



*Not just cared for...  
but cared about*



# Local Offer for Care Experienced people

The Local Offer is where you will find information to support care leavers aged 17 – 25

October 2024 – October 2025

**this is Redcar & Cleveland**

# Local Offer for Care Experienced people

**Redcar and Cleveland's Local Offer for Care Leavers provides clear and concise information on the advice, guidance, support and entitlements from the leaving care team and other partners.**

It has been developed in partnership with local services and care leavers. It will be updated regularly by consultation with them and you whilst giving you the opportunity to test how well this offer works for you.

To receive the support set out in the offer you must have been in care for at least 13 weeks between the ages of 14 and 16 (Including your 16<sup>th</sup> birthday) or for 13 weeks after your 16<sup>th</sup> birthday.

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## Redcar and Cleveland's TARGET Leaving Care

Address: **16 Milbank Terrace, Redcar, TS10 1ED**

Telephone: **01642 488 433**

Team Manager is Andrea Hill: **Andrea.hill@redcar-cleveland.gov.uk**

Children In Our Care and Care Leavers aged 17 – 25 years old who have an allocated Personal Adviser can access advice, guidance and support, Monday to Friday between 8.30am - 5pm (4.30pm on a Friday).

## Redcar and Cleveland's Asylum seeking Through Care team

Address: **Seafield House, Kirkleatham Street, Redcar, TS10 1SP**

Telephone: **01642 771500**

Team Manager is Elaine Spencer: **Elaine.spencer@redcar-cleveland.gov.uk**

UASC Children In Our Care and Care Leavers aged up to the age 25 years old who have an allocated Social worker or Personal Adviser can access advice, guidance and support, Monday to Friday between 9am - 5pm (4.30pm on a Friday).

## An introduction to our Local Offer

### What our Local Offer is to you

Redcar and Cleveland's Local Offer for Care Leavers provides clear information about the support, advice, and entitlements available from the leaving care team and other partners. This offer was created with input from local services and care leavers and will be regularly updated based on feedback from you. It outlines the support you can expect from us and what we expect from you, helping you make the most of the services available to you as you become independent. This offer is available to all eligible care leavers, including disabled young people. Please read it carefully to understand what support you can access.

### Who is eligible?

To receive the support set out in the offer you must have been in care for at least 13 weeks between the ages of 14 and 16 (Including your 16th birthday) or for 13 weeks after your 16th birthday.

### Eligible Young People

Eligible young people are aged 16 or 17, have been looked after for a period or periods totalling at least 13 weeks starting after their 14th birthday and who are still in care.

### Relevant Young People

Someone aged 16 or 17 who is no longer in care but was previously in the "Eligible" category, meaning they were in care for at least 13 weeks after their 14th birthday and before their 16th birthday. However, if a young person returns home to live with a parent for 6 months or more, and the return is officially successful, they will no longer be considered a "Relevant Young Person." A young person is also considered "Relevant" if, after being in care for at least 3 months, they are detained in a hospital, remand centre, young offenders' institution, or secure training centre after their 16th birthday.

### Former Relevant Young People

Young people aged between 18 and 21 and before reaching 18 you were a relevant young person or, immediately before you stopped being cared for you were an eligible young person.

### Qualifying Young People

Young people are those under 21 who were looked after, living in care, or privately fostered after the age of 16. This also includes young people who were under a special guardianship order.

Continued support up to 25 - Care leavers can receive extended support up until the age of 25. This means that even after reaching adulthood, they can continue to access help and guidance in areas such as housing, education, employment, and personal development. This support is designed to ensure that care leavers have the resources and assistance they need to successfully transition to independent living and achieve their goals.

To check your eligibility, you can use Coram's 'Am I a Care Leaver tool'.

Here: <https://coramvoice.org.uk/myrights/i-am-care-leaver/>



## About our Target Leaving Care Service and Asylum Seeking Through-care service

Being a Corporate Parent, means that it is our responsibility to be good parents to all our young people in care and being a good parent means keeping our young people safe and providing them with the highest possible level of support to recognise and meet everyone's individual needs.

We can assist you in accessing housing, education, training, work experience and health Services; whilst being here to support you to make the most of leaving our care; we are also, able to assist you by providing you advice, encouragement, and financial advice to help you make the most of your journey through the care system.

Our Target Leaving Care Service is based at, 16 Milbank terrace, Redcar, TS10 1ED; it works closely with young people who are over the age of 18. Our care leavers service team is made up with Personal Advisors, who will support you with your journey to independent living. The Care Leavers service has a legal obligation to support you and provide you with assistance until you reach 25.

The service supports Unaccompanied Children and care experienced people who were previously UAC up to the age of 25 years old. The Team is made up of Social workers and Personal advisers, and anyone eligible for support from the service will be entitled to the same level of care and support as any other care leaver. The Asylum seeking Through – care team will plan with you for three possible outcomes (also known as Triple Planning), which means:

- equipping you to have a future in the UK if you receive some form of leave to remain
- providing you with ongoing support whilst you wait for a definitive decision
- supporting you to prepare a back-up plan if you have been refused leave to remain in the UK and have exhausted all appeals

### Personal Advisers

When you become a care leaver, your social worker will be replaced by a Personal Adviser. This person will be your main contact and support you until at least 21, and up to 25 if you need or want further help. You will be introduced to your Personal Adviser when you are 17, so you can start building a relationship with them before they officially become your worker.

Your Personal Adviser will stay in touch with you, arrange meetings, and visit you at home or university. They will also help with visits outside your area. As a young adult, you will make decisions about your future, and your Personal Adviser will give you advice and guidance to help you make the best choices. The relationship with your Personal Adviser is key to getting the most from the Care Leavers Services.

### Understanding your Pathway Plan

Understanding your pathway plan - As a young adult leaving care, you will be assigned a Personal Adviser (PA) from the Leaving Care Team when you turn 17 years old. Your Social Worker, Independent Reviewing Officer (IRO), and PA will begin working with you on a new plan for your future, known as a Pathway Plan. This plan will outline the support and steps you need to take as you prepare to live independently at 18 years old.

The Pathway Plan will play an important role in your journey out of care, ensuring you have the support you need when making decisions about where to live, your career, or your ongoing education and training. Your Social Worker and IRO, who know you well, will continue to be responsible for your Pathway Plan until you turn 18 years old. After that, your PA will remain an important support figure in your life until you reach 25. Your pathway plan will be reviewed ever six months, or within two weeks of a significant change.



## What is a Corporate Parent

Corporate parenting is the Local Authority’s shared responsibility to ensure that children and young people in our care are given every opportunity to lead fulfilling lives, just as any good parent would provide for their child. Beyond that, we are committed to offering continued support and guidance as you transition out of our care, ensuring you have the tools and resources to thrive in your future. As Corporate parents we can help you with housing, education, training, work experience, and health services. We’re here to support you as you leave care, offering advice, encouragement, and financial guidance to help you succeed during and after your time in care.

## Promises to Children In Our Care and Care Leavers

As your Corporate Parents, Redcar & Cleveland Borough Council promise to:

**LISTEN** We promise to listen to the voices of all Children In Our Care and care leavers, ensuring they are not only listened to but where appropriate, acted upon.

**ACHIEVE** We promise to offer you incentives to stay in education, employment and training, celebrating your achievements and successes.

**COMMUNICATE** We promise to support you in expressing your opinions about your care, whether that is having access to the support from your Independent Reviewing Officer, or the information needed so that you can make a comment or complaint.

**ENGAGE** We promise to give you opportunities to engage with other looked after children, young people and care leavers via our Children In Our Care council groups. Where appropriate to do so we will support you with contact with your family and friends.

**SUPPORT** We promise to support you with all of your needs, keep you safe and healthy, and give you all the advice, guidance and support you need so that you can achieve your full potential and when ready to do so live independently.

## Participation

It’s important for care-experienced young people to have a voice and know their rights. We want to hear your views, and there are a number of ways for you to share them. By speaking up, you can help improve our services and the care system. Your workers are required to listen to you and involve you in decisions. If you need to use different ways to communicate, we will make sure you can still share your thoughts and wishes.



Our offer to you	Your responsibilities
<p><b>Care Leavers Forum</b></p> <p>The forum is a participation group for Care experienced people from age 17 – 25 years old.</p> <p>Care leavers forum is held monthly at Target leaving care office.</p> <p>The forum is for care experienced young people to have their voice heard, influence decision making and bring about change to services.</p> <p>Elected Members, senior leaders and key professionals from R&amp;C Council can be invited to attend meetings with our forum members to hear their views on a variety of topics affecting Young People in Care and Care Leavers and ask their advice before making significant changes or introducing new policies or procedures.</p>	<p>The Care Leaver Forum allows you to have your say and make sure your voice is heard by decision makers in R&amp;C Council. It is also a great way to meet new people, build confidence and boost your CV.</p> <p>Everyone is welcome to attend the care leavers forum, the details of the meetings will be on the Care Leaver App or please speak with your Social Worker or Personal Adviser.</p> <p>We will also ask you individually how you feel about the service you are receiving or this may also be by a questionnaire, consultation or event.</p>

## Financial support

This section explains the financial help that may be available to you. The amount of money you get will depend on your age and where you live. Your Personal Adviser can give you more information, so if you're unsure about anything, be sure to ask them or someone from the Leaving Care services. If a Mental Capacity Assessment shows you can't manage your money, we'll help you find someone to manage it for you and support you in making the decisions you can.

[www.preparingforadulthood.org.uk](http://www.preparingforadulthood.org.uk)



Our offer to you	Your responsibilities
<p><b>Welfare Benefits</b> Your Personal Adviser will support you to make an application for benefits to which you may be entitled when you turn 18 years old.</p>	<p>You need to help us to help you make your claim for benefits. You must attend all your appointments at the Jobcentre and engage with your Work Coach. Failure to do so could lead to problems with your claim and benefits not being paid.</p>
<p><b>Benefit Options</b> Universal credit is the benefit that you may be eligible for. It is a single monthly payment for people in or out of work. There are two parts to it – a payment to you for your expenses and a payment to help you pay your rent. The rent part must be paid to your landlord.</p>	<p>If you have applied for benefits and are waiting to be paid, we expect you to apply for an 'advance payment.'</p> <p>You will need to provide your Personal Adviser with proof that you have applied for benefits.</p>
<p><b>Disability Living Allowance (DLA)/Personal Independence Payment (PIP)</b> If you are already receiving DLA you may receive a letter to change it to PIP, as DLA is gradually being phased out. If you apply after the age of 16 you will automatically be assessed for PIP.</p>	<p>We will only be able to provide food vouchers the first time you are sanctioned, the second time we may refer you to a local food bank. You may not receive any further financial support from us if you are sanctioned again.</p>
<p><b>Living Allowance (LA) – Payment Card (Eligible/Relevant Young People)</b> If you are unable to claim benefits, then we will offer you a weekly essential living allowance. This payment will be the equivalent to state benefits, and you will be expected to use this for your living costs, including rent and household bills. These bills could include gas, electricity, and water.</p>	<p>Your Personal Adviser will be able to advise and support you with applying for benefits and for the duration of the claim</p> <p>You will need to spend your living allowance on day-to-day essentials and you should budget your money and pay for your essentials first, such as food. These payments are authorised by a Team Manager.</p>
<p><b>How you will be paid</b> If the Care experienced person has a Payment Card, then we can continue making payments on the card until you have a bank account set up. Your payments will be generally paid directly to your bank account and in some cases may be given in cash.</p>	<p>Living Allowance will only be paid to those young people not eligible to claim benefits. Please discuss this with your PA if you think this applies to you and you are not receiving any allowances .</p>

Our offer to you	Your responsibilities
<p><b>Savings</b> If you have been in care you will likely to have a savings account that you can access once you turn 18.</p> <p>Further information about the government savings scheme can be found on the website: <a href="https://sharefound.org/">https://sharefound.org/</a></p> <p><b>Budgeting</b> Being able to manage your money is important especially when moving to live on your own. If you are not aware how to budget and spend your money wisely then you may struggle when you live on your own. We can offer you support around budgeting and managing your money.</p> <p>In some cases, you may have access to a key/support worker where you are living who has dedicated time to help you (this is called 'support hours'), this can include helping you to budget/ manage your money.</p>	<p>Depending on how long you have been in care your savings may be a substantial amount – we advise that you use this money to help you with your future.</p> <p>Not being able to budget properly may affect you in the long-term and if you require budgeting support then speak to your Personal Adviser.</p> <p>If appropriate, you will need to engage in the support hours offered from your accommodation provider to help you develop independent living skills.</p>
<p><b>Setting up Home Allowance (SUHA)</b> From 1st April 2023, those who turn 18 after this date, are entitled to £3,000 setting up home allowance. For those who access the legacy leaving care grant the original figure of £2,250 will remain the same.</p> <p>Whenever possible, we can place online orders for your items to ensure that your grant is used for quality goods. This approach helps guarantee that the funds are spent on the essential items needed to set up your home.</p>	<p>You can choose only the essential items you need for your home from the list of essentials (for a copy of the list please refer to the App or ask your PA). This must be agreed in your Pathway Plan. Please note, items from the essential list will only be purchased once.</p>

Our offer to you	Your responsibilities
<p><b>Bursaries for Education</b> Bursaries or money for your education and training can be provided.</p> <p>Higher Education - Bursary for Care Leavers in higher education is up to £2000 provided over 3 years of study (£666 per academic year, paid in the January of each academic year upon evidence received of attendance and progress being made.</p> <p>We will assess, on a case-by-case basis, support and financial assistance for college travel fare up to age of 25.</p>	<p>We need you to work in partnership with us and your University to ensure you are supported and receiving all the support you need from them. This will involve you taking part in discussions about your progress and attendance before bursary payments are issued.</p>
<p><b>Emergency Food /Fuel support</b> We will support you to access food banks for emergencies, however, please remember there may be a limit on how many times you can access a food bank.</p>	<p>Speak to your Personal Adviser if you think you think you need this additional support.</p> <p>If you have applied for Universal Credit, we expect you to apply for an advance payment.</p> <p>We may ask for proof of your situation and understand that emergencies happen. However, if you are receiving benefits or income from employment, we expect you to budget for emergencies.</p>



Our offer to you	Your responsibilities
<p><b>EET Incentives</b></p> <p>You may be eligible to receive a weekly incentive of up to £30 if you are attending / engaging in Education, Employment or training – this is paid for those Care Experienced Young people who Eligible , Relevant and Former relevant up to the age of 21 years old. For Those Eligible ,Children in our care you will only receive half of your incentive payments and half will be saved until you are 18 years old – you will be entitled to incentive once you have officially left school and are in EET – Your Social worker will ensure these payments / savings are made in line with your attendance , once you turn 17 your Personal Adviser will take over the management of your incentives</p>	<p>Incentive is paid on your weekly attendance and you will be expected to provide evidence to your Personal Adviser that you have attended your EET as per your timetable / rota.</p>
<p><b>Birthday Money Allowance</b></p> <ul style="list-style-type: none"> <li>• £60 paid on 18th birthday</li> <li>• £30 paid on 19th birthday</li> <li>• £30 paid on 20th birthday</li> <li>• £60 paid on 21st birthday</li> </ul> <p>This is arranged by the Personal Adviser in the Leaving Care Service.</p>	<p>Please speak to your Personal Adviser about these payments. This can be paid into your bank account, or you can chose to go shopping with your Personal Adviser to spend your birthday allowance</p>
<p><b>Christmas Allowance</b></p> <p>Available to 18 – 21 years old (and for relevant Care experienced people)</p> <ul style="list-style-type: none"> <li>• £50 gift voucher or gift purchased.</li> <li>• £20 food voucher for those living independently and on benefits or low income.</li> </ul>	<p>Please speak to your Personal Adviser about your preferred voucher or if you would want them to purchase your gifts.</p>
<p><b>TV Licence and Contents Insurance</b></p> <p>For young people aged 18-21 years living independently and requiring a TV Licence. We will pay the full cost of the first year's TV licence (October 2024 it is £169.50) from your SUHG. The amount can increase each year. For young people aged 18-21 years living independently. We may pay contents Insurance for the first year only, from your SUHA.</p>	<p>You will be responsible for paying for you TV Licence after the first year if you require one.</p> <p>You will be responsible for paying for your home contents insurance after the first year.</p>

<p><b>Council Tax Exemption</b></p> <p>Council tax is a payment for local services and many people over 18 are liable to pay it. We will support you to claim all eligible council tax benefits and reductions.</p> <p>Redcar and Cleveland Council will fund the council tax payments for young people aged 18 years old up to 25 years old who have been in R&amp;C Council Local Authority Care and are eligible for a Care Leavers Service. Only those Care Leavers who are named on a tenancy agreement, can access this exemption.</p> <p>For more information and to obtain the exemption contact your Personal Adviser.</p>	<p>You will need to provide evidence (such as a Council Tax bill) of the address you are claiming Council Tax exemption for.</p> <p>If you have a shared tenancy, the exemption will only be applied for your eligible amount of the overall bill.</p>
<p><b>Other Sources of Funding</b></p> <p>Some organisations and Charities help Care Leavers by awarding grants that do not need to be repaid. Some grants help with university, moving into independent accommodation and financial support to help you train.</p>	<p>Speak to your Personal Adviser and/or support worker about what other funds you may be able to access.</p>
<p><b>Support Services</b></p> <p>Citizens Advice  <a href="https://www.citizensadvice.org.uk/contact">https://www.citizensadvice.org.uk/contact</a></p> <p>Welfare Rights  Telephone 01642 771166  E-mail <a href="mailto:welfarerights@redcar-cleveland.gcsx.gov.uk">welfarerights@redcar-cleveland.gcsx.gov.uk</a></p> <p>UNIVERSAL CREDIT  Freephone: 0800 328 5644</p> <p>How to apply for Universal Credit <a href="https://www.gov.uk/universal-credit">https://www.gov.uk/universal-credit</a></p>	



## Accommodation and Housing options

There are various types of supported housing, and you'll have a say in where you want to live. Your Social Worker and Personal Adviser will talk with you about this during your Children in Our Care reviews before you turn 18. If you're at university and need help with accommodation costs during vacations, we will assist you.

Our offer to you	Your responsibilities
<p><b>Staying Put</b></p> <p>If you and your carer agree, you can keep living in your foster placement until you reach 21, your placement is then called 'Staying Put'.</p> <p>You will be a lodger in their home, in that you will be renting a room from them and you will be expected to pay a contribution for your keep. The Local Authority would also financially support this arrangement. Whilst here, you will be supported to develop your independent living skills further with your carer.</p> <p>This will mean that you continue to receive that extra care and support you might need before taking on your own independent accommodation. Many young people are not ready to move into their own accommodation at 18 and this can be a way of remaining part of a family and making sure you are confident in taking your next step towards independence.</p>	<p>Staying Put will help you maintain a supportive relationship with your carers and, if you decide to do this, we will still help you apply for independent accommodation in the future when you are ready.</p> <p>Do not be in a rush to get your own property as independent living is hard, so make sure you make the right choice for you.</p> <p>A Staying put agreement will be made with all relevant parties and it will clearly set out your expectations including any contributions you may need to make.</p>
<p><b>Supported Lodgings</b></p> <p>A supported lodging arrangement is for those Care Leavers who have experience of living independently but need extra support. You would be a lodger in a private home of an approved supported lodgings host. You will be expected to pay a contribution for your keep. The Local Authority would also financially support this arrangement.</p> <p>The idea is that this arrangement will be supportive, allowing you to develop the confidence, knowledge, skills, and experience to continue with your personal and social development and have a successful transition to adulthood and independent living in the future.</p>	<p>Supported Lodgings will provide you with a supportive relationship with your hosts and, if you decide to do this, we will still help you apply for independent accommodation in the future when you are ready.</p>

### Independent Housing

It is important to know that you are likely to have a greater range of choices for accessing rental accommodation if you are in education, training, or employment.

You will be offered support to complete applications for Social Housing i.e., Tees Valley Home Finder, Thirteen Housing, Accent Housing /housing associations etc. It can be a long process trying to secure accommodation.

There is no guarantee that because you want social housing, that you will be eligible or able to access this.

You will also need to be able to budget, cook and keep your home tidy.

When you are in independent accommodation you are responsible for yourself and for paying your bills, such as gas, electricity, council tax and water.

Housing Providers will complete further checks i.e., references, affordability etc. and the outcome from these checks may result in them refusing to offer you the accommodation.

Social housing is more advisable than Private Landlords, the housing costs are more affordable.

### Supported Living

This is a supportive accommodation package for Care experienced people who are not ready for independent accommodation and require or would like extra help and support.

There are various organisations available that offer supported' accommodation within and near to R&C Council i.e., Coatham House, NACRO Housing, Changing Lives etc.

There is a range of housing with support, for example some accommodation might be in shared houses or single flats.

Supported living is a suitable option before independent living. This offers you the opportunity to try living in semi-independent and independent setting but having the security of support available.

You would be expected to engage in a referral and interview process.

You will be expected to engage in regular 1:1 support session in the majority of Supported accommodation.

### Ongoing housing support

Your Personal Adviser will assist and guide you with housing issues and if you live in supported housing you will have a support worker who will work with you to help you build your independence skills.

If you are allocated a worker and you do not go to meetings, or breach your tenancy agreement, the support may stop, so try to engage with your workers and get the maximum benefit from them as they are there to support you.

### University accommodation / holiday term time

The Leaving Care Service will assist in paying student accommodation for university. They will pay up to £100 per week rental fee. You will also need to apply to Student Finance England to receive a student loan to cover the cost of your university rent over and above this amount.

If you choose to return to the local authority during holiday periods you will need to discuss your options and the support available with the Leaving Care Service.

You must apply to Student Finance England to access financial support.

<https://www.gov.uk/student-finance/apply>

If you do not use your accommodation, then you may be at risk of losing it.

### Personal Adviser Support

You will still have the support of your Personal Adviser when you get your permanent home, to help you settle in.

We will undertake a Pathway Plan Review when you have been in your home for 28-days and at least every 6-months after that.

Your Personal Adviser will visit you within a week of you moving into your new home, and then visit at least every 2 months after that.

Make sure you use the support from your keyworker in your accommodation if you have one as they are there to help and support you and speak to your Personal Adviser if you feel you are not getting the support you need.

### HOMELESS

REDCAR— 01642 612444/01642 774774

MIDDLESBROUGH—0300 111 1000

STOCKTON—01642 528389 STOCKTON  
OUT OF HOURS EMERGENCIES 01642  
524552

If all other housing options are exhausted you will need to contact the Housing Services for emergency accommodation. Your Personal Adviser can support you with contacting them.



## Your health

Your health is important, and it includes not just physical health, but also mental and sexual health. Many services are available to support all aspects of your well-being.

Our offer to you	Your responsibilities
<p><b>Your Doctor (GP)</b></p> <p>It is important to register with a GP; your Personal Adviser can help you, should you need help. A General Practitioner (GP) treats common medical conditions and can refer to other services. You must provide details of your 'Next of Kin' to your doctors and other key health services that you access. It is important to keep this up to date, for example, if you become a parent, who would be contacted in an emergency.</p> <p>Find a GP: <a href="http://www.nhs.uk/service-search/find-a-GP">www.nhs.uk/service-search/find-a-GP</a></p>	<p>If you move homes, it will be your responsibility to inform your GP and sign up with a different one.</p> <p>You need to keep your Personal Adviser up to date with your GP and your next of kin details.</p>

### Emotional Wellbeing

If you need someone to talk to about any concerns that you do not feel comfortable to share with your Personal Adviser or a trusted person, then we can signpost you to relevant services, that may be able to provide support. There are services available that can provide support in several life events that may present with difficulties:

**Mind:** <https://www.mind.org.uk/> or call 0300 123 3393 or text 86463

Locally: <https://www.middlesbroughandstocktonmind.org.uk/contact-us> Tel: 01642 257020

**Samaritans:** <https://www.samaritans.org/> or freephone 116 123 or email [jo@samaritans.org](mailto:jo@samaritans.org) (24hr response time)

**Every Mind Matters:** [www.nhs.uk/every-mind-matters/](http://www.nhs.uk/every-mind-matters/)

**Sane:** [www.sane.org.uk/](http://www.sane.org.uk/) Or call 0300 304 7000

**Middlesbrough Crisis Team** - 01642 680706

**Stockton Crisis Team** - 01642 524714

**Redcar Crisis Team** - 01642 838300

**Alliance**—Psychological Counselling Services 01642 352747

**Starfish**—Emotional Wellbeing 01642 672987

**Cruse**— Bereavement Care 01642 210284

**Kooth**—An anonymous online counselling and emotional wellbeing service tailored to students under 18years of age Kooth Web [www.kooth.com](http://www.kooth.com)

**Insight Talking Therapies** 0300 555 0555 or Email: [tees@insighthealthcare.org](mailto:tees@insighthealthcare.org)

**Relate** (North East) 01325 461500

**ARCH** (Rape and Sexual Abuse) 01642 822331

**Domestic Abuse Services** <https://www.redcar-cleveland.gov.uk/community-safety/domestic-abuse/domestic-abuse-support>

**My Sisters Place** 01642 241864

### Sexual Health

If you need help and support with sexual health, you will be referred by your Personal Adviser to the right services for you. Your support worker or key worker may also give you advice and guidance.

If you are having sex or thinking about having sex it is important that you protect yourself against sexually transmitted infections and unwanted pregnancy by using condom and planned contraception. If you do not feel comfortable in discussing this with Personal Adviser, please do access other support and information.

<https://www.thesexualhealthhub.co.uk/services-near-you/teesside/>

Your Sexual Health Matters:  
<https://www.yoursexualhealthmatters.org.uk/>  
Or call 0800 328 3383

Keep yourself safe, if you do not use a condom, you will be at risk of becoming a young parent and catching sexually transmitted infections.

There are services that provide you with free condoms, contraception, pregnancy tests and much more.

### Dentist and Opticians

If you are receiving benefits, you should be able to access free dental and optician care. They are also free if you are under 18 or are in full-time education.

If you are awaiting asylum / ARE we can support you to complete a HC2 certificate for help with health costs.

<https://www.nhsbsa.nhs.uk/nhs-low-income-scheme/hc2-certificates-full-help-health-costs>

If you apply to the NHS Low Income Scheme and receive an HC2 certificate for help with health costs, you are entitled to:

- free NHS prescriptions
- free NHS dental treatment
- free NHS sight tests
- help with the cost of glasses or contact lenses
- help with the cost of travelling to receive NHS treatment
- free NHS wigs and fabric support

It is important you attend health appointments, otherwise you could be at risk of being taken off the list of patients.

It is important to check if your circumstances change if this impacts on receiving free health care support.

### Drug and Alcohol Support

There are services that can help with drug and alcohol treatment, including advice, information, drop-in-services, structured treatment, counselling, harm reduction techniques.

We Are With You – (Drug and Alcohol Care Service)

<https://www.wearewithyou.org.uk/services/redcar-and-cleveland/>

Tel: 0300 3033781

Alcoholics Anonymous:  
<https://www.alcoholics-anonymous.org.uk/>  
Or call 0800 917 7690

Talk to Frank  
<https://www.talktofrank.com/contact-frank>

If you want help and support, speak up and let us know.

### Health Passports

When you become a Care Leaver you will be given an electronic health passport by the looked after children nurse, which will contain all your health information. Your health history will be a summary of your overall health and will be provided after your 18th birthday.

It is important that you keep this information safe and it could be important to you at any time in the future.





## Your Education, Employment & Training

Being involved in education, work, or training will help you with your career and becoming independent. Further education is important for getting the qualifications you'll need for a job, but college and university aren't the only options. Training and apprenticeship programs are also great ways to learn while earning money. We have a dedicated worker to help you understand and access education, work, or training opportunities.



### Our offer to you

#### University

We will provide additional information to support you in your university applications and be on hand if you have concerns or worries. This includes help with your university application form, understanding the financial support and accepting your offers. Some universities offer all year-round accommodation for care leavers and bursaries.

If you decide to go to university, we will assist you with your housing during holiday's please refer to housing / accommodation section .

Long-term funding for higher education will be agreed by our management team if necessary.

This support is available for Care Leavers studying on a three year undergraduate programmes:

- You will be eligible to apply for a student loan from Student Finance England.
- We will support you to visit universities prior to acceptance.
- We may assist you with moving to university.

You may also be able to access additional support from the university who often have additional funds and grants for care leavers.

#### Support for Students with Disabilities

Universities and higher education colleges must make provision for students with disabilities, including long-term conditions and specific learning difficulties. Every university or college has a disability adviser or learning support coordinator to help you get the most out of your time in higher education, who can tell you about the support available to help you with access to accommodation and your academic course

### Your responsibilities

Speak to the Designated Members of Staff at the university to find out what additional support they offer care leavers.

If you are thinking about applying for university, please speak to your Personal Adviser as they will be able to assist with applying for your Student Finance Loan to cover tuition fees and living costs.

If you are attending University, you are able to use some of your Setting Up Home Allowance to cover the costs of duvets, pots and pans etc. Some Universities provide student with starter packs – please speak with your Leaving care support from your University

### Apprenticeships

Apprenticeships are a way of gaining practical experience in a job role and completing a qualification whilst being paid. There are apprenticeships in a range of roles both manual and more office based. For example; Plumbing, Electrical, Horticulture, Business Administration, Customer Service, IT, Civil engineering and many more!

### Redcar and Cleveland Borough Council Apprenticeships

At Redcar and Cleveland Council all apprenticeships are sent to Children in Our Care and Leaving Care Teams 5 days prior to going out to advert to see if there are any suitable young people who would suit the apprenticeship. If the young person meets all the essential criteria a short work trial is arranged. This a good way to see if the young person likes the job and a good way for the employer to see the potential of the young person. If the work trial is a success the young person will then apply and be guaranteed an interview for the role.

If you are aged 18-21yrs and get an apprenticeship, we can support you with travel money and assist you until you receive your first salary payment.

Care leavers who choose to start an apprenticeship will receive a £1000 bursary to help the transition into the workplace. For apprenticeships, please see apprenticeship section on Care Leavers app – live updates are provided for all opportunities

Please speak to your Personal Adviser or the apprenticeship Coordinator if you would like to find out more information on apprenticeships.

### Preparing for interviews

We will provide you with a financial support to purchase interview clothes for an interview for those aged 18- 21yrs. It will be agreed by the Leaving Care Team managers .

We will also help by providing you with interview practice, assisting with applying for jobs and with creating your curriculum vitae and personal statement.

The job centre plus will support you to look and apply for work if you are not in education or employment and adult learning can support you, ask to speak to the 'Work Coach' at the job centre for help.

### Further education

You will be supported if you are in further education and there are several funds available to you, however this can change each new academic year:

### 16-19yr bursary for Children in Care & Care Leavers

Please apply for the bursary from your Student Services Adviser at college or school before you start the course. The bursary is to support you with educational related costs (including travel) and is administered by the education provider.

### Discretionary Learner Support Fund

This comes from the educational provider. If you are advised that support is not available immediately discuss this with your Personal Adviser who can assist you.

### Care to Learn

For young parents, aged 20 and under, there is government funding in place to assist with nursery and childminder costs for young parents. Speak to your education provider.

Please contact your Personal Adviser or EET Officer for help with getting ready for an interview and with applying for jobs, they can help you with this.

If you are not in employment, on a training programme or in education you will have to claim benefits.

For the 16-19 Bursary, you need to ensure you are clear of the educational providers requirements for receiving the bursary, e.g. 95% attendance, good behaviour. Your attendance and behaviour will be monitored.

If you are a young parent, then please contact your Personal Adviser about what extra support is available for you.

Speak to the education provider about this before starting any course.

Speak to the education provider about this before starting any course

### Education, Health, and Care Plan (EHCP)

If you have an Education, Health, and Care Plan this may continue up to the age of 25 if you are in school or a further education placement and it is agreed that it is required to meet your educational outcomes. This will be reviewed annually by the school or college and the SEN department. If you go to University or Higher Education, your EHCP will cease.

We will continue to support you with your Education and attend your EHCP annual review for as long you stay in school or college.

### Travel Costs

In exceptional circumstances consideration will be given to additional payments if having to travel for EET purposes (to be agreed by Leaving care team Managers or referred to Funding panel).  
An application can be made to the Redcar and Cleveland Funding Panel for funding support requests.

You will need to evidence all other travel options have been explored with the EET provider.

### Care Leaver Covenant

The Covenant is a promise made by private, public or voluntary organisations to provide support for care leavers aged 16-25 to help them to live independently.

You can search to see what is being offered in your local area or nationally which can include work placements, mentoring, job opportunities, discount on activities.

<https://mycovenant.org.uk/>

### Training Providers

**Redcar & Cleveland College** <https://www.cleveland.ac.uk> TEL: 01642 473132

**Middlesbrough College** <https://www.mbro.ac.uk> TEL: 01642 333333

**Prior Pursglove College** <https://pursglove.ac.uk> TEL: 01287 280800

**Askham Bryan College** <https://www.askham-bryan.ac.uk> TEL: 01642 327998

**NACRO** <https://www.nacro.org.uk> TEL: 01642 223551

**Learning Curve** <https://www.learningcurvegroup.co.uk/careers-hub/skills-academies/construction/>

**Forward Start** <https://www.forwardstart.co.uk/>

## Identity and Relationships

Having a supportive network of friends and family around you can help as you make the transition from care to independence.

Our offer to you	Your responsibilities
<p><b>Relationships with family and friends</b></p> <p>It's important to have connections with your siblings, family, or children, and this can be discussed with your Personal Adviser.</p> <p>For those aged 18-21yrs we can support you to see the family/friends that are important to you, if they live outside of Redcar and Cleveland and they cannot visit by bus (living in the UK), we may be able to offer some financial support towards your travel costs</p> <p>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).</p>	<p>You will need to let your Personal Adviser know who is important to you, giving you positive support so that we can help you to make contact with them.</p> <p>You need to let us know who you would like to have as your next of kin for emergency issues.</p>
<p><b>Your Personal Adviser</b></p> <p>Your Personal Adviser will keep in contact and arrange meetings with you, they will visit you at home but can also arrange to see you in the community. Your Personal Adviser will give you advice, information and guidance to help you make the right decisions for you.</p>	<p>The visit from your Personal Adviser is your chance to allow your voice to be heard, speak to them about any problems you have as we do not want things to happen that you do not want.</p>
<p><b>Changing your Personal Adviser</b></p> <p>In exceptional circumstances you can request to have your Personal Adviser changed. It is important to try and resolve any issues first. To request a new Personal Adviser, you will need to speak to the Care Leavers Service Team Manager.</p>	<p>Speak to your Personal Adviser to try and work out any issues that you may have</p>



### Contacting your Personal Adviser

You will be provided with your Personal Adviser's mobile number and email address. They work from 09:00-17:00, Monday to Thursday and 09:00-16:30 Friday, they can offer you support during that time. The office number is 01642 488433.

Occasionally Personal Advisers leave, if this does happen then we will ensure your Personal Adviser will say goodbye to you at least and introduce you to another Personal Adviser (even if this is temporary to ensure you know who to contact )

Contact your Personal Adviser when you need them and agree who you can contact if you require them outside of their working hours.

### Advocacy Support

If you would prefer to talk to someone independent of R&C Council or feel like you need additional support to resolve a problem, you can talk to an advocate.

Their role is to listen to your concerns and support you to find solutions. They make sure you understand your rights and what you are entitled to as a young person in care or care leaver in R&C. With your agreement, they can attend meetings with you and contact people who work with you on your behalf. R&C Council have an independent Advocacy Service with NYAS.

You can contact NYAS on the following details:

Tel: 0800 808 1001

Weekdays 9am-8pm, Saturdays 10am-4pm.

Email: [main@nyas.net](mailto:main@nyas.net)

[help@nyas.net](mailto:help@nyas.net)

Website: <https://www.nyas.net/>

### How to Complain

You have the right to complain if you are not happy, but first we would ask that you give your Personal Adviser or Leaving care Team managers the option to talk to you and try to help you solve the complaint .

You can contact our Complaints Officer 01642 771528  
[ChildrenServicesComplaints@redcar-cleveland.gov.uk](mailto:ChildrenServicesComplaints@redcar-cleveland.gov.uk)

Try to find a solution with your Personal Adviser or Leaving care services Team Managers in the first instance. If this cannot be resolved, the Team Managers will pass it to the Service Manager or Head of Service. If this still cannot be resolved, please then contact the complaint or advocacy services.

[Please see the detailed process for complaints on our Care Leavers App](#)

## Important Documents

We all need important documents because without them we are unable to do simple things such as applying for jobs, claim benefits or even opening a bank account.

We will ensure you have the important documents that you require in adulthood, such as a passport and a birth certificate. We will also keep copies of your important documents safely on our files , however you will be responsible for keeping the original documents safe.

Our offer to you	Your responsibilities
<p><b>Your National Insurance Number</b> When you are 15-years and 9-months old, your Children in Our Care (CIOC) Social Worker, will apply for you to have a National Insurance Number.</p>	<p>Ask your Social Worker if you have not received this. You no longer receive a NI Card, so you need to keep your number safe. Please maintain your original NI letter in a safe place and send a photocopy of the letter to your Social worker or Personal Adviser for safe keeping.</p>
<p><b>Photo I.D (Passport/Provisional Driving Licence/Citizen Card)</b> All young people should have at least one formal type of photographic identification before their 18th birthday. This is important to enable you to apply for benefits, open a bank account or start a job. Your Social Worker will support you to obtain photo I.D.</p>	<p>Do not lose this photo I.D or you will have to apply and pay for a new one.  Your Social Worker or Personal Adviser will support you to complete applications for alternative or replacement photo I.D if you need this. However, remember to keep your ID safe as you will be responsible to pay for any replacements .</p>
<p><b>Birth Certificate</b> If you do not have a birth certificate, we will apply for you to get one</p>	<p>If you lose this document, you will have to pay for a new copy.</p>
<p><b>Learning to Drive</b> If you have engaged in EET for at least 3 months minimum, and you are eligible to learn to drive i.e., you have a provisional driving licence etc. you can speak with your Personal Adviser about support available. We will pay for your first driving theory test and practical driving test only. We will fund up to 10 driving lessons, once you have provided evidence that you have passed your theory test .</p>	<p>You are unable to drive without a provisional driving licence. If you lose your licence, you will have to pay for a new one. You will be expected to pay for subsequent theory tests and practical driving tests should you fail the first attempt. You will not be offered financial support with driving lessons until you have passed the theory test. Once you have passed your driving test, you must ensure you are insured to drive and have a road worthy car.</p>

## Looking after your Safety

As your corporate parent - your safety is our upmost priority, and we will do our very best to keep you safe and ensure you have a safe place to live.

We will work with our partner agencies to support you to ensure your safety, this may include the Police, Health, and Housing.

Our offer to you	Your responsibilities
<p><b>A safe place to live</b> If your placement is unsafe, we will work with you to move you to somewhere that is.</p>	<p>Make sure you tell us when you are worried about something and do not allow strangers into your home. Report incidences to your Personal Adviser or the Police if you feel you are in danger.</p>
<p><b>Keeping you in touch</b> Where appropriate, Personal Advisers can help you to keep in contact with relatives and friends that you have met whilst in care.</p> <p><b>If you are in custody</b> We will offer you support if you are detained in custody. We work closely with prisons and probation service to monitor and support you as you enter or prepare to leave custody.</p> <p>We will establish close working partnerships with the local prisons .</p> <p>Financial payment of £20 per month for those aged 18 years old up to 21 years old for those Care Leavers described as Former Relevant while they are in Custody.</p> <p>Personal Advisers will continue to visit every 2 month, where possible, and communicate with your support network.</p>	<p>It is important for you to tell us who you wish to be in touch with, you might have lost touch with friends or family, and we will need your help to support you in finding these people. This is know as your ' Support network'.</p> <p>You must work with us and other professionals, so appropriate planning can be agreed for you in custody and upon your release.</p>
<p><b>Emergency Services</b> CALL <b>999</b> IN AN EMERGENCY FOR AMBULANCE, POLICE, FIRE BRIGADE CALL <b>111</b> FOR MEDICAL NON-EMERGENCY CALL <b>101</b> FOR POLICE NON-EMERGENCY</p>	

## Useful contact information

**This is Redcar and Cleveland**  
[www.redcar-cleveland.gov.uk/](http://www.redcar-cleveland.gov.uk/)

You may also find useful...

**Benefits**  
[www.gov.uk/browse/benefits/manage-your-benefit](http://www.gov.uk/browse/benefits/manage-your-benefit)

**Solicitor**  
[www.lawsociety.org.uk/find-a-solicitor](http://www.lawsociety.org.uk/find-a-solicitor)

**Care Leavers Association**  
[www.careleavers.com](http://www.careleavers.com) 0161 826 0214

**Care Leavers Foundation**  
[www.thecareleaversfoundation.org](http://www.thecareleaversfoundation.org) 01678 540 598

**Refugee Council**  
[www.refugeecouncil.org.uk](http://www.refugeecouncil.org.uk) 02073466700

**Shelter**  
[www.shelter.org.uk](http://www.shelter.org.uk) 0808 800 4444

**Become**  
[www.becomecharity.org.uk](http://www.becomecharity.org.uk) 0800 023 2033

**Coram - Voice**  
[www.voiceyp.org](http://www.voiceyp.org) 0808 800 5792



# Local Offer for Care Experienced people

*Not just cared for... but cared about*