

HANDBOOK For Young People



A Guide to Independence for care leavers in Haringey

CONTENTS

Introduction to Young Adults Service

Section 1 – Setting Up Home

Housing Options

Claiming Benefit

Setting up Home Allowance

Money

Section 2 – Health & Wellbeing

Health Information

Emotional Health

Substance Misuse

Section 3 – Education, Training & Employment

Education & Training

Higher Education

Employment

Section 4 – Rights, Responsibilities, Advocacy, Youth Engagement,
Feedback & Pathway Plans

Your Rights & Leaving Care

Advocacy

Youth Engagement

Giving Feedback

Feedback Form

Pathway Plans

Section 5 – Immigration & Asylum

Young Migrants

Section 6 – General Information

Contact Numbers

Feedback

Introduction to Young Adults Service

What is the Young Adults Service?

We are a team of Social Workers, Personal Advisors, Placement Verification Officer, Welfare Benefits Officer, DWP Community Engagement Advisor, Participation Officer, Senior Practitioner, Team Managers and Deputy Head of Service.

We are based at 40 Cumberland Road (Young People's entrance is on River Park Road) Ground Floor, Wood Green, N22 7SG.

The service is in place to provide 16 and 17 year olds (which includes unaccompanied minors) in care, and young people who have left care, the support that they may need to get ready for adult independent life and to live independently when they are ready. We provide a safe and positive environment for you so that you can explore the realities of your life and plan for your future.

We work with young people in an equal and fair way and recognise that everyone is an individual.

What will Young Adults Service do for me?

From the age of 16 – 18 you will be allocated a Social Worker and from the age of 17½ you will also be allocated a Personal Advisor who will work alongside your Social Worker to ensure that you are on the right path to independence.

The Children Act 1989 and the Children (Leaving Care) Act 2000 give you certain rights as a young person leaving care. These laws say that if you have been looked after, The Young Adult Service must provide you with:

- A Personal Advisor
- A Pathway Plan – which helps to map out your future plans and aspirations which is updated every 6 months
- Regular Contact – to ensure that there is someone there to keep in touch with you
- Make sure that you are ready to move to living independently and the steps you are going to take to do this

We will also make sure you have somewhere suitable to live and help you to get the education, training or employment you want/need to prepare you for a successful adult life. We aim to help you to be fit and healthy, be safe and enjoy what you are doing and achieve what you want to do in life, contribute to your community, have enough money to live on and to do the things you would wish to do. To feel good about yourself and your life and support you to stay in touch with the people who are important to you.

We are able to offer advice and point you in the right direction if you run into problems and help you find solutions to the challenges you may have along the way.

We will also provide:

- A Duty drop-in service that can be contacted on 0208 489 5800 between the hours of 9am – 5pm.
- Support and assistance on issues such as:
 - Setting Up Home Allowance (formerly known as The Leaving Care Grant/ Home Establishment Grant)
 - Housing
 - Benefits
 - Budgeting
 - Education/training
 - Health matters
 - Independent living workshops
 - Gym membership up to aged 21 (in Haringey)
 - Bursary for university
 - Keeping in touch with family, foster carers and significant others

What will my Social worker do?

Your Social worker will:

- Visit you regularly where you are living whilst you are in care
- Make sure they are keeping in touch with how you are getting on and help to solve any problems
- Meet with you and your foster carers / keyworkers and significant others to ensure you are happy and settled and able to focus on your life goals
- Arrange your Review meetings and support you to express your views and wishes on plans for the future (your pathway plan)
- Work collaboratively with you to update your pathway plan
- Support you too look after all aspects of your health, including arranging health assessments and dental checks, and make sure you have any immunisations you need, access to fitness, and access to emotional and psychological support
- Support you with your education, including arranging your Personal Education Plans (PEP) meetings every term until your reach 18.
- Work with you to develop your life skills required to manage adult life
- Work with you to plan your future life goals

What will my Personal Advisor do?

Your Personal Advisor will:

- Visit and meet with you regularly to think about your current and future life goals, and help to think through how best to support your plans via the Pathway Plan.
- Provide information about opportunities and choices that are open to you
- Encourage and support you in going as far as you can with your education
- Ensure you receive advice and guidance with jobs, careers and training
- Support you with all aspects of your health as you get older
- Support and enquire about your emotional wellbeing
- Organise a Pathway Plan review meeting every six months (minimum) after you have left care and make recommendations to update your pathway plan so that it continues to support you as you get older
- Work with you, your carers/ keyworkers, and significant adults and others to put your pathway plan into practice
- Support you to develop your life skills so you can eventually live and manage independently
- Support you to access appropriate independent accommodation when the time is right and ensure you know how to manage a tenancy
- Support you to feel a part of your community and be and feel ready for adult life

Do all children and young people get the same service?

Whether you have lived in Haringey all your life, or come from another part of the country, or another part of the world, you will receive the same service from Young Adults Service.

If you have come from abroad as a child and have applied for asylum then you will receive the same service as other young people. We will help you to access advice about your application for leave to remain, although we cannot always help with the cost of legal advice and applications. You will continue to receive the same support whilst your application is being considered by the Home Office or if you are granted leave to remain

If the Home Office refuses your application for asylum, and if you are unable to appeal against the decision, then dependent on your age you will continue to receive a service from YAS until it is considered either unlawful for us to continue to do so. Or we have referred you to another specialist service who can advise you on the support you can receive to return to country of origin.

Our rules

Its really important to us that we work closely together and collaboratively and that this is based on trusting relationships. We therefore respectfully ask that everyone:

- Treats each other with respect
- We will not swear at you and ask for the same back
- For everyone's safety it is important that there is no alcohol, drugs or weapons on the premises and no damage caused to property
- If anyone's behaviour escalates and is considered abusive or violent behaviour we have clear procedures and consequences in place which could lead to a person being banned from the office
- We will promise to treat you fairly and offer you the best service possible with respect to your race, culture, religion, disability, gender or sexuality

Our Aspirations

We hold high but unconditional aspirations for you and are committed to supporting you to:

- to achieve your goals
- to have all the skills to live independently
- to be able to make good decisions

Section 1

Setting up Home

Where will I live?

Young Adults Service is committed to offering support, advice and assistance to our care leavers. Housing and accommodation is one aspect of the advice and support we offer, and we know our young people benefit if there is a range of options on offer.

Most looked after children will be living in a foster family, or a family member, or sometimes another arrangements. When your social worker starts to write your pathway plan at 15 and a half, they will ask you to start to think about where you might wish to live in the future. This does not mean you will have to move but that we have ensured we have begun to talk about all the housing options available so in time you can be supported to make the best possible decision.

All young people become adults at the age of 18, and in most cases this will mean being responsible for paying your own rent at that age. Your Social worker/ Personal advisor will give you information on the different types of accommodation available.

Listed below are different types of housing for young people, which may be available as part of your independence.

STAYING PUT / SUPPORTED LODGINGS

This is where a young person's foster carer is able to offer the choice of staying on in the foster home after the age of 18. This is called a 'staying put' arrangement. If you are in a foster placement now and wish to find out more you should speak to your social worker. It may not always be possible to remain with your foster carer as everyone's circumstances are different but it is always worth exploring.

SEMI INDEPENDENT ACCOMMODATION AND KEY WORK SUPPORT

Another accommodation is usually a shared house with other young people. You will always have your own room, and sometimes share some facilities with other young people. Each house may have its own key worker to help you with things like getting yourself registered with GP, dentist, opticians etc. They will help with budgeting and helping you to shop to get the best value for the money that you have. The key worker will do this whilst working in partnership with your social worker or personal Advisor to develop your independent living skills. If you need extra support this can be planned with your Social Worker/ Personal Advisor and put in place.

You will need to claim housing benefit to help cover the cost of the accommodation or if you are working make a weekly contribution to the rent.

What to expect from your placement? Ask to see copy of Licence Agreement.

TRANSITIONAL HOUSES

The Young Adults service have two transitional houses a male and female which are a fantastic opportunity to learn skills in a homely setting before accessing permanent housing. Both accommodations have a male and female live in volunteer to help you into independence. This is a great option for you if you cannot remain with you foster care and are still completing your education.

SHARED LIVES

This scheme provides a home for those who need additional care. **Shared lives schemes** are designed to support adults with learning disabilities, mental health problems, or other needs that make it harder for them to **live** on their own. It's similar to foster care but for adults, carer's are matched with young people who are over 18 and in need of extra care and support.

PATHWAYS ACCOMMODATION

The pathways team has a duty to house all vulnerable young people in a supported housing setting. Care leavers are considered priority need for this housing provision. They aim to provide a range of housing and support options to suit the different needs of our young people.

TEMPORARY ACCOMMODATION

This is where you are housed by the homeless team if you have had problems in your semi-independent accommodation or your circumstances are as such that you do not meet the criteria for semi-independent accommodation.

PRIVATE RENTED ACCOMMODATION

This can include, renting a flat, sharing a house, or lodgings. Your landlord will be a private individual or company. Normally a deposit is required before you move in. We do not recommend seeking a private tenancy unless there is no alternative to your circumstances as it will result in you losing all rights to council housing in the future.

PERMANENT HOUSING

Your social worker or personal advisor will discuss all the options for the future with you and then your pathway plan will set out how you will leave care and move to your own accommodation. The Plan will also identify how you will meet the full costs of your own accommodation.

Initially, your social worker/ personal advisor will register you for Local Authority Housing as early as possible in preparation for when you are ready. We will not nominate you for your own council flat until you and your Social Worker/ Personal Advisor agree that you are ready and can manage independently. There is set criteria for nomination and you will need to have all the necessary identification documents ready, and be willing to attend all the tenancy preparation workshops and money management workshops designed to support you to manage living independently. We can provide further details on all the workshops and also a leaflets on the verification

process and documents you will need, the bidding process for a council flat, tenancy management, moving in and settling in on request.

In the meantime if you have been nominated and have begun the bidding process please can you inform your social worker or personal Advisor on your viewing appointments so they are able to accompany you or arrange for someone from YAS to do so with you. Viewings we are aware from feedback can be difficult and daunting and we would prefer to be present to support you through the process as best as we can.

It is worth noting all permanent accommodation with Haringey is on a 12 month starter tenancy your Landlord so it is really important you work with your Social worker / personal advisor and housing officer from the outset to ensure with our support you can eventually manage your tenancy independently. Your flat may end up being provided by a Housing Association or Homes For Haringey. Please speak with your social worker/ personal advisor about what the difference is.

What if I don't want to move back to Haringey?

It may be that when you have lived away from the area for a considerable period you may not wish to move back or there is a significant reason for you not to do so. In such circumstances, we will look for suitable accommodation in that local area. We might register you with the local council in the area, or help you to look for suitable private rented accommodation. We will also explore the possibility of a reciprocal arrangement. However, please be aware that not all Local Councils will be prepared to offer a council flat / reciprocal in their area, and the suitability of affordable accommodation could be very limited if any at all. The process could be lengthy and complex but we will do everything we can to find the best available option for you in the area you wish to live.

How will I pay my rent and bills?

Whilst you are still looked after, your social worker / personal advisor will make all the arrangements for your accommodation and costs. When you reach the age of 18, however you will be responsible for paying all or part of your rent from your income. This is a significant change for all young people, but your social worker/personal advisor will help you to plan to do this and make sure you have maximised your income in order to manage.

If you are receiving a salary either through work or through apprenticeship, at 18, you will need to pay all or part of your rent from this income. However, you may be eligible to get help from housing benefit. You will have to make an application to the local council where you are living to get this. You can receive lots of help and support to do this.

If you are receiving Job seekers allowances, Income Support, Employment Support Allowance or Universal Credit you can also get Housing Benefit to pay all of your rent.

If you are in a staying put arrangement after the age of 18 you will be expected to claim any benefits that you are entitled to in the same way as other young people.

If you are seeking asylum you may be able to claim benefits in the same way, but if you are not eligible, the YAS will continue to pay your rent and provide you with money to live on while you wait for a decision from the Home Office. For some young people these allowances may eventually be paid for by another service.

Dependent on your circumstances you may be responsible for bills, but this will be set out in your pathway plan and plan in place to fund.

What happens when I move to my council flat?

From the moment you sign your Tenancy Agreement the rent and bills will become your responsibility. You will be required to contact each Utility service to inform them you are the new tenant and to discuss the different ways of paying your bills ie, Direct Debit every month, Key metre etc. It will be down to you to establish the pro's and con's for the different services but we will ensure the tenancy workshops cover all aspects of this so you feel informed.

In most accommodations you will be responsible for paying:

- Rent
- Electric/Gas
- Water
- Council Tax
- TV Licence

Things to consider and talk you your personal advisor about:

- **Would you manage your electric better if you are on a key meter / pay as you go?**
- **Would it be more cost effective to send your electric/gas meter readings to your supplier every month and set up a direct debit to ensure your bills are always paid?**
- **Would it be more effective if a water meter was installed in your property?**

How will I furnish my flat?

Setting Up Home Allowance

What is the Setting Up Home Allowance?

If you are a Care Leaver moving into your own home, you may be able to access money to help you buy the things you need.

How much?

- Up to £2000, depending on your needs.

What is the allowance used for?

- Essential items are the priority and should be purchased first. This includes bed, mattress, cooker, fridge and kitchen equipment.
- Other items which are necessary to furnish your home e.g sofa, table, wardrobe, television.

Is there anything the allowance cannot be used for?

The allowance cannot be used for food, rent or to pay debts. It also cannot be used to purchase non-essential technology such as games consoles.

When can the allowance be used?

You can access the allowance once you have identified your property and signed your tenancy.

How is it paid?

Please speak to your Social Worker or Personal Advisor for more information.

What if things go wrong ?

Most of you will be on a 12-month introductory tenancy and part of keeping that tenancy is not to be in rent arrears. If you are renting from Homes for Haringey you will need to pay as a minimum your weekly water charges or surcharges. Some housing associations don't charge for water but you may need to pay a service charge.

It is really important that you keep up with your rent payments/water charges/surcharges or services charges as failure to do so will lead to eviction.

You can get help to manage all of these aspects from your personal advisor and if you are a homes for Haringey tenant you can get additional support from your housing officer. Homes for Haringey also offer additional workshops where you can continue to learn with your peers about managing a tenancy effectively. We will work closely with you to problem solve and help you to manage and ensure you have information to make the right decisions, but we do rely on you to tell us and let us know when you are struggling or facing a problem.

What will I live on?

At aged 16 and 17 you will mostly likely be living in local authority funded accommodation i.e. foster care and there you will receive a personal allowance from your foster carer or subsistence if living in semi-independence.

If you are under aged 18 and a parent looking after your own child, then you may be able to receive an income from the benefits agency. Please consult your social worker or personal advisor. This additional benefit will continue after you turn 18.

If you stay on at school or college after year 11 on a course involving 12 hours or more (and are aged 16-19), you can obtain a 16-19 bursary payment through your college if your attendance is good. Please get further advice from your social worker or personal advisor as it is important you maximise this income and ensure you are receiving what you are entitled. You will also be eligible for a student oyster card (or travel pass for young people outside of London).

When you turn 18, the local authority will stop providing you with subsistence or personal allowance as you will become eligible to apply for benefits. You will be helped to make a benefit claim at least one month before your birthday if you are not working or on a paid apprenticeship. You will be booked in to see the DWP Community Engagement Advisor for help with claiming either, Job Seekers Allowance (JSA), Income Support or Employment & Support Allowance (ESA) or Universal Credit depending on your personal circumstances. At the same time you will also see the Welfare Benefits Officer to help you make a claim for Housing Benefit and Council Tax Support/Reduction to help pay towards the cost of your accommodation and council tax bill. Both are based at the YAS service and they can also help with:

- filling out forms
- give you advice or what's the best benefit to claim for your personal circumstances
- help you find a job or apprenticeship
- contact benefits agency on your behalf.

If you are entitled to claim any form of benefits it is very important you do so in order to manage your financial needs.

After the age of 18, you will need to use your own income to buy your own food, pay for everyday travel, and pay for things such as clothing, personal care, going out and mobile phone bills.

There are further leaflets available from your Social Worker and Personal advisor on how to make a benefit claim and the process, the different types of benefit and the identification you will need.

Remember you need to have a bank account before 18 years old, ID and NATIONAL Insurance number as you are responsible to claim HB to pay your rent, council tax and any relevant benefits such as Job Seekers Allowance, Income Support, universal credit or Employment & Support Allowance.

What happens if things go wrong?

Speak to your Personal Advisor, Welfare Benefits Officer or DWP Community Engagement Advisor. Don't leave it too late to resolve any issues we are here to support you!

MONEY

SAVINGS

When you are in care, you should have a savings account, with savings you and your carer have made.

It is important when you have left care to try and continue to save in case of emergencies or for special treats.

If you do not have a bank account, your social worker can advise and support you to get one set up. A bank account is not only important to have for savings, but also to pay your wages or benefits into and potentially any financial support you receive from us.

OPENING A BANK ACCOUNT

Visit the bank of your choice and tell them that you want to open an ordinary account. If you are a student, ask the bank if you can open a Student Account. They will require proof of I.D and your address. You may have to give them a small amount of money to put into the account. If you are successful, in a few days they will send you a cheque book or deposit book depending on whether it is a savings account or current account. Following this you will get regular statements telling you how your account is doing e.g. money in and money out of your account telling you the balance.

CASH CARD

With a cash card you can draw money, print a statement or just get a total of how much money you have left in your account from any cash point machine all over the country. With a cash card you will also receive a PIN (personal identification number) to allow only you to get details from your account even when the bank is closed.

BANK CARD/DEBIT CARD

This card will allow you to go shopping or pay bills without drawing your cash. It also acts as cheque guarantee card, which will guarantee the receiver payment up to £50. If you spend more than you have in your bank and are 'overdrawn' then you will have to pay back the money to the bank and on top of this an extra charge which can be as much as £30.

PROBLEMS WITH BUDGETING

If you are experiencing problems with budgeting your money you can be referred to organisations such as Citizens Advice Bureau, Moneywise or MyBank for help in addressing these issues, please speak to your social worker or personal Advisor.

The YAS run regular money management and budgeting courses throughout the year, keep your eye on our notice board or ask our participation officer or your allocated worker.

We also have drop in sessions at the Young Adults Service, please speak to your social worker or Personal Advisor.

JUNIOR ISA

If you were in care for more than 12 months, you should also have some long-term savings £200. These will have been invested into a Junior ISA or a Child Trust Fund. When you become 18 years of age these accounts will become Adult ISAs or Adult Trust Funds and you will be able to access this money. Your social worker will be able to give you information about the money in your account and advice on how to access this money.

You can earn yourself an extra £1,500 in your Junior ISA or Child Trust Fund by taking the share found 6-step 'stepladder plus' course at www.sharefound.org

Once you reach age 18 and the Share Foundation who currently manages the ISA will transfer it over to you. If you need more guidance you can access it on the share found website or speak to your allocated worker.

Section 2

Health & Wellbeing

Health

You have the right to good health care to help you stay fit and healthy. A big part of staying healthy is eating a healthy diet and getting plenty of exercise.

Occasionally you may become poorly or need some advice about a health issue so we have included some information below about how you can access health advice whilst you are in care and for when you have left care.

The Named Nurse for Looked After Children and Young People (LAC/YP)

The Named Nurse LAC/YP is a qualified registered nurse with a specialised degree in health visiting/public health, midwifery or school nursing.

The Named Nurse has further specialised experience with Children and Young People Looked After.

There are Named nurses for LAC/YP throughout England, Scotland and Wales. You can always access one in your area through your social worker.

The Named Nurse can offer you:

- Advice on health promotion services where you live.
- Help with Stopping Smoking, Drug and Alcohol issues, Genito Urinary Medicine (GUM) Clinic, Contraception and Counselling.
- A health appointment at a venue suitable to you. E.g. Your home or a health clinic or a telephone consultation.

If you do have any concerns about your health, you can ask to speak to the Named Nurse for Looked After Children at any time by contacting your social worker or personal Advisor. Our nurses offer a regular drop in once a month on Thursdays at the YAS office please do come and make use of the service. This is open to all YAS's young people. It can be really useful to be able to ask questions, in confidence, that might be worrying you about any health matter.

Up to the age of 18 you will have regular health assessments carried out by GP/LAC Nurse and will need to complete a strengths and difficulties questionnaire (SDQ).

From 18+ you can still drop into the sessions at the Young Adults Service with the designated Nurse where you can discuss any health issues.

After your final health assessment before you turn 18 you will be sent a Health Passport (health summary) which will include your immunisation record, a copy of your last health assessment, how to access a GP, dentist or optician and where to go for health advice and information.

Your social worker will support you to ensure you are registered with a GP and dentist when you leave care.

The YAS can also provide you with access to condoms through the C-Card Scheme, which is a scheme providing free condoms for young people.

HEALTH INFORMATION

You should register with a local National Health Dr (GP) and dentist as soon as you move home. You can find out where the nearest Doctor and Dental surgery are by accessing <http://www.nhs.uk/Service-Search> you will be asked for your postcode

NHS 111 service



111 is the NHS non-emergency number. It's fast, easy and free. Call 111 and speak to a highly trained Advisor, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Sign language NHS 111 offers a video relay service that allows you to make a video call to a British Sign Language (BSL) interpreter. The BSL interpreter will call an NHS 111 Advisor on your behalf and you're then able to have a real-time conversation with the NHS 111 Advisor, via the interpreter. You will need a webcam, a modern computer and a good broadband connection to use this service. [Visit NHS 111 BSL interpreter service](#) for more details, including an online user guide.

When to use 111

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation. Call 111 if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to [A&E](#) or need another NHS urgent care service
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next

For less urgent health needs, contact [your GP](#) or [local pharmacist](#) in the usual way.

If a health professional has given you a specific phone number to call when you are concerned about your condition, continue to use that number.

For immediate, life-threatening emergencies, continue to [call 999](#).

Dental care

You may be eligible for some financial support towards dental checks/treatment if you are:

- Aged 16 to 18 years in full time education.
- Pregnant or had a baby in the last 12 months.
- Having treatment as an in-patient or out-patient at an NHS hospital.
- Receiving Income Support, Universal credit, Income Based Employment and Support Allowance or Job Seekers Allowance.
- On a low income and have a Health Credit Certificate (Known as HC2 or HC3 certificate).

Eye care

You may also be eligible for free eye tests and vouchers towards glasses / contact lenses if you are:

- Aged 16 to 18 and in full time education.
- Receiving Income Support, Income Based Employment and Support, or Job Seekers Allowance.
- On a low income and have a Health Credit Certificate (Known as HC2 or HC3 certificate).

Prescriptions

We can give you advice and support about paying for prescriptions but we are not able to pay for the costs of prescriptions for you to get medication.

You are eligible for free prescriptions if you are:

- Aged 16 to 18 and in full time education.
- Receiving Income Support, Income Based Employment and Support, or Job Seekers Allowance.
- Pregnant or have had a baby in the last 12 months (you will need an exemption certificate from your GP).
- Receiving treatment in hospital.

Support on a low income

If you are on a low income, you can apply for a Health Credit Certificate known as HC2 or HC3. This will give you reduced cost, or free dental and eye checks / treatment as well as prescription charges. This is dependent on your income and needs at the time you apply for support. A certificate can last from 6 months to 5 years depending on your circumstances.

To find out more, ask your GP, dentist or optician, or ask your social worker/Personal Advisor to help you apply.

EMOTIONAL WELLBEING

Becoming an adult can be a very exciting time as you gain more independence but it can also be a time that can make you feel worried or anxious as it comes with more responsibilities. If you are reading this, then chances are you have come through some difficult experiences, both in your birth family and then while you have been in care. To have survived these experiences you may have had to become strong, resilient and able to cope with change, and you may also have experienced emotional difficulties which can be a consequence of living through hard times.

We all need to look after ourselves and our emotional wellbeing. Here are a few tips to help:

- Keep physically active or sign up for activities that you are good at or you enjoy; this will boost your confidence and help you to feel good about yourself; also being in education or working can give you direction and boost your confidence.
- Stay in contact with important people in your life, such a friend or, a previous foster carer or key worker, who can give you practical and emotional help, which is important to improve the chances of not feeling alone, or isolated.
- It is common for young people to seek out their birth family around this time; sometimes these relationships can become complicated so be mindful about whether these relationships make you feel good or not so good about yourself.

Sometimes people find the process really difficult and sometimes more is needed. Below are a few indicators, which might you, help you to recognize whether you or someone you know is having a difficult time coping:

- Having mood swings
- Behaving erratically or having unpredictable behaviors;
- Feeling agitated or anxious;
- Withdrawing from friends or family or avoiding social interaction;
- Unexplained or long periods crying;

- Change or disturbance in eating (i.e. loss of appetite) / sleeping patterns (i.e. can't sleep at night)
- Speech difficulties (i.e. having trouble communicating to others)
- Feeling paranoid;
- Having poor physical health;
- Hearing voices;
- Having thoughts of suicide or self-harming.

It is important to notice if these are happening because of course they can have an effect on people's ability to deal with everyday life, including staying in education, finding employment, managing your tenancy or sustaining relationships. Some young people turn to drugs and/or alcohol to help them cope, which can often make the situation worse.

Young people can find it difficult to ask for help because it makes them feel vulnerable, exposed or they are worried about being labelled as not coping. Knowing when and where to ask for help is essential to prevent the situation from becoming worse or out of control. If you notice a difference in how you are feeling it is important that you speak to someone who can help you get in touch with a service that can help.

Below is a list of a few services available in Haringey:

Let's Talk Haringey East IAPT Team

Haringey IAPT East Team
Lansdowne Road Health Centre
1a Lansdowne Road
Tottenham, N17 0LL
Telephone: 020 8808 5833

Let's Talk Haringey West IAPT

Haringey West IAPT Team
45 Middle Lane
Crouch End
N8 8PH
Telephone: 020 3074 2280

Haringey IAPT offers free and confidential counselling to people aged 16 and over. They can help you with a range of difficulties. Therapy can take place over the phone, face-to-face or online. You can make a self-referral by visiting online at: lets-talk-iapt.nhs.uk or your GP or your Personal Advisor can also make a referral on your behalf.

Big White Wall

The Big White Wall is a 24-hour, 7 day a week website that provides anonymous online counselling where you can get support and also you can help others by explaining what's going on for you with the help of trained professionals.
<http://www.lets-talk-iapt.nhs.uk/join-big-white-wall/>

Mind in Haringey

Station house
73c Stapleton hall road
London, N4 3QF

Email: counselling@mih.org.uk
Telephone: 0208 340 2474
<http://www.mindinharingey.org.uk/index.asp>

Mind in Haringey provides information, advice and support to anyone who is affected by mental health difficulties. The service works to prevent mental health problems and promote mental well-being. You can make a self-referral by calling or emailing on the details above.

Barnet, Enfield and Haringey Mental Health Trust (BEH MHT)

BEH MHT provides specialist mental health services to people living in the London boroughs of Barnet, Enfield and Haringey.

A self-referral can be made to the **Assessment Service** (formerly Triage) for non-urgent referrals.

St. Ann's Hospital
N and O Block
Telephone: 0208 702 5000 Option 3
Fax: 0208 442 6705

Also a referral can be made to the **Crisis Resolution and Home treatment (CRHT) service** for urgent referrals if you are in crisis.

Lea Unit, St. Ann's Hospital
Telephone: 0208 702 6700
Fax: 0208 442 5890

If you live outside of Haringey ask your GP to make a referral to a local counselling service. If the situation is urgent, you should call Accident & Emergency on 999.

In YAS, we also work closely with First Step who offer your allocated workers advice and guidance and sometimes an appointment with yourself to gain greater insight into what would assist in supporting you appropriately.

We also work closely with MIND in Haringey and can facilitate an introduction to their service if you would find that helpful.

Alcohol

The legal age to drink alcohol is 18 years old. For under 18 year olds, it is illegal to buy alcoholic drinks or to ask someone over 18 to buy alcohol for you.

Alcohol is a depressant, which means it slows the function of the central nervous system. Alcohol actually blocks some of the messages trying to get to the brain. This alters a person's perceptions, emotions, movement, vision, and hearing.

In very small amounts, alcohol can help a person feel more relaxed or less anxious. More alcohol causes greater changes in the brain, resulting in intoxication. People who have drunk too much alcohol may stagger, lose their coordination, and slur their speech. They may be confused and disoriented.

Depending on the person, being drunk can make someone very friendly and talkative or very aggressive and angry. Reaction times are slowed dramatically, which is why people are told not to drink and drive. People who are drunk may think they're moving properly when they're not. They may act totally out of character.

When large amounts of alcohol are drunk in a short period, alcohol poisoning can result. Alcohol poisoning is exactly what it sounds like; the body has become poisoned by large amounts of alcohol. Violent vomiting is usually the first symptom of alcohol poisoning. Extreme sleepiness, unconsciousness, difficulty breathing, dangerously low blood sugar, seizures, and even death may result.

If you need any help or advice about alcohol then you can always talk to your carer, social worker, or personal Advisor who may make a referral to a specialist organisation.

Drugs

Drugs are illegal and can be incredibly unpredictable. The effects that drugs can have vary from one person to another.

Some drugs come in pill or tablet form, which are usually swallowed; some come in a powder form which can be snorted, smoked or injected, and some are in an herb or resin form which is usually smoked.

Depending on the drug, the effects vary greatly but most give the user a 'high' and it is this high that can become addictive. However, after every high there is a come-down and they can be very unpleasant. Drugs can also lead to life threatening diseases and death.

There are many reasons that you may begin taking drugs. The most common reason is pressure from friends. If this is the case then they are not good friends to have because they are trying to make you do something that is bad for you and that you do not want to do.

Some people use drugs because they are depressed or think drugs will help them to escape their problems. The truth is, drugs don't solve problems; they simply hide

feelings and problems. When the drug wears off, the feelings and problems are still there and can possibly become worse!

Need some help?

Worried about drugs or want some information? You can call FRANK confidentially and for free from a landline, 24 hours a day on 0800 776600, or visit www.talktofrank.com. If you are deaf or hard of hearing, you can also use FRANK's text phone number which is 0800 9178765.

FRANK offers a confidential, non-judgemental drugs advice, information and support about legal and illegal substances. The helpline is open to people of all ages.

You can now text FRANK anytime with a drugs related question. It's completely confidential and you will receive a reply from a trained expert. Text your question to 82111.

Don't forget you can also talk to your carer, social worker, Personal Advisor or one of the organisations listed in this handbook.

Insight Platform – Substance Misuse Service for Young People & Families

Insight Platform provides free confidential advice, support and information to children, young people and families residing in the borough of Haringey, affected directly or indirectly by substance misuse related issues. There is a strong emphasis on joint working, satellite and community based work to enable young people to receive appropriate interventions in a familiar setting.

Insight Platform can deliver a range of evidenced based structured interventions to (including one to one and group sessions) – these interventions use psychological, psychotherapeutic and counselling based techniques to encourage behavioural and emotional change, the support of lifestyle adjustments and the enhancement of coping skills. They include motivational interviewing, CBT, relapse prevention and interventions designed to reduce or stop substance misuse, as well as interventions that address the negative impact of substance misuse on offending and attendance at education, training or employment.

Insight Platform takes a holistic approach to working with individuals, with the aim of building strength, resilience and family cohesion, through offering a range of interventions and therapeutic services including;

- Structured 1 to 1 sessions
- Psychosocial interventions
- Educational workshops & lectures
- Family assessments
- Parenting support
- Drop in services
- Harm minimisation and prevention

Satellite Outreach work
Complementary therapies
Targeted awareness workshops
Multi-agency working
Consultation & Training for Professionals

We accept referrals from individuals, families, concerned others and professionals.

Contact Details:

Insight Platform
40 Bromley Road
London N17 0AW
Tel: 020 8493 8525
Email: insightplatform@blenheimcdp.org.uk

Useful Contacts

Haringey Advisory Group on Alcohol (HAGA)
0208 800 6999
www.haga.co.uk

The Grove - Substance misuse support service
0208 365 9032 / 0208 702 6220
www.blenheimcdp.org.uk

Antidote - LGB&T run and targeted drug & alcohol support service
0207 883 1674
www.antidote-lgbt.com

Haringey First Response – Child protection service
0208 489 4470 (Out of Hours 0208 348 0000)

Children and Adolescent's Mental Health Service (CAMHS)
0208 702 3400
www.youngminds.org.uk

Al-Anon – Support groups for family members and friends affected by another's drinking
020 7403 0888
www.al-anonuk.org.uk

Talk to Frank
0800 776 600
www.talktofrank.com

Section 3

Education, Training & Employment

The Virtual School

What is the Virtual School?

The Virtual School is an additional resource which exists to support and challenge all those involved in the education of children in care. It is involved in, or promotes nationally and locally, various initiatives to support the educational achievement of children in care.

The Virtual School is not a teaching tool or environment. It does not replace the school or educational provision of children in care.

All children in the care of Haringey who are of statutory school age and in education, post 16, including university, are part of Haringey's Virtual School.

The Virtual School Team is a small multi-disciplinary team working to raise the educational attainment and attendance of children and young people. It works in close collaboration with colleagues across the authority, and also in partnership with the third sector. It tracks educational progress, while supporting and monitoring work with children and young people in care. It works to help young people achieve their full potential, and offers support and advice to those who care and work with them.

Further Information

Haringey Virtual School of Children in Care Team
2nd Floor - River Park House
225 High Road
Wood Green
N22 8HQ

Tel 020 8489 3767

Fax 020 8489 3792

Email hvs@haringey.gov.uk

Work Experience

If you have never worked, or have been out of a job for a long time, doing a work placement can be a great way of getting valuable, up-to-date experience and better preparing yourself for the world of work. It will also improve your CV and can be a good way of making professional contacts that could help your career.

If you are unemployed, you may be able to benefit from work placement opportunities offered as part of the [Jobs for Haringey scheme](#).

If you do not qualify for support under the Haringey Guarantee, the www.gov.uk website has a range of useful information about how you can set up voluntary work placements, and make sure you get the most out of them. If you are interested in working in the public sector, for a charity, or even for an MP, you also might find some interesting internships advertised on the w4mp website, www.w4mpjobs.org

Apprenticeships

If you are interested in apprenticeships drop in sessions are now available for you. Please note that this service is for Haringey residents only.

- Venue:
Haringey Employment and Skills Team office (HEST)
2nd Floor Wood Green Library
187-197A High Road
N22 6XD
- Drop-in times: every Tuesday, 2-4pm

You will learn valuable skills and knowledge from experienced staff. We will provide support to help you apply for job vacancies.

EMPLOYMENT, EDUCATION & TRAINING

We know that education is very important to you. YAS are here to help you with your education at any time and whatever you would like to do. We can help you to continue in your education, make a change or even a fresh start, or simply take the next steps towards your career and aspirations. We want to encourage as many young people as possible to continue with their education as far as they wish.

Your allocated worker and the employment consultant and DWP coach are all able to help you decide what you would like to do. We can also put you in touch with careers advisors.

Your Pathway plan should set out what you want to achieve in your education, training or work and how you are going to do it. This includes thinking about your financial support.

The 16-19 Bursary

You could get a bursary to help with education-related costs if you're aged 16 to 19 and:

- studying at school or college (not university) in England
- on a training course, including unpaid work experience

A bursary is money that you, or your education or training provider, can use to pay for things like:

- clothing, books and other equipment for your course
- transport and lunch on days you study or train

Your provider will decide how you get your bursary. You might be:

- paid in full or in installments
- paid in cash, by cheque or through a bank account
- given a travel pass, free meals, books etc. instead of money

Some providers also offer one-off payments to cover study trips or travel for university interviews.

Your provider could stop payments if you break their rules, e.g. about attendance or how your bursary is used.

You could get a bursary up to £1,200 for the year, depending on your circumstances. You apply to your school, college or training provider. Ask student services or your tutor to explain what you need to do.

FURTHER EDUCATION & TRAINING

In London there are many places where you can further your education. There are schools, colleges and institutions where you can study in the day or evening in an extensive range of subjects.

- **Academic courses** help you prepare for higher education at a university or college. They aim to develop your analytical skills, critical thinking and knowledge. They will usually lead to a qualification, e.g A levels, BTecs

- **Vocational and professional courses** give you the skills and qualifications you need to enter and succeed in your chosen career. They offer technical training and skills for the workplace.

Many courses are free of charge, particularly if you are aged 16-18 years. If you are older, and unemployed and in receipt of benefit or subsistence the college fee will still be very reasonable. Fees are charged according to the length of the course and there may be extra charge if you need to borrow special tools. The classes are usually graded from Beginners (where you may know very little) to Intermediate (where you have some knowledge) and Advanced. Many classes are designed for a specific examination, such as GCSE (General Certificate of Secondary Education) although people of any age can take the exam.

Higher Education

Young Adults Service has high aspirations for the young people they work with. Their aim is to see that young people in its care are successful in education. They are supported to make progress and equipped with the life tools to make appropriate choices to progress through education and into employment.

What can Young Adults Service Offer to you as someone in Higher Education?

We can help you apply for student finances and look at the universities that you are interested in going to. We work with organisations such as In to University who can help you with your personal statements, if you need support.

Many universities give out bursaries which you may be able to claim as a care leaver. Contact the University student finance service to see what funds they have available. E.g., some provide £1000 per year to care leavers, or reduce fees.

Please refer to www.becomecharity.org.uk/for-professionals/propel/ for a list of Universities and what financial help they offer.

Young Adults Service will pay you a University Bursary on top of what you receive from student finance. This totals £2000 over the duration of your degree and it's paid approximately a month into the new academic year and split as follows

£700 1st Year
£700 2nd Year
£600 3rd Year

We will also help with rent payments for Easter, summer and Christmas breaks. For Easter and Christmas we will pay up to £100 per week for a maximum of 3 weeks and for summer we will pay up to £100 per week for 14 weeks. You will need to give a copy of your tenancy agreement to your Personal Advisor or email it to university@haringey.gov.uk.

In order to receive your bursary each academic year you will need to send evidence of your progression to your personal Advisor, keep in touch with them and participate in home visits and your Pathway Plan reviews.

Housing Options for those at University

If you are in Semi-Independent accommodation, you will need to make arrangements to move into Student Halls (via the university), a student house or friend/family as soon as possible. You can also use the internet, newspapers or letting agents to rent a room.

EMPLOYMENT

Finding employment or the right kind of training is a major concern for many young people so it is important that you think about what type of job you want. Do you want a job indoors or outdoors, in an office or a factory or do you want to be out and about meeting different people? Think about what training or qualifications you will need and then contact the companies directly to see if they can advise on the appropriate course to be completed. You should also contact your Personal Advisor, local Careers Service or Job Centre for general advice. Don't forget to make an appointment to see the services Employment Consultant or DWP work coach.

To start work you will need a National Insurance (N.I.) number. This is essential because it identifies you uniquely as a person who has a legal right to work in the United Kingdom. If you do not have a N.I. number yet, tell someone at a Job Centre and they will tell you how to obtain one.

The Job Centre can help to find you employment. Explain to the job centre that you are a care leaver. If you are an asylum seeker, you must tell them and explain your current immigration status.

YAS can provide (subject to demand) in house employability workshops that support you to develop the necessary skills to get into employment. We also partner with the Haringey Back to Work Department who support those seeking new opportunities across the borough.

There is an agreed programme of employment workshops in house that can be tailored to suit your needs delivered by a Personal Advisor.

These workshops are the following:

- Are you job ready?
- How to complete a CV
- Interview skills.
- Hidden Job Market?
- Can you dress to impress on a budget?

You must attend two workshops to receive a certificate of attendance. Travel expenses and refreshments can be provided on the day subject to approval.

CV

Your Curriculum Vitae (CV) is a document that details all of your work experience, education and other skills that make you attractive to employers. Having an up to date CV is essential as for many jobs it will provide the basis of your application. The quality of your CV could mean the difference between being asked for an interview or not, so it is in your interest to make the most of the help that is provided.

Drive Forward Foundation is the **only** charity that is focused on finding sustainable employment and creating relationships with employers specifically for care leavers. We give young people, aged 16-26, the practical skills, confidence, opportunities and professional networks to take charge of their futures and live fulfilling lives. They offer the following services:

1-2-1 Support: Specialised employment consultants support individuals with career plans, CV help, job applications and mentoring. We also have a Voice Coach and Life Coach who can offer support with communication techniques, confidence and assessing individual's strengths and future plans. It is not just about finding a job; members of Drive Forward instantly have access to a network of support, which includes our staff team and wider network of volunteers, who are on hand to listen and advise on the small, but equally significant, things too.

Personal Development and Career Programme: They run a 6 week training programme to equip individuals with the tools, confidence, motivation, direction and professional networks to take their first steps on the career ladder. **Travel and lunch expenses will be covered for participants on the programme which takes place at Drive Forward's offices; 4-8 Ludgate Circus, London EC4M 7LF.**

Links to top employers: They have partnerships with a range of organisations including; Krow Communications, Hill and Knowlton, Lloyds Bank, Norton Rose Fulbright, Clifford Chance, Saatchi and Saatchi, J. Walter Thompson, Flamingo, PHA media and CLSA. These partnerships offer us work experience and paid internship opportunities; exclusively available to the care leavers we support. For example they have recently placed individuals in internships with JWT, Saatchi and Saatchi and Norton Rose Fulbright. In addition, these partnerships ensure care leavers better access to their job opportunities to give them a better chance of securing employment with some of the top organisations in London.

They run various schemes with these partners to build care leavers professional networks and broaden their horizons. These include mentoring schemes, interview practice sessions and office showcasing days.

The Employment Consultant at Drive Forward Foundation attends the Young Adults Service every Thursday to offer this support to care leavers in Haringey. Appointments can be booked via receptionist

The **Department for Work and Pensions (DWP) Care Leaver Strategy** works closely with the Haringey Young Adults Service by resolving any concerns that a young person may have whilst claiming benefits and assisting with the application

process. In addition, the DWP provide flexible 1-2-1 employability support to care leavers on site at the Young Adults Service offices.

Young people who are looking for work are able to access the full scope of the Youth Contract, which provides support for care leavers to gain opportunities in work experience, apprenticeships, traineeships and employment. For those interested in starting their own business, they may be eligible for the New Enterprise Allowance (NEA) scheme which provides participants with the opportunity to work with a business mentor to develop their business idea.

For **Young Adults Subject to Immigration Control** (no leave to remain in the UK), you have to apply for permission to work from the Home Office. You must show written confirmation to your YAS Personal Advisor/ social worker before taking up any part time or full time work.

Some Tips : HOW TO PREPARE FOR AN INTERVIEW

PREPARATION

Read up about the job or research the Net for information about the company before your interview. Think about why you want the job! Write down any questions you might want to ask the employer making sure they are about the job or company you are applying to. Get to bed early waking with a fresh mind!

DRESS SMARTLY

Fashion wear is not always suitable to wear to an interview. A simple rule is to wear white blouse/shirt and black skirt/trousers, shoes and a little jewellery. Remember to have a final look in the mirror before leaving out for an interview. Also check with a friend for a second opinion!

ARRIVE ON TIME

Do not be late. Plan ahead how you are going to get there and do not leave it to the last minute to find out. Make sure you have enough money for transport. Get there at least 15mins before time. Arriving early shows that you are keen.

1ST IMPRESSION

Appear confident and interesting. Greet and thank your interviewer with a smile or handshake. Speak clearly and avoid slang or street talk. Listen carefully to the questions and information given to you. Wait until the end to ask your own questions. Remember they will not know you and will also have others to see, so, use this opportunity to leave a good impression. First impressions are what counts.

Good Luck!!

Section 4

Rights, Responsibilities, Advocacy, Youth Engagement, Feedback, & Pathway Plans

YOUR RIGHTS & LEAVING CARE

The Children's Leaving Care Act 2002 explains the rights of young people leaving care. As you get older your rights change but we will still remain in contact with you. There are four groups of care leavers who receive different levels of support and advice.

The four groups are:

- **Eligible Young People** - 16 or 17 years of age and currently looked after and have been looked after for the last 13 weeks since the age of 14.
- **Relevant Young People** - 16 and 17 year olds, who have left care, but otherwise would have met the same conditions as Eligible Young People, as explained above.
- **Former Relevant Young People** - 18 to 21 year olds who were Eligible or Relevant young people. (Young people aged over 21 can continue with their status, up to the age of 24 years old, if they remain in education or training.)
- **Qualifying Young People** - All other young people under the age of 21 who left care at 16 years of age or over.

Depending on your status, you may be considered for: Needs Assessment, Pathway Plan, Personal Advisor, assistance with education/employment/training, financial assistance, housing and made ready for independence. We will keep in contact with you and arrange a Review Meeting every six months until the age of 21 years old. A Worker will discuss with you receiving your Setting Up Home Allowance and how you can obtain child care cost if you are in further education or anything else you might need support with.

All 16 and 17 year olds have an allocated Social Worker. From the age of 18 you will then be allocated a Personal Advisor for on-going support. Young people without an allocated Social Worker will have access to a Duty Social Worker or Personal Advisor for advice and assistance.

From the 1st April 2011 there have been changes to the way Leaving Care can offer you a service. Section 23 of the Children and Young Persons Act 2008 extend the rights to you – having left care at age 21- to return to us and request for a Personal Advisor and assistance in connection with education or training up to your 25th birthday. This applies to those starting education whose support may have previously stopped at the age of 21. The Act ensures a service is provided to care leavers between the ages 16 – 21 years and 24 years if in continued higher education.

Advocacy

Advocacy means helping you to express your views and making sure that these views are taken seriously. Advocacy service is a confidential service and their workers will not tell others anything you have said without your permission, unless they are worried about your safety or the safety of someone else. They are independent from children & young people's services.

Below are some independent advocacy services for your reference.

Barnardo's Head Office

Barnardo's
Tanners Lane
Barkingside
Ilford
Essex
IG6 1QG

Email: email Barnardo's (please include your telephone number and location)

Telephone: 0208 550 8822

Fax: 0208 551 6870

Coram Children's Legal Centre

An independent national charity concerned with law and policy affecting children and young people.

The Child Law Advice Service provides legal advice and information on areas of child, family and education law. To access this advice and information please visit www.childrenslegalcentre.com and follow the link to the Child Law Advice Service where you will be able to view a range of factsheets and how to guides. Should you have any questions following your visit to their website, their helpline number is available at the end of each factsheet. The helpline is available Monday to Friday 8am to 6pm.

www.childrenslegalcentre.com

www.lawstuff.org.uk

Citizens Advice Bureau

www.citizensadvice.org.uk

National Youth Advocacy Service

Organisation that helps those in or leaving care. Freephone 0800 61 61 01, 8am-8pm, Mon-Fri and 10am-4pm Sat.

www.nyas.net

Voice

A major advocacy organisation for children and young people in need, which has a free national helpline - 0808 800 5792.

www.voiceyp.org

Youth Justice Board

www.justice.gov.uk/about/yjb *Young Migrants Seeking Asylum in the UK.*

What is Youth Engagement in the Young Adults Service

Youth Engagement is a term related to your own engagement in education, training or employment and when you have sustained connections anywhere in your life. Youth engagement happens in the immediate world around you, throughout society in general and within yourself. Being engaged and sustaining connections can make a positive impact on you emotionally and psychologically and can happen on a personal and social basis.

If you require any advice, information or just want a chat about how you can get engaged in any of the above, please contact Marjorie Lee who is the Participation Officer for YAS on 0208 489 5849 / 07980 316 697 or Marjorie.Lee@haringey.gov.uk

What is Youth Participation in the Young Adults Service?

Youth Participation is related to your own personal development, taking an active part in society and being a good citizen.

This can be done through many means and one of them is joining Haringey's Children in Care Council group called Aspire.

ASPIRE

Aspire is a youth-led group for young people in care and leaving care in Haringey. The Leadership Team, all young people who have been in care in Haringey, meet

regularly to plan events, discuss emerging themes for young people in care with local decision makers, consult with groups and services who work with young people in care/leaving care and try to represent their voices.

The purpose of the group is to make sure that those who make decisions that affect the lives of children and young people in care hear the young people's views and allow them to be part of making things better through meaningful participation. If you are in care or leaving care in Haringey and are interested in finding out more about the Aspire Leadership Team then please contact Anneke Fraser on 07971 309 958 /0208 489 2169 or Anneke.Fraser@haringey.gov.uk

Young Ambassadors Group

Or join the Young Ambassadors Group, a new group of care leavers who act as

- Consultants for YAS on re-design and consultation and planning projects
- Assisting YAS development as expert users of the service
- Attend external events and represent Haringey care Leavers
- Volunteer and help out to plan and deliver YAS events such as the achievement event
- Share your experience, and meet other care leavers

If you want to learn more and get involved, please ask to speak with the YAS participation officer on 0208589 5849.

FEEDBACK - (COMPLAINT, COMPLIMENT OR SUGGESTION)

We want to encourage young people to express their views and be heard. We will listen and learn to make sure our services improve and focus on the needs of young people.

We have a three-stage procedure for dealing with complaints:

Stage 1

You can make your complaint into the YAS office who will try to sort out your problem straight away or refer to Haringey's Feedback team.

1. We will write to you within 2 days to let you know who is dealing with your complaint.
2. Reply in writing to you within 15 working days.

Stage 2

If you are unhappy with our Stage 1, you are entitled to have your complaint considered by a Senior Manager in the service. Contact the Haringey's Feedback Team explaining why you are unhappy. They will:

1. Write to you within 10 days to let you know who is dealing with the case.
2. Make sure your complaint is investigated by a Manager who has not been involved in your case before.
3. Reply in writing to you within 20 working days.

Stage 3

If you are unhappy with our stage 2 reply, Haringey's Feedback Team can conduct an investigation. They are independent of the service departments.

If we need more time to investigate your complaint, we will let you know and give you a time limit for our response.

A complaints/feedback form is at the back of this handbook for your use or you may contact the Feedback & Information Governance Team directly:

Feedback and Information Governance Team
7th Floor, River Park House
225 High Road
Wood Green
London N22 8HQ
Phone: 020 8489 1988
Email: FIG@haringey.gov.uk

FEEDBACK FORM

Name:

Your postcode:

Your Telephone number: (Daytime)

(Evening)

Your mobile number:

Your e-mail address:

IS YOUR FEEDBACK A: COMPLAINT, COMPLIMENT OR SUGGESTION?

**Which service are you giving us feedback about?
(Please give the name of the service or the person you dealt with)**

.....

WHAT WOULD YOU LIKE TO TELL US: Continued over page if necessary

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WHAT WOULD YOU LIKE US TO DO?

- Provide a Service to you ?
- Send you some information* ?
- Explain a decision to you ?
- Apologies to you* ?
- Improve information (e.g. leaflet) ?
- Improve a process or procedure* ?
- Change a policy ?
- Refund money to you* ?
- Other:

WOULD YOU LIKE US TO DO ANYTHING ELSE?

.....

.....

.....

.....

.....

WHAT ACTION, IF ANY, HAVE YOU TAKEN TO DEAL WITH THIS MATTER?

.....

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.....

WHAT HAPPENS NEXT

We will try to deal with your comments straightaway. If we can't we will:

- send you an acknowledgement letter within 2 working days
- tell you who is looking into this matter
- tell you how long we will take to reply to you

Please return this form with any documentation to the:

Young Adults Service, 40 Cumberland Road, N22 7SG or send/email to:

Feedback and Information Governance Team
7th Floor, River Park House
225 High Road
Wood Green
London N22 8HQ
Phone: 020 8489 1988
Email: FIG@haringey.gov.uk

PATHWAY PLANS

To make sure you get the best help we will work with you to make a Pathway Plan.

This will give you information about:

- who is responsible for helping you decide what you need
- how long it will take to make the things you want to do happen
- who will keep the information
- how you can make a complaint if you're unhappy about your plan.

*Everyone leaving care has to have a Pathway Plan. You may find it a bit confusing at first, but remember it's your plan - **you are in control of it.** If there is anything you don't like or don't understand ask your Personal Advisor*

The plan is to help you decide what you want to do and how you want to do it. Every so often, we will look at the plan with you and talk about how it's going. We will look at your health, family, money, home, education, training and skills because they're all important in helping you achieve what you want.

Pathway plan

The Pathway Plan is not set in stone. Things change and things happen in life which you don't expect! You might find that you want different things, or your life changes and your plan is out of date. If this happens, we can help you to figure things out and make a new plan.

Reviewing the plan

At least every six months we will help you to review your plan. This will give you a chance to think about what has happened recently in your life and what you want to do next.

It's a good chance to see what you have achieved and decide what you want to aim for next. If you want to talk about your plan before your six month review just speak to your Personal Advisor.

Documents you should have by your 16th Birthday

- Passport
- Birth Certificate
- National Insurance Number
- Bank Account (if eligible)

Section 5

Immigration & Asylum

This chapter looks at your rights and responsibilities throughout the Young Adults Service (YAS); from Further Education to Funding for Unaccompanied Asylum Seeking Children & Young People.

The Young Adults Service works with many young people who are seeking asylum in the UK who entered as a child.

Firstly, they need to present to the Home Office to lodge their claim for Asylum. They will be assessed by the Home Office and referred to a local authority to care for them until their application is determined.

Dependent on age and assessment, under 16's will usually be placed in foster care and 16 – 17 year olds will be placed in semi-independent shared accommodation. We will ensure that you have transferable skills, which can be applied in country of origin or the UK.

Supporting Young People with Uncertain Future in the UK.

16+

A plan for the future is drawn up. This plan is your Pathway Plan and must be written and agreed by the time you are 16 and 3 months. It's reviewed at least once every 6 months.

17+

UASC leave will expire at 17.5 years old.

An application for an extension to leave to remain should be made before it expires in order for support to continue from the home office until a final decision is made. At 17.5 years old UASC leave may expire which can affect your access to support such as welfare benefits, accommodation, healthcare and work.

If you have indefinite leave to remain you are -entitled to mainstream benefits beyond 18 years old.

If you are refused asylum and leave to remain you must let YAS know immediately so we can check:

- That you know what this means.
- What you need to do to get legal advice.
- If you can legally appeal or make a new claim for asylum.

You are responsible for attending your appointments e.g. for making a fresh asylum claims to the Home office, submitting evidence, asylum support applications. There may also be other types of appointments.

You must inform YAS if you change your solicitor.

- Ensure that you have the letter and any other Home office papers about the decision in a safe place.
- if you already have your travel documents keep them in a safe place.
- if you have not yet received your travel documents then you must inform your solicitor of your new address so that it can be sent to you.

Housing

If your status has expired and you have applied for an extension and are waiting for a decision about your appeal you cannot access permanent housing but you will be offered transitional housing until such time a decision is reached, about your immigration status.

- If you are still waiting for a decision on your application you must:-
- inform your solicitor of your new address.
- ensure you have your original immigration documents and other papers about your asylum application in a safe place
- If you are unsure about what to do contact your Solicitor for legal advice or speak to your Personal Advisor or Social Worker for general advice.

18+

WHAT HAPPENS WHEN YOU TURN 18 YEARS OLD?

Your social worker will say goodbye and your Personal Advisor is now your new worker. On or around your 18th birthday there are other changes that will affect you:

When you become 18 years old you will **no longer** be classed as a 'looked after child' and **financial** support from this department will **cease** as you will be eligible to **claim state benefits**.

Benefits/ Money Smart

If you have made further submissions to the Home Office and you have not received an all rights exhausted decision you are eligible for welfare benefits. If you are making a completely fresh claim within the immigration rules you will not be eligible for welfare benefits and will be continue to be supported financially in the following ways.

- Weekly subsistence payments in line with welfare benefits
 - Weekly accommodation and utility costs
 - A contribution towards Further Education College costs.
 - You could be asked to pay for mainstream further education courses post eighteen.
1. For a while you will still have a social worker and a Personal Advisor working with you. Between the ages of 16 ½ and 18 the three of you and your foster carer will meet and decide who will be doing what over the next few months
 2. Your social worker might continue with your statutory reviews
 3. You will need to apply for a place at college, get a place on a training course or get a job.
 4. Entry Level courses in English, Math's and Esol are free up until the age of 18.
 5. The idea is that everyone, including you, will play a part in preparing for your move from care.
 6. Regarding your immigration matters. You may need to make further applications to the Home Office regarding your immigration status in the UK.
 7. You must have a bank account or request an All Pay card to receive your subsistence.
 8. You need to be making preparations with your social worker/ foster carer /key worker to re-approach your solicitor.
 9. The local authority must ensure that you are supported to regularise your immigration status/ naturalisation/ passport in the UK before you reach the age of 18.
 10. Financial assistance for chargeable Home Office applications is based on a needs assessment post 18.

You must have indefinite leave to remain to apply for permanent social housing in Haringey.

REQUESTS FOR FUNDING

Post eighteen the local authority will not automatically provide the following:

- Funding to apply for naturalization costs.
- Funding for chargeable Home Office applications (subject to needs assessment via pathway plan and human rights assessment)
- Funding for passports or replacements (subject to needs assessment and via pathway plan and human rights assessment)

Human Rights Assessment

If you have received an All Rights Exhausted Decision the local authority will carry out a Human Rights Assessment to assess your eligibility for future Leaving Care Services, your Personal Advisor will be on site to support you through this process and you can bring your own advocate or request an advocate to your Human Rights Assessment interview.

By the time you reach the age of 20 your Personal Advisor would have already been planning with you your support needs specifically related to your immigration issues.

How to find an immigration and asylum legal adviser

Your Personal Advisor will have access to a list of legal Aid Solicitors in the London area, your Personal Advisor cannot recommend a solicitor to you.

To find a local representative who is properly regulated, see:

- The OISC (for a regulated immigration or asylum adviser)
- The Law Society (for a solicitor specializing in immigration or asylum law)
- Legal aid is still available for asylum cases, cases of trafficking and certain applications made by victims of domestic violence. Please speak to your solicitor for more information.

Legal Aid is available for the following categories:

- Trafficking cases excepted by the referral mechanism.
- DV - protection of vulnerable men and women.
- Asylum appeals further submissions bases on asylum matters
- Mixed cases, immigration/ asylum.
- **Legal Aid is not available for:**
- Fresh immigration applicants under human rights grounds

Voluntarily through the Voluntary/Assisted return

Young people can return to their countries of origin: **Voluntarily through the Voluntary/Assisted return.** If they are eligible, they can apply for:

- –up to £2,000 which they can use to find somewhere to live, find a job or start a business in their home country
- –help applying for their travel documents
- –help booking their flight
- –For more information:

Voluntary returns service

- Email: voluntaryreturns@homeoffice.gsi.gov.uk Telephone: 0300 004 0202 (Monday to Friday, 9am to 5:30pm Web: <https://www.gov.uk/return-home-voluntarily/who-can-get-help>)

Further Advice and guidance:

- Personal Advisor/Social Workers cannot provide immigration advice, or assist someone to make an immigration application.
- Your immigration support must come from a regulated legal adviser, such as a solicitor or barrister, or an immigration adviser regulated by the Office of the Immigration Services Commissioner (OISC).

MIGRANT CHILDREN'S PROJECT

- **Support includes help with :**
 - Asylum, immigration and nationality law and policy
 - Trafficking
 - Age assessment
 - Support and accommodation
 - Transition at 18
 - Education
 - Health care
 - Legal aid and finding a lawyer
- **Email mcp@coramclc.org.uk or ring 020 7636 8505**

Young Refugee Service

- **Refugees and Befriending Projects:** Life skills projects for refugees and asylum seekers aged 15-21

Opportunities to form friendships and widen social networks, learn a variety of practical skills, and nurture talents and interests, helping young people adjust to life in the UK and learn to live independently.

ESOL Club: supports young people to learn English using creative technique

- **Londonyrs@redcross.org.uk**
- **Contact Karen Kscott@redcross.org.uk / 07538641255**

UK Unsigned are offering a FREE ESOL course for 16 – 19 year olds.

- Timetable Wed/ Thurs 11 – 12.30pm and Friday 1 – 3pm. Focus will be English and Maths. Classes held in Tottenham.
- **Tel:020 8885 1179**
- Mobile: 07958535994
- Email: s.nicholls@ukunsignededucation.com
- Website: ukunsignededucation.com

Home office general enquiries

- General Immigration Enquiries/ Status Check:
- Croydon Contact Centre telephone number is 03001232241
- Home Office General Enquiry Line: 0207 0354848

Legal advice

- Asylum Support Appeals Project – ASAP specialises in asylum support law and provides free legal representation for those appealing against UKBA's decision to withdraw their support.

- Tel: 0207 729 3056
- Advice line: 0207 729 3042 (mon, wed, fri 2-4pm only)

The Poppy project - - trafficking women

- Tel: 020 7735 2062
- Fax: 020 7820 8907
- General enquiries: post@eavesforwomen.org.uk

Safeguarding & Risk

- For Human Trafficking & Modern Slavery Concerns
- Asylum Operations, UK Visa & Immigration, Lunar House, Croydon, CR9 2BY
- Fax: 08703369464
- Website: www.ukba.homeoffice.gov.uk

What is an advocate?

An advocate aims to support you one to one and empower you to have your say. The Children Act says young people must be treated with respect and this means (amongst other things) that young people must be listened to.

[Http://www.barnardos.org.uk/what we do/our work/advocacy.htm](http://www.barnardos.org.uk/what_we_do/our_work/advocacy.htm)

Before any meeting:

- An advocate will meet with you one to one before the meeting to discuss your wishes and feelings.

In a meeting an advocate will do the following:

- Represent your views based on your instructions.

After the meeting:

- Speak with professionals on your behalf and help with any follow up meetings.
- Sign post you to further information advice and guidance.

Please note:

A solicitor can attend any meeting but in an observation capacity only and will require consent from you to be there. The local authority will also need to be made aware in advance.

Where can I find an advocate?

Barnardo's Children's Rights Advocacy.

- Advocacy2@barnardos.org.uk, sarah.joslin@barnardos.org.uk
- Local community representative.
- [Voice](#) is an organisation that helps young people get their views across to social worker in meetings and reviews.

[The Who Cares? Trust](#) is an organisation especially for young people in care.

[Childline](#) is the free helpline for children and young people in the UK. Children and young people can call 0800 1111 to talk about any problem - counsellors are always here to help you sort it out.

The [NSPCC](#) (National Society for the Prevention of Cruelty to Children) is the UK's leading charity specialising in child protection and the prevention of cruelty to children.

[Get Connected](#) offers a helpline if you are thinking of, or have already, run away from home or care.

Section 6

General Information & Contact Numbers

ADVICE AGENCIES & TELEPHONE NUMBERS & GENERAL INFORMATION

EMERGENCY SERVICES

SOCIAL SERVICES EMERGENCY DUTY TEAM (EDT)

OUT OF OFFICE HOURS 0208 489 0000

(Weekdays: 5.30pm to 6.30am)

(Weekends & Bank Holidays 24hr cover)

POLICE, AMBULANCE, COASTGUARD & FIRE

999 - Emergency assistance only

101 - Non-emergency enquiries

POLICE STATIONS

101 - ask for the police station you require

NHS

111 - Non-emergency health issues

CRIME STOPPERS

0800 555 111

or complete Online anonymous form: crimestoppers-uk.org

UTILITIES

ALL GAS EMERGENCIES

0800 111 999

Call this number if you smell gas in your home

EDF ENERGY METER POINT ADMINISTRATION SERVICE (MPAS)

0800 056 7777 or 0800 096 9000

0870 608 1524 – Reference Line

UK POWER NETWORKS (British Gas, E.ON, First Utility, Scottish Power & others)
0800 028 0247 - Emergency Number
0845 601 4516 - General Enquiries

PAYPOINT OUTLET 0800 310 0000 (free phone)
0845 760 0633 (5p per min)

They can find the nearest PayPoint

NATIONAL GRID 0845 835 1111 - Gas Enquiries

N POWER 0800 073 3000
(Mon-Fri 8am to 8pm, Sat 8am to 6pm)

SCOTTISH POWER BOILER 0800 111 4686 – **24/7**

THAMES WATER 0800 316 9800 – **24/7**

CONTACT NUMBERS FOR BENEFITS AGENCIES

DEPARTMENT OF WORK & PENSIONS (DWP)

0843 504 7178
General Enquiries

DWP covers Job centre Plus, The Pension Service, Disability and Carers Service and The Child Maintenance Group

In House:

Young Adults Service, 40 Cumberland Road, Wood Green, N227SG
0208 489 5800 (Mon – Fri 10am -5pm)

JOBCENTRE PLUS OFFICES

(Contact the ***National Job Centre Enquiry Line*** to get hold of a specific office)

0345 604 3719

Wood Green

(If you live in N11, N13, N22)

Granta House,
1 Western Road,
London,
N22 6UH

Tottenham

(If you live in N15, N17)

640-656
High Road,
London,
N17 0AX

Finsbury Park
(If you live in N4)

52-53
Medina Road,
London,
N7 7JX

Highgate
(If you live in N6, N8, N10)

1a
Elthorne Road,
London,
N19 4AL

JOB CENTRE PLUS

New Claims

0800 055 6688 (free phone)
Mon to Fri 8am – 6pm

Existing Benefit Claims

Jobseeker's Allowance, Income Support, Incapacity Benefit or Employment and Support Allowance 0345 608 8545

Maternity Allowance 0345 608 8610

Bereavement 0345 608 8601

Social Fund 0345 603 6967

Universal Credit 0345 600 0723

UNIVERSAL JOB MATCH (To Find A Job)

<https://www.gov.uk/jobsearch>

DISABILITY AND CARERS SERVICES (Mon to Fri 8am – 6pm)

Attendance Allowance 0345 605 6055

Disability Living Allowance	0345 712 3456
Personal Independent Payments (PIP)	0345 850 3322
Carer's Allowance	0345 608 4321

NATIONAL INSURANCE NUMBER

NI Number Application Line (Over 20 years old)	0345 600 0643 Mon to Fri 8am – 6pm
NI Number Helpline (15 years old and 9 months to 20 years old)	0300 200 3502

If you have lost your NI Number or need a letter confirming NI Number, call the NI Number Helpline

HARINGEY AREA HOUSING OFFICES (Phone 020 8489 1000)

South Tottenham Customer Service Centre, Marcus Library, Tottenham Green Centre

Wood Green Customer Service Centre, Wood Green Library, High Road, Wood Green

COUNCIL SERVICES

Haringey's Council Main Switchboard	0208 489 1000
Homes for Haringey	0208 489 5611
Haringey's Repair & Maintenance	0800 195 3404
Pest Control (Environmental Health)	0208 489 1335
Youth Offending Service	0208 489 1522
Probation Office	0208 808 4522

For other service enquiry numbers go on:

<http://www.haringey.gov.uk/contact/customer-services/contact-customer-services>

HOSPITALS & SEXUAL HEALTH CLINICS

NHS Direct	Advice line for medical health Tel: 0845 4647
North Middlesex Hospital	Accident & Emergency Treatment Stirling Way, Edmonton N9 Tel: 020 887 2000
Whittington Hospital	Archway Hill, Archway, N19 Tel: 020 7272 3070 – Accident & Emergency Tel: 020 7530 5800 – Sexual Health & Family Planning
St Ann's Hospital	St Ann's Rd, Tottenham, N15 Tel: 020 8422 6000 - Outpatients Tel: 020 8442 6536 - Sexual Health & Family Planning

COUNSELLING SERVICES

Refugee Support Centre	Multi-lingual counselling service Tel: 020 7820 3606
Annex Counselling and Advice Centre	134 Tottenham Lane, Hornsey, N8 7EL Tel: 020 8348 8832
PYRAMID	Counselling & Family Mediation Tel: 020 8881 7121
SAMARITANS	24hr confidential support if in emotional distress Tel: 020 8889 6888
CHILDLINE	Studd Street, London, N1 OQW Tel: 0800 884 444 – Free phone
CAMHS	Tel: 020 8442 6467
OPEN DOOR	12 Middle Lane, Crouch End, N8 8PL Tel: 020 8348 5947

CITIZENS ADVICE BUREAUS (CABs)

Tottenham	Town Hall, Town Hall Approach, N15 YR Tel: 020 8376 3700
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Turnpike Lane 14a Willoughby Road, Turnpike Lane, N0 0JJ
Tel: 020 352 0202

Hornsey 7 Hatherley Gardens, Crouch End, N8 9JH
Tel: 0870 126 4030

LEGAL SERVICES

Legal Aid Tel: 020 7759 1966
Telephone this number to find out if you can receive
Legal Aid.

Law Centre 754-758 High Road, Tottenham, N17 0AL
Tel: 020 8808 5354

Refugee Legal Centre 39-45 Bermondsey Street, SE1 3XF
Tel: 020 7 827 9090

Children's Legal Advice Tel: 01206 873 820

SOLICITORS - List provided on request

COURT SERVICES

Haringey & Enfield Magistrate Court
Lordship Lane, Tottenham, N17
Tel: 020 8365 9372

Highgate Magistrates Court, Bishops Rd, N6
Tel: 020 8347 6542

Edmonton County Court Fore Street, Edmonton, N19
Tel: 020 8884 6500

Wood Green Crown Court Lordship Lane, Wood Green, N22
Tel: 020 8881 1400

ADVICE & COMMUNITY AGENCIES

Haringey One Stop Shop Wood Green Library, High Road, Wood Green N22
Tel: 020 8489 2599

Haringey Housing Advice Apex House, 820 Seven Sisters Road, Tottenham, N15

Tel: 020 8489 4309

Homelessness & Housing Apex House, 820 Seven Sisters Road, Tottenham, N15
Tel: 020 8489 4300

Refugee Council Bondway House, 3 Bondway, SW8 1SL
Tel: 020 7582 6922

Haringey Race Equality Council
14 Turnpike Lane, N8 0PT
Tel: 020 8889 6871/2

Joint Council for the Welfare of Immigrants
115 Old Street, London EC1V 8JR
Tel: 020 7251 8707

Domestic Violence Hearthstone Support & Advice
11 Commerce Rd, Wood Green, N22 8ED
Tel: 020 8888 5362

Rape & Sexual Abuse Centre
Tel: 020 8683 3300

Victim Support Victims of Crime in Haringey
Tel: 020 8888 9878

Marie Stopes Advice & information on unplanned pregnancy
Tel: 0845 300 8090

FRANK
National Drugs Helpline 0800 776 600 - Freephone

Narcotics Anonymous Helpline for drug and alcohol users
Tel: 020 7730 0009

H.A.G.A Advisory group for alcohol users
Tel: 020 8800 6999

GamCare Helpline for gamblers
Tel: 0845 6000 133

National Aids Helpline Tel: 0800 567 123 - Freephone

Childcare Support Services Provides childcare support for children 0-11years old and their families
Tel: 020 8219 5579

Childcare Partnership Free NVQ childcare training to help you find work and help for working parents

Tel: 020 8880 4136

RELEASE

Legal advice and emergency drugs service
Tel: 020 7603 8654

MIND

Helpline for mental health
15-19 Broadway, London E15 4BQ
Tel: 020 8522 1725

**London Gay &
Lesbian Switchboard**

P.O. Box 7324., London N1 9QS
Tel: 020 7837 7324 – 24 hour helpline

Stonewall Housing

2a Leroy House, 436 Essex Road, Islington N1 3QP
Tel: 020 7359 5767

National Debt Helpline

Tel: 0808 808 4000

Quit Smoking

Helpline for smokers
Freephone - 0800 085 6258

SHOPS AND SUPPLIERS

Argos

High Road, Wood Green N22
Ferry Lane Retail Park, N17

Pennywise Furniture

24 West Green Road, Tottenham, N15
Tel: 020 8800 8428

Lordship Cookers

Tel: 07933 570707

BDC Electrical Goods

590 Green Lanes, Haringey N15
Tel: 020 880 2001