources">www.princes-trust.org.uk/help-for-young-people/tools-resources</a>
Money Helper	Website with live chat	0800 0113797 <a href="http://www.moneyhelper.org.uk/en/everyday-money/budgeting">www.moneyhelper.org.uk/en/everyday-money/budgeting</a>
The Money Charity		<a href="https://themoneycharity.org.uk/workshops-webinars/young-people/">https://themoneycharity.org.uk/workshops-webinars/young-people/</a>
Turn 2 US		<a href="http://www.turn2us.org.uk">www.turn2us.org.uk</a>

Key Contact Number		Description	Contact
<b>Benefits</b>			
Department for Work and Pensions <a href="http://www.gov.uk">www.gov.uk</a>			0800 731 0469 (free)
- Existing benefit claims only			0800 169 0310 (free)
<b>Other support services</b>			
Adult Social Care			01952 385385 <a href="http://www.telford.gov.uk">www.telford.gov.uk</a>
Buttle Trust			020 7828 7311 <a href="http://www.buttletuk.org">www.buttletuk.org</a>
National Youth Advocacy Service			0808 808 1001 <a href="http://www.nyas.net">www.nyas.net</a>
The Care Leavers Foundation			01678 540598 <a href="http://thecareleaversfoundation.org">thecareleaversfoundation.org</a>
Bee U			0300 124 0093
Become			0800 023 2033 <a href="http://www.becomecharity.org.uk">www.becomecharity.org.uk</a>
West Mercia Youth Offending Service			01952 385985 or email <a href="mailto:telford.team.wmyos@westmercia.pnn.police.uk">telford.team.wmyos@westmercia.pnn.police.uk</a>
YSS			01905 730780 <a href="http://www.yss.org">www.yss.org</a>
Rees Foundation	Help and advice to care experienced young people		0330 094 5645 or email <a href="mailto:contactus@reesfoundation.org">contactus@reesfoundation.org</a> or online <a href="http://www.reesfoundation.org">www.reesfoundation.org</a>
<b>We can also help put you in touch with organisations that can give you advice and support:</b>			
Catch 22	Deliver holistic support to care leavers and run the National Leaving Care Benchmarking Forum and Young People's Benchmarking Forum		<a href="http://Catch-22.org.uk">Catch-22.org.uk</a>
Solicitor			<a href="http://www.lawsociety.org.uk/find-a-solicitor">www.lawsociety.org.uk/find-a-solicitor</a>
Care Leavers Association			<a href="http://www.careleavers.com">www.careleavers.com</a> 0161 826 0214
Refugee Council			<a href="http://www.refugeecouncil.org.uk">www.refugeecouncil.org.uk</a> 020 7346 6700
New Horizon Youth Centre			<a href="http://www.nhyouthcentre.org.uk">www.nhyouthcentre.org.uk</a> 020 7388 5580
Coram	National advocacy service for care leavers, providing free advocacy. They also have a legal centre for children and migrants – Voice.		<a href="http://coramvoice.org.uk">coramvoice.org.uk</a> 0808 800 5792 or email <a href="mailto:help@coramvoice.org.uk">help@coramvoice.org.uk</a>
IMO	Information and stories from other care experienced young people.		<a href="http://www.childrenscommissioner.gov.uk/imo">www.childrenscommissioner.gov.uk/imo</a>
Young Lives Foundation			<a href="http://www.ylf.org.uk">www.ylf.org.uk</a> 0808 164009

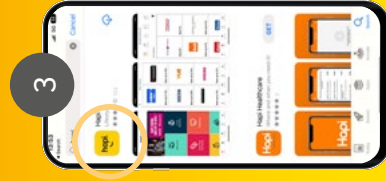
# Getting started – downloading ‘hapi’ & registering



1 Contact your Personal Advisor or email [TWcareleavers@teelford.gov.uk](mailto:TWcareleavers@teelford.gov.uk) to find out your Protocol ID – you will need this to register



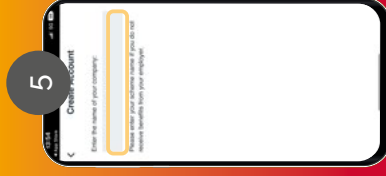
Download the  
‘hapi’ app:



Select  
‘hapi’



Create  
an account



Type in your details:

- First and last name
- Protocol ID
- Your email address
- Choose a password



Choose your  
view



Your  
home screen



**hapi**®

# NOTES



# NOTES



Telford & Wrekin Council's

# LOCAL OFFER TO OUR YOUNG PEOPLE

who are  
leaving care

