

Information For Derby City Care Leavers



A guide to services and entitlements for Care Leavers



Derby City Council

A guide to services for Care Leavers

This booklet describes the support and financial help you should receive from Derby City Council, People Services.

The support you are entitled to is outlined in the Children (Leaving Care) Act 2000. What you will get will depend on how long you have been in care and how old you are and the support may include help with housing, education and training.

Who can we help?

The Leaving Care Act has defined three new categories of Care Leavers – eligible, relevant and former relevant.

- **Eligible Child** – A child aged 16 and 17 who have been looked after for at least 13 weeks since the age of 14 and who are still looked after.
- **Relevant Child** – A child aged 16 and 17 who have been looked after for at least 13 weeks since the age of 14 and who have left care. This also includes young people who were detained (e.g. in a youth offending institution or hospital) when they turned 16 but immediately before that were looked after.
- **Former Relevant Child** – A Young person over 18 who was previously 'eligible' or 'relevant'. Local authorities support this group at least until age 21 or up to age 25 if in education or training.
- **Qualifying Child** – Any young person under 21 (or 24 if in education or training) who ceases to be looked after or accommodated in a variety of other settings, or privately fostered, after the age of 16. This also includes young people who are under a special guardianship order.

If you feel that you are a 'qualifying' young person and feel that you are entitled to an assessment then in the first instance please contact the Leaving Care team on **01332 643907**.

The type of help you can expect to receive

	Eligible	Relevant	Former Relevant	Qualifying
Assessment to establish if advice and assistance is required (Pathway Assessment)	✓	✓		As appropriate and if assisted with education/training
Pathway Plan (& review) (If assessment concludes that support is required)	✓	✓	✓	
Personal Adviser (If Support plan is required)	✓	✓	✓	
Keep “in touch” (As identified in the assessment and plan)	✓	✓	✓	As appropriate and if assisted with education/training
Personal Allowance	✓	✓		
Provide/maintain in suitable accommodation*		✓		
Financial support to maintain education, training or employment placement (If identified in the assessment and plan)	✓	✓	✓	
Vacation accommodation (in higher education or residential F.E. courses)			✓	✓
Advice and assistance	✓	✓	✓	✓

*Required to safeguard and promote the child’s welfare.

Financial entitlements

The type of financial support you receive from Derby City Council , Peoples service will depend on whether you are Eligible, Relevant, Former Relevant or a Qualifying young person. The details below are a rough guide to the kind of help you might receive and your Personal Adviser will assist you to understand how Derby City Council allowances and the benefits system works.

	Eligible	Relevant	Former Relevant	Qualifying
Income Maintenance				
Personal Allowance	✓	✓		
Accommodation				
Semi-independent	✓	✓		
Independent	✓	✓		
Staying Put			✓	
Assistance with Higher Education Accommodation			✓	
Vacation accommodation (if in HE or Residential FE)			✓	✓
Informal Accommodation arrangements (assessed on individual circumstances)	✓	✓		

	Eligible	Relevant	Former Relevant	Qualifying
Standard Grants				
Christmas/Festival	✓	✓	✓	
Birthday	✓	✓	✓	
Leaving Care Grant/ Setting up Home	✓	✓	✓	
Crisis Grant/Loans	✓	✓	✓	
ID/Papers e.g. Passport	✓	✓	✓	
EET				
Fees, materials, special equipment, other associated costs	✓	✓	Assistance	Assistance
Travel costs	✓	✓	Assistance	Assistance
HE Finance Package (£2000 bursary, travel costs, IT costs, book allowance, setup costs, materials costs)			✓	

Care Leavers will be treated as individuals. Entitlements will be based on individual circumstances. Your Social Worker will know your individual needs and tailor the information to suit you.

Financial support by children, young people and families' department

	Eligible	Relevant	Former Relevant	Qualifying
Other areas where financial support can be offered where this is identified in the Pathway Plan				
Costs associated with special needs (dietary, disability, pregnancy)	✓	✓	✓	
Cost of Child Care	✓	✓	✓	
Clothing	✓	✓		
Contact with family/ significant relationships	✓	✓	✓	
Cultural/ religious needs	✓	✓	✓	
Counselling or therapeutic needs	✓	✓	✓	
Hobbies and leisure	✓	✓	✓	
Driving lessons/ provisional license (Only if assessed and agreed within the Pathway Plan)	✓	✓	✓	
Benefits	Cannot claim unless: Lone parent Disabled or ill health	Cannot claim unless: Lone parent Disabled or ill health In custody	Eligible to claim benefits	Eligible to claim benefits

How payments will be made

Our aim as a service will be to support you successfully into adulthood therefore where appropriate we will encourage most payments paid to you to be directly paid into your own bank accounts. However there will be occasions whereby a direct payment might be in cash or directly to a third party.

Education, Training and Employment

Your Personal Adviser will be helping you to achieve the best possible opportunities for Education, Training and Employment. They will liaise with the Connexions Service, and other services/agencies to maximise these opportunities for you.

Complaints

It's your right to speak out. If you have a problem or complaint about our social care services for children and young people we want to know. We know it's not always easy to speak out, but it's your right to say how you feel about things that affect you and to be listened to.

Remember your rights!

The United Nations Convention on the Rights of the Child says that children and young people have the right to tell people what their views are on all things that affect them, and to be listened to. The 1989 Children Act says that children and young people's views about their 'care' must be listened to.

Derby's People's Service must also find somebody to help you sort things out if you have a problem with us. Derby's People's service would like to know if you are having any difficulties with how we care for you or how we provide a service to you.

If you tell us what the problems are we can try our best to sort them out and this will also make the care and service provided to other young people better.

Preparing for leaving care

Needs Assessment and Pathway Planning

Once you reach the age of 15 years and 9 months your Social Worker will start the process of undertaking a needs assessment. This assessment will help to establish what needs to be done to support you to become independent. At the same time, on or near your 16th birthday you will be allocated a Personal Adviser from the leaving care team.

Once we know what needs to be done, a Pathway Plan will be developed which will clearly record what actions will need to be taken by your Social worker, Personal Adviser, carer, full range of agencies and 'you' in order that you make a good transition to independence.

It is essential that you participate in this plan as your views, aspirations and plans for the future will be recorded so your involvement is very important. Your Pathway Plan will cover the following areas:

- Your ambitions and goals
- Your finances
- Accommodation
- Education, Employment and Training (EET) plans
- Health
- Family and friends
- Identity
- Independence skills

Your Pathway Plan will be reviewed:

- At 6 monthly intervals (or more frequently should the plan change).
- We must review the plan until you are 21 (24 if you are in an education or training programme).
- The review will include any other person working with you to ensure they can contribute to the ongoing plan.

Your Personal Adviser will help to make sure that the actions agreed in your Pathway Plan are carried out.

Information for you

What is the Aspire Leaving Care Team?

The Aspire Leaving Care Team provides a dedicated Personal Adviser role for Looked After young people and Care Leavers in Derby City aged between 16 and 21. If you continue or return to education after your 21st birthday then this support could be available to you up until your 25th birthday.

The team works with young people who are entitled to support under the Children (Leaving Care) Act. The Aspire Leaving Care Team works closely with you, your Social Worker, your Carers, and other professionals to help ensure that you are ready and able to make a successful move into adulthood.

What we do

The Personal Advisers in the team come with a range of skills and experiences, they will support and advocate on your behalf, this will include carrying out a six month Pathway Review Meeting with you and other agencies including Connexions, Health, Housing, Education and other organisations who maybe supporting you.

Pathway Planning

When you are referred to the Aspire Leaving Care Team you will be allocated a Personal Adviser who will get in touch with you around your 16th birthday to explain their role. They will remain involved with you whilst you are in care and after you leave care. They will attend your Pathway Meetings, along with other agencies and will take on some tasks for you but most importantly they will advocate on your behalf. The Personal Adviser will take on responsibility to support you once your Social Worker officially ends their involvement when you reach 18 years of age and become an adult.

How can things be made better?

The first step to making things better is to talk to someone you trust about the problem. Talking to someone can often stop a small worry becoming a big one.

You could try talking to:

- A Social Worker
- A Personal Adviser
- A member of staff where you live
- Someone who looks after you, such as a Foster Carer.
- A Children's Rights Officer. This person is employed by Derby City Council and will make sure you know your rights and that you are treated fairly.

If you would like to discuss any issue, please contact Volunteering Matters on: freephone **0800 0286977** or email **gill.black@volunteeringmatters.org.uk**

What if things don't get better?

You can contact the Complaints Officer by calling **01332 643498** or email **Christine.Gibbs@derby.gov.uk**.

Getting in touch

All Personal Advisers have mobile phones and office phones, their numbers should be written in the back of this booklet.

For emergencies between 9am and 5pm please call **01332 293111** and ask for the Children in Care Service or Leaving Care Duty service on **01332 643907**.

For emergencies outside of these hours please contact Careline on **01332 786968**.

The Leaving Care Team is based at Space@Connexions, Curzon House, Curzon Street, Derby, DE1 1LL.

Other organisations

As a department, we work closely with other organisations, below is a list of organisations which we have connections with. More organisations and additional help can be found at www.derby.gov.uk.

<p>Adult Drug Service</p>	<p>Derby City Substance Misuse Service. Based at St Andrews House</p>	<p>Address: St Andrews House, 201 London Road, Derby</p> <p>Website: www.derbysubstance-misuseservices.org.uk</p>
<p>Barnardos</p>	<p>Barnardo's transforms the lives of the most vulnerable children across the UK.</p>	<p>Telephone: 0208 550 8822</p> <p>Website: www.barnardos.org.uk</p>
<p>Catch 22</p>	<p>Catch22's wide ranging provision delivers holistic support to looked after children and care leavers whilst in care and once they have left care to improve their life chances.</p>	<p>Telephone: 020 7336 4800</p> <p>Website: www.catch-22.org.uk</p> <p>Address: Head Office 27 Pear Tree Street, London EC1V 3AG</p>
<p>Childline</p>	<p>ChildLine is a private and confidential service for children and young people up to the age of 19 to get help and advice about a wide range of issues. You can contact a ChildLine counsellor about anything -no problem is too big or too small.</p>	<p>Telephone: 0800 1111</p> <p>Website: www.childline.org.uk</p> <p>Call free. Talk to a counsellor online, send ChildLine an email or post on the message boards.</p>

<p>Space@ Connexions</p>	<p>You can get advice and support on issues including: housing and homelessness; benefits; volunteering; drugs; welfare rights; health; sexual health services; education; training and employment; debt; careers; leisure and travel.</p>	<p>Address: 8 Curzon St, Derby DE1 1LL</p> <p>Telephone: 01332 643900</p> <p>Facebook thespaceconnexionsderby</p> <p>Twitter Space@connexions @spacecnxderby</p>
<p>Crime Stoppers</p>	<p>Crime Stoppers are an independent charity helping law enforcement to locate criminals and help solve crimes. They have an anonymous 24/7 phone number that people can call to pass on information about crime.</p>	<p>Telephone: 0800 555 111</p> <p>Website: https://crimestoppers-uk.org/</p>
<p>Derby City Council</p>		<p>Telephone: 01332 293 111</p> <p>Website: www.derby.gov.uk</p>
<p>Derbyshire LGBT</p>	<p>Derbyshire LGBT+ is Derbyshire's only LGBT specific support service. We are here to support anyone who is Lesbian, Gay, Bisexual & Transgender or anyone who is having issues with their sexual identity or gender identity, this includes family and friends.</p>	<p>Telephone: 01332 296876</p> <p>Website: www.Derbyshirelgbt.org.uk</p> <p>Address: 7 Bramble St, Derby, DE1 1HV</p>

<p>Families Information Service</p>	<p>Free impartial and confidential information about all child care related issues.</p>	<p>Telephone: 01332 640758</p> <p>Email: fis@derby.gov.uk</p>
<p>Frank</p>	<p>Friendly, confidential drug advice.</p>	<p>Telephone: 0300 123 6600</p> <p>Website: www.talktofrank.com</p>
<p>Housing Options Derby</p>	<p>Housing Information and Advice.</p>	<p>Telephone: 01332 640085</p> <p>Email: housing.options@derby.gov.uk</p> <p>Address: Housing Options The Council House Corporation Street Derby, DE1 2FS</p>
<p>Derby Careers</p>	<p>The National Careers Service provides information, advice and guidance to help you make decisions on learning, training and work opportunities. The service offers confidential and impartial advice. This is supported by qualified careers advisers.</p>	<p>Telephone: 01332 643912</p> <p>Website: https://nationalcareersservice.direct.gov.uk</p> <p>Based at: Space@Connexions</p>

<p>NHS Walk In Centre</p>	<p>Derby Urgent Care Centre is open 8am - 8pm, 365 days a year.</p> <p>Help, advice and treatment for most common injuries and illnesses that are urgent but not life threatening.</p> <p>No need to book an appointment.</p>	<p>Address: Osmaston Rd, Derby DE1 2GD</p> <p>Telephone: 01332 224700</p>
<p>NSPCC (National Society for the Prevention of Cruelty to Children)</p>	<p>We're the leading children's charity fighting to end child abuse in the UK and Channel Islands. We help children who've been abused to rebuild their lives, protect those at risk, and find the best ways of preventing abuse from ever happening.</p>	<p>Website: www.nspcc.org.uk</p>
<p>Princes Trust</p>	<p>The Prince's Trust supports 13 to 30 year olds who are unemployed and those struggling at school and at risk of exclusion.</p>	<p>Telephone: 0800 842 842</p> <p>Website: www.princes-trust.org.uk</p>
<p>Shelter</p>	<p>Shelter gives practical housing advice and support online, in person and by phone.</p>	<p>Freephone: 08088 004444</p> <p>Website: http://england.shelter.org.uk</p> <p>Email: info@shelter.org.uk</p>

<p>Derby Womens Centre</p>	<p>Opening Hours: Monday–Thursday 9.30am–5 pm</p> <p>Fridays 9am to 4pm</p> <p>We usually close for Bank Holidays and other public holidays e.g. Christmas, New Year and Easter.</p> <p>There is always a member of staff available to answer the phone during our opening hours, but certain members of staff know more about each aspect of the Derby Women’s Centre.</p>	<p>Telephone: 01332 341633 (10am–4pm Monday–Friday)</p> <p>Email: enquiries@derbywomenscentre.co.uk</p> <p>Address: 4 Leopold Street, Derby, DE1 2HE</p> <p>General enquiries – Any member of staff</p> <p>Domestic abuse – Elaine or Rehana</p>
<p>YMCA</p>	<p>A leading charity providing supported housing for young people and homeless services in the city.</p>	<p>Address: 770 London Road Wilmorton, Derby DE24 8UT</p> <p>Telephone: 01332 579 550</p>

My Personal Adviser

My Personal Adviser is:

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Office Telephone Number:

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Mobile Telephone Number:

.....

Their Team Manager's Name is:

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My Social Worker

My Social Worker is:

.....

Office Telephone Number:

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Mobile Telephone Number:

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Their Team Manager's Name is:

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I am...

- | | |
|--|---|
| <input type="checkbox"/> Eligible Child | <input type="checkbox"/> Relevant Child |
| <input type="checkbox"/> Former Relevant Child | <input type="checkbox"/> Qualifying Child |

Questions / Notes

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Care Pledges

Derby City Council has their own Pledge for Children in Care, and also signs up to the DFE Charter for Care leavers.



Care leavers' charter

A Charter is a set of principles and promises. This Charter sets out promises care leavers want the central and local government to make. Promises and principles help in decision making and do not replace laws; they give guidance to show how laws are designed to be interpreted.

The key principles in this Charter will remain constant through any changes in Legislation, Regulation and Guidance. Care leavers urge local authorities to use these principles when they make decisions about young people's lives. The Charter for Care Leavers is designed to raise expectation, aspiration and understanding of what care leavers need and what the government and local authorities should do to be good Corporate Parents.

We Promise:

To respect and honour your identity

- We will support you to discover and to be who you are and honour your unique identity. We will help you develop your own personal beliefs and values and accept your culture and heritage. We will celebrate your identity as an individual, as a member of identity groups and as a valued member of your community. We will value and support important relationships, and help you manage changing relationships or come to terms with loss, trauma or other significant life events. We will support you to express your identity positively to others.

To believe in you

- We will value your strengths, gifts and talents and encourage your aspirations. We will hold a belief in your potential and a vision for your future even if you have lost sight of these yourself. We will help you push aside limiting barriers and encourage and support you to pursue your goals in whatever ways we can. We will believe in you, celebrate you and affirm you.

To listen to you

- We will take time to listen to you, respect, and strive to understand your point of view. We will place your needs, thoughts and feelings at the heart of all decisions about you, negotiate with you, and show how we have taken these into account. If we don't agree with you we will fully explain why. We will provide easy access to complaint and appeals processes and promote and encourage access to independent advocacy whenever you need it.

To inform you

- We will give you information that you need at every point in your journey, from care to adulthood, presented in a way that you want including information on legal entitlements and the service you can expect to receive from us at different stages in the journey. We will keep information up to date and accurate. We will ensure you know where to get current information once you are no longer in regular touch with leaving care services. We will make clear to you what information about yourself and your time in care you are entitled to see. We will support you to access this when you want it, to manage any feelings that you might have about the information, and to put on record any disagreement with factual content.

To support you

- We will provide any support set out in current Regulations and Guidance and will not unreasonably withhold advice when you are no longer legally entitled to this service. As well as information, advice, practical and financial help we will provide emotional support. We will make sure you do not have to fight for support you are entitled to and we will fight for you if other agencies let you down. We will not punish you if you change your mind about what you want to do. We will continue to care about you even when we are no longer caring for you. We will make it our responsibility to understand your needs. If we can't meet those needs we will try and help you find a service that can. We will help you learn from your mistakes; we will not judge you and we will be here for you no matter how many times you come back for support.

To find you a home

- We will work alongside you to prepare you for your move into independent living only when you are ready. We will help you think about the choices available and to find accommodation that is right for you. We will do everything we can to ensure you are happy and feel safe when you move to independent living. We recognise that at different times you may need to take a step back and start over again. We will do our best to support you until you are settled in your independent life; we will not judge you for your mistakes or refuse to advise you because you did not listen to us before. We will work proactively with other agencies to help you sustain your home.

To be a lifelong champion

- We will do our best to help you break down barriers encountered when dealing with other agencies. We will work together with the services you need, including housing, benefits, colleges and universities, employment providers and health services to help you establish yourself as an independent individual. We will treat you with courtesy and humanity whatever your age when you return to us for advice or support. We will help you to be the driver of your life and not the passenger. We will point you in a positive direction and journey alongside you at your pace. We will trust and respect you. We will not forget about you. We will remain your supporters in whatever way we can, even when our formal relationship with you has ended.

The Pledge

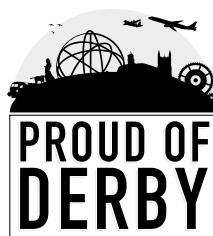


Derby City Council

VOLUNTEERING  **MATTERS**

- 1** We will show you how to contact your Social Worker. We will tell you who to contact if things go wrong and what to do if you need urgent help.
 - 2** We will provide a safe place for you to live. We want you to know that you are safe, protected and valued and can trust those caring for you.
 - 3** We will encourage and support you to participate in wider opportunities to build your confidence so that you are able to make safe decisions for yourself.
 - 4** If you need someone to talk to, this includes at evenings and weekends, we will make sure you know who to call.
 - 5** We will respect you for who you are. We will help you to develop a strong sense of personal identity and maintain your cultural and religious beliefs.
 - 6** We will help you to access all the services you need to keep you healthy and safe.
 - 7** We will support you to get the most from your education and encourage you to reach all your goals and achieve your potential.
 - 8** We will help you to understand all of your rights and help you to join with other young people to share your views, concerns and aspirations.
 - 9** We will ensure your voice is at the heart of all decisions made about you and that you understand why and when meetings are held.
 - 10** We will join with you to celebrate your 18th birthday and ensure you are prepared for and supported into adulthood.
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We can give you this information in any other way, style or language that will help you access it. Please contact us on: 01332 643907
Minicom: 01332 640666



Derby City Council

Derby City Council The Council House Corporation Street Derby DE1 2FS
www.derby.gov.uk