

London Borough of Hounslow

Local Offer for Care Leavers



"This is our offer to you, so you know what to expect and what help and guidance you will receive from us throughout your journey from care to adulthood"

Hounslow Corporate Parenting Service



**London Borough
of Hounslow**

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Specific amounts of funding quoted in this document are subject to change between review dates, and therefore should be checked on a regular basis.

1. Introduction to Leaving Care

What does being 'a care leaver' mean?

If you have been in care, you will become 'a care leaver' once you turn 18. You will be offered support from the Council until you are 25 to help you move to adulthood and independent living.

We know that making this transition to adulthood is not easy if you have been in care, so we will offer you advice, guidance and encouragement. We will also make sure your views are listened to and you will have someone you can trust and talk to about how you feel.

What is the Local Offer for Care Leavers?

Local Authorities have a legal duty to support young people making the transition from care to adulthood. It is our responsibility to make sure you know what services are

available to you, and what you can expect to receive when you are in care. This Local Offer for Care Leavers aims to clearly set out what you are entitled to and what we expect from you. It will help you make the most of services available, so you can make the most of your independence. To be eligible for the support set out in this leaflet, you must have been in care for at least 13 weeks between the ages of 14 and 16 (including your 16th birthday) or for 13 weeks after your 16th birthday. Some young people leave care at the age of 16 and



17. If you are not sure whether you qualify for support, please ask your worker. If you feel like we are not doing what we have said we will, then please tell us. Go to the Getting Your Voice Heard section to find out how.

Your Leaving Care Worker

Once you turn 18, you will be supported by a worker in the Leaving Care Team. The level of support you receive from your leaving care worker will vary depending your individual circumstances. There are times when the support may increase or decrease depending on what is happening in your life. The level of support you need will be discussed, agreed and recorded in your Pathway Plan and reviewed as part of that plan every 6 months. If you are over 21 you may not have a Pathway Plan but the level of support you need will still be discussed and agreed with you and recorded. Most of the leaving care workers are Personal Advisers (PA) but some are Social Workers (SW). Your worker will support you until you are 25 if you need it. A PA/

SW in the Leaving Care Team will be identified for you after you turn 17 so that you can get to know them before they start working with you at 18. Your worker will keep in contact and meet with you at your home or somewhere else if you prefer. They will give you advice, guidance and information to help you make the best choices for you.

You can contact your PA/SW directly (you will be given their contact details when they start supporting you) or through the Leaving Care Duty Team:
Tel: 020 8583 4580
(9am–4.45pm Monday to Friday)
Email: CFLeavingCare.Duty@hounslow.gov.uk
In person: Leaving Care Team, Hounslow House, 7 Bath Road, Hounslow, TW3 3EB

PA support when you turn 21

From 1st April 2018, a change in the responsibilities of local authorities makes sure that the London Borough of Hounslow provides care leavers with support from a PA, if they need this support, until age 25.

Previously, only care leavers in education could receive support after age 21.

If you turn 21 after 1st April 2018

What we offer

Your PA/SW will talk to you about whether you need to continue receiving their support after you turn 21. If you do, your Pathway Plan will be reviewed with you to record what support is needed at this time. Support from a PA will continue for as long as you need it to; until you turn 25.

What is your responsibility?

- To make clear to your PA/SW whether you still need support after you turn 21 or if you want the support to end.
- If the support ends but you decide at a later time that you need it to start again, it is your responsibility to make this request. You can do this at any time until you are 25.

If you are age 21 to 25 and are not currently receiving support from a Personal Adviser

What we offer

We will provide you with

support from a Personal Adviser if, after an assessment, it is clear that you still need it. You can request this support at any time after the age of 21, up to age 25. You may want to request support if you are having difficulties with managing your independence or adjusting to adult life. You may not need or want the same amount of support from a PA that you had when you were age 18-20, but you are still entitled to ask for it.

What is your responsibility?

- To request support from a Personal Adviser if you want it. You can make the request by; Email: CFLeavingCare.Duty@hounslow.gov.uk or Telephone: 020 8583 4580 or Post: Leaving Care Team, Hounslow House, 7 Bath Road, Hounslow, TW3 3EB.

Once you have made the request you must attend an assessment with a Personal Adviser to discuss what support you need.

Exceptional Circumstances

Hounslow is not required to provide PA support to you if you do not want it. However, in some circumstances a PA



might consider that a care leaver needs support to avoid putting themselves at risk of harm. In such cases, the PA may continue monitoring the welfare of the care leaver, and to take appropriate action if necessary.

Following the assessment, several things can happen, and these depend on the seriousness of the issues and how best you can be supported. You may be:

- Signposted to another organisation/department to seek help
- Offered a service through Leaving Care Duty so that you can be supported through a few Duty appointments/contacts
- Allocated a PA for a period of time so that you have dedicated support for a while

In a few cases, and dependent on your circumstances, it may be agreed that a service will not be offered to you. If you are not happy with the outcome you can ask to speak to a manager to discuss further.

As with all people living within the London Borough of Hounslow, we take great care to balance the risk of harm with the rights and freedom of individuals to choose their own lifestyles.

Your Pathway Plan

Every young person between the ages of 16-21 in care or a care leaver (and up to 25 if needed) has a Pathway Plan. The plan sets out the individual package of support that Hounslow Council will provide to prepare you for independent living and to help you achieve your goals. It will include your education, employment or training goals, any health needs, housing, finance and any other information you and your worker agree on. Your worker will review your Pathway Plan with you (at least twice a year, but more if needed) and meet with you to check your goals and milestones are still correct and being met.

If you do not have a copy of your Pathway Plan please contact your PA/SW or the Leaving Care Team.

2. Where You Will Live

Your accommodation needs should be planned before you turn 18 as part of your Pathway Plan.

Planning should look at all options that best support your circumstances. These options are:

'Staying Put' - Staying with your foster carer after age 18

If you are in foster care and it is agreed by you, your carer and your social worker that the best thing is for you to stay living with your foster carer after you turn 18, you will be given the option to stay until you are 21. You will be given other options of where to live before this decision is made. For more information about Staying Put you can ask to see Hounslow's 'Staying Put Policy'.

'Staying Close' – Keeping in touch with your children's home after you stop living there

If you live in a children's home it is possible to move somewhere near to that home and receive support as you make the transition to more independent living.

Semi-Independent Accommodation

A home in a shared house or group of single flats with support workers (or they might be called 'keyworkers') who will either live there too or be there for certain times of the day. Your keyworker will help you settle in and support you with your day-to-day needs and with any problems you may have. They will also help you to learn skills to live independently for example budgeting and cooking.

You will have your own room and your own key but may share a bathroom or a kitchen with other young people.

Independent Housing What we offer

Hounslow Housing have a support package in place for care leavers preparing for independence. They will work closely with your worker to:

- make sure you are aware of all the Housing options available to you

- provide the right support to make sure you are ready to move into independent living
- begin the registration for permanent housing at age 16+
- ensure the right type of housing is offered to you based on what you need
- make sure you understand the housing allocation process
- help you with moving in, settling and keeping your home
- support you to cope with day to day tasks.

Your worker will prepare your housing application jointly with

you. Please talk to your worker as soon as possible if you do not know whether you have been registered for permanent housing. Or you can contact Isabel Cardenes, Leaving Care Transitions Project Officer Isabel.cardenes@hounslow.gov.uk

What is your responsibility?

To attend the compulsory Money Management Course to learn how to budget (your worker will tell you about this). You will need to be in education, training or employment before you will be considered for housing.



You will need to show that you can cook, manage your money and keep your home tidy.

Once you have been given your housing you are responsible for paying your bills and abiding by your tenancy agreement.

Paying for Rent and Accommodation

When you turn 18 you are expected to pay for your own rent and accommodation.

- If you get Job Seeker's Allowance or Employment and Support Allowance you can apply for Housing Benefit/ Universal Credit to go towards or cover the cost of your accommodation.
- If you are in Higher Education you are expected to apply for grants and loans and use this funding to pay for your term time accommodation and living costs.
- If you are receiving Universal Credit, your worker can apply for your rent to be paid from your Universal Credit payment direct to your landlord without it coming to

you first. This may help you manage this payment better.

There are some circumstances where the Leaving Care Team will pay towards your accommodation costs including:

- If you need to stay at your residential placement because of complex or Special Educational Needs
- You are at university or a residential Further Education establishment and you need accommodation during the holidays
- You are over 21, in full time education and are not able to claim benefits or apply for a grant or loan.

If you are in Further Education on a part time course and you pay for your own rent, you may be able to get Housing Benefit payments from the Department for Work and Pensions. Your worker can help you with this.

Moving Costs

The Leaving Care Team will pay for moving costs in exceptional circumstances.

Council Tax Support

If you live within the London Borough of Hounslow

Care leavers on a low income and who qualify for council tax support (CTS) will receive up to 100% reduction on their Council Tax Bills (Ages 18 – 20). You will need to complete an application form for CTS. https://www.hounslow.gov.uk/info/20020/council_tax_discounts

The Leaving Care Team will pay Council Tax Bills for care leavers on a high income who are not eligible for CTS. Social Care will provide the information to Revenues & Benefits (R&B). Social Care will pay the council tax liability on behalf of the care leaver.

If you live outside of the London Borough of Hounslow

Social Care will pay Council Tax for Hounslow care leavers who do not live in Hounslow (Ages 18 – 20). You will be asked to present the Council Tax Bill to your worker.

You will be asked to ensure that you apply for a Council Tax Reduction/Support, in the area

you live in, before you present your Council Tax Bills to your worker.

Council Tax before 01.04.18

Social Care will send names to Revenues Benefits of young people in arrears from last year who are working and have not paid their council tax. Revenues and Benefits will suspend recovery action – therefore you will not receive further demands for council tax.

End of Council Tax Exemption

A letter will be written to you 3 months before your Council Tax Support ends to advise you of the date you will be expected to pay your own Council Tax.

Important – if you are unsure about your Council Tax Reduction or if you are receiving letters about late payments or arrears contact your worker as soon as possible. The quicker you do, the easier it will be to sort out. **DO NOT IGNORE LETTERS ABOUT YOUR COUNCIL TAX OR ANY OTHER PAYMENTS - ALWAYS SPEAK TO YOUR WORKER.**

Setting Up Home Allowance

You will receive up to £1400 to buy furniture and appliances for your home. We will put you in touch with a maintenance person who can give you advice and information you need about your property. This person can also help you make improvements to your property if needed.

Accommodation during the holidays if you are away at University

You will receive a student loan to cover the cost of your accommodation at university.

Hounslow Council can help pay your accommodation during the holidays if there is a need. The amount paid will be discussed with you.

REMEMBER - If you are unhappy with where you are living or with the support from your keyworker, or with any of the plans being made for you please talk to someone. We cannot help if we do not know about the problem. Speak to your worker or see the **Getting Your Voice Heard** section of this offer.



3. Financial Support

For full information on Hounslow’s financial support package for care leavers including costs related to your education, you can ask your worker to send you the ‘Care Leavers Financial Support’.

The financial support you receive will be set out in your Pathway Plan which should be developed with you. It will set out the areas of support, amounts to be paid and how often you will receive payments.

Who is entitled to support?

It will depend on what your leaving care status is - for example how long you were in care for, your age and, if you were an asylum seeker, whether you are ‘Appeals Rights Exhausted’. Your worker will be able to tell you what your status is and what you are entitled to based on this.

Bank Account

You should have a bank account by the time you are 16 (unless you are a newly arrived asylum seeker). Payment of all allowances and grants will go

into your bank account unless there is a reason why you are not able to manage your own money.

Savings

If you were in care for a while you will have money in a savings account that you can access when you turn 18. The **weekly** saving that will be have been put in a bank account for you until you turned 18 are:

- Age 10 and under £5 per week
- Age 11 and over £10 per week

Subsistence

If you are 16 or 17 living in a semi-independent setting you will receive subsistence payments as you are not yet old enough to claim benefits. Subsistence payments will be paid into your bank weekly to help with your day to day living costs.

Benefits

Just before your 18th birthday you will be expected to submit a claim for benefits. Your worker will discuss and plan this with you as part of your Pathway Plan and provide support with the application process. You will be supported to manage your income so your everyday needs such as food, travel, toiletries and any contribution to service charges, utility bills and rent are met.

If you are in education you are, in some circumstances, entitled to claim Income Support (IS) and Housing Benefit (HB) or Universal Credit (UC), depending on the area you live in.

Universal Credit is a single monthly payment for people in or out of work. For more information about this go to <https://www.gov.uk/universal-credit>

If you are ill or disabled you can claim Employment and Support Allowance (ESA) which provides financial support if you are unable to work or study,

and personalised help so that you can work if you are able to. How much ESA is paid depends on your circumstances, such as income, the type of ESA you qualify for and where you are in the assessment process.

If you are a young parent there are various benefits you can claim to help with living costs, housing and education. For more information go to <https://www.gov.uk/help-with-childcare-costs/tax-free-childcare>

The Leaving Care Team will help young parents who wish to take up education, training or employment opportunities to identify possible funds to cover childcare costs so that you can achieve in your chosen field of either education training or employment.

Support with benefits

Your foster carer, PA or keyworker will help you apply for benefits when you are old enough. If you are receiving benefits because you are not working you must attend appointments with the Job

Centre so that your benefits are not stopped.

There is a Benefits Officer available to help you with anything related to benefits. You can see them in person at the Civic Centre on Tuesdays and Thursday or ask your worker.

Income changes

Sometimes your income source may change and you experience a period without any money coming in such as:

- When waiting to receive welfare benefit payments
- When stopping benefits because you have found a job
- When moving from one type of benefit to another

If this happens, the Leaving Care Team will provide financial support equivalent to your

benefit entitlement for up to 6 weeks, once you have given proof of the change in your income (examples of proof could be a benefit claim, or a job offer). If support is needed longer than 6 weeks this will be the decision of the Leaving Care Team manager. You may also be provided with food vouchers or travel cards.

Sanctions

If you have your benefits payments reduced or stopped for a period of time this is called a 'sanction'. You may be sanctioned if you are not doing what you should to find employment. If this happens, your worker will support you to get your benefits restarted, and provide you with assistance in getting food vouchers if needed and apply for help from other





agencies or organisations.

In exceptional circumstances, The Leaving Care Team Manager may allow a payment to be made to you if it can be shown that you have tried all the options and you've been unable to get support.

More information on all benefits can be found at <https://www.gov.uk/browse/benefits>

Emergency Payments

If you are waiting for your benefits to start/you are unable to claim benefits or if you have an emergency which has left you with no money speak to your PA/SW. You may be offered food vouchers or subsistence to help you until you receive your benefits.

Crisis Grants

Care Leavers can apply for a Crisis Loan from the Department for Work and Pensions if you:

- need extra help in an emergency
- are working but are on a low income

Budgeting Skills

When you are age 16+ we will offer you a two-day Money Management course called 'Money Works'. Budgeting is a very important life skill so it is important that you take up any opportunities offered to you. This course is compulsory if you are applying for independent housing. You will also be offered budgeting sessions with your key worker or support worker.

Other sources of funding

There are some organisations and charities which awards grants to care leavers to help with things like education and training and moving into independent accommodation.

<http://www.thecareleaversfoundation.org/grants.php>

<http://www.buttleuk.org/pages/grant-programmes.html>

<http://www.capstonecareleavertrust.org/home>

<http://www.propel.org.uk>

<http://www.propel.org.uk>

<http://www.propel.org.uk>

4. Important Documents

Speak to your worker if you need to apply for any of the following:

- **Birth Certificate** – If you do not have a birth certificate we can apply for one on your behalf.
<https://www.gov.uk/order-copy-birth-death-marriage-certificate>
- **Passport** – We will support with an application for a passport if you do not already have one. You will need to apply and pay for a replacement passport when yours expires or if it is lost or stolen. Your passport is your main source of ID so it must be kept very safe.
<https://www.gov.uk/apply-renew-passport>
- **British Citizenship** – If you are not a British Citizen but are entitled to apply we will support you to do this.
<https://www.gov.uk/browse/citizenship/citizenship>
- **National Insurance (N.I) number** – from age 15 years and 9 months you can apply for your National Insurance number. You will need to have this to be able to work, claim benefits, apply for a student loan at university and to vote in elections. You must have the right to work or study in the UK to get a National Insurance number.
<https://www.gov.uk/apply-national-insurance-number>
- **Driving Licence** – We will pay 50% of the cost of your provisional driving licence, a maximum of 20 driving lessons, your theory and practical tests. However, you will need to show that you need to drive for educational, employment or training purposes. This will need to be agreed and written into your Pathway Plan
<https://www.gov.uk/browse/driving/driving-licences>
- **REMEMBER** – Once you have these documents it is essential that you look after them and keep them safe as you will need to pay to replace them.

- **Accessing your personal information held by Hounslow Council**
Hounslow Council holds information about any person who receives social care services from them. After your 16th birthday you have the right to ask to see the

personal information we hold about you. Please talk to your worker about this. They will talk to you about this decision and make sure that you are prepared to see the information as some of it may be distressing to read.



5. Your Education, Training And Employment

For full information on Hounslow's financial support package for care leavers, including costs related to your education, please ask your worker for the 'Care Leaver's Financial Support Policy'.

Virtual College – We have a team responsible for supporting you with everything to do with your education, employment and training. They are part of our 'Virtual College' and will help to keep you in education and make sure you have all the extra support you need (e.g. tuition). If you need information or have worries contact the Virtual College on 020 8583 2745 /3559/2787 or ask your worker to put you in touch.

Workshops to support you getting into education, employment or training

Every Wednesday & Thursday in the Library of Hounslow House 11am-3.30pm. Get support with finding and applying for college courses, apprenticeships, traineeships and jobs.

Tuition – We can support you with 1:1 tuition if you need to retake GCSE Maths or English.

Access to a computer– If you need a computer to enable you to complete any education or training speak to your worker.

Exam rewards – You will receive some money from us for your educational achievements.

Make sure you give your worker a copy of the certificate to receive your reward. We reward ESOL and GCSE through to Degree Level. Exam rewards are paid dependent upon level and grade.

Finding work and Interview Allowance – support includes:

- A one-time offer of £50 for interview or work clothing
- Interview practice
- Help with creating your CV and personal statement and applying for jobs
- Travel money for confirmed interviews

Further Education Bursaries

Care leavers attending college should get the college's 16-19 Vulnerable Bursary of £1,200 which you are entitled to and from which you can pay for essential study expenses like travel, course materials and food. When you apply for this bursary you will need to show evidence of your course including term dates and that you are attending regularly. Apply through your college's Student Services Department. You will need to request a letter from your PA/SW confirming you are a Care Leaver.

If you are over 19 you can apply to the colleges' Discretionary Learner Support Fund

requesting money to help with travel and lunch but this is not guaranteed.

If you are over 19 and on a Level 3 qualification you may be able to apply for and Advanced Learner Loan through Student Finance. Check if you are eligible to apply at <https://www.gov.uk/advanced-learner-loan>

Course materials or equipment not covered by a bursary

If there is anything you need that the bursary does not cover the cost of your worker will support you to look at other financial support (like charities). In exceptional circumstances the Leaving Care Team may pay towards the cost of essential equipment.



Attendance rewards

If you maintain a 95% attendance rate at college you will receive a reward during holiday periods (excluding summer holiday)

- October and February half term - £10
- Christmas and Easter Holiday - £10 x 2

For more information on financial support for further education see:

<https://www.gov.uk/further-education-courses/financial-help>

Higher Education

Hounslow are committed to supporting care leavers to achieve their full potential. We offer lots of help for care leavers who want to go to university for up to four years including:

- A Higher Education Bursary of over £2,000 which is made up of weekly subsistence, holiday rent and stationery/computer equipment
- Support to visit universities before you accept a place
- Help with the initial costs of

moving to and from university

- Accommodation during the holidays

Please contact the Virtual College if you are thinking about applying for university.

Financial Support for Higher Education

When at university you are expected to apply for all available financial support and bursaries that you are entitled to. These include:

- Maintenance Loan
 - Living away from home, outside London up to £8,944
 - Living away from home, in London up to £11,672 (repayable)
- Tuition Fee Loan – to cover the cost of course fees which is paid directly to your university
- Bursary – a one off payment from your university. Many universities offer provide additional bursaries to care leavers.

More information about higher education, funding and opportunities can be found:



<http://www.propel.org.uk>
Find support available from universities and colleges in the UK including a named university adviser to contact and details of the available bursaries.

<https://www.thecompleteuniversityguide.co.uk/universities/applying-to-university-as-a-care-leaver/>

<https://www.gov.uk/extra-money-pay-university>

<https://www.prospects.ac.uk/>

Young people attending university are expected to cover ALL tuition costs, term time accommodation costs/bills/tv licence/insurance/broadband from the loans and bursaries to which they are entitled including the Hounslow bursary as outlined above.

The London Borough of Hounslow as a matter of course, does not provide assistance in the form of fees for Higher Education tuition or university courses to those who are not eligible to receive Student Finance UK funding. If

you are not eligible, Hounslow will do an assessment to see what financial assistance you need and how best to support you.

Disabled Student Allowances

Disabled students can claim additional allowances to pay for things like equipment or a helper. This money does not need to be paid back. More information can be found: <https://www.gov.uk/disabled-students-allowances-dsas>

Young people with Discretionary Leave to Remain

Young people who have applied for asylum and have Discretionary Leave to Remain are not able to apply for 'home' fees and Student Support for a Higher Education course in England. This is because eligibility is restricted to those with Humanitarian Protection and their family members. However, Hounslow will do an assessment to see what financial assistance you need and how best to support you.

The Educational Grant Advisory Service (EGAS) is an independent advice agency for people wanting to obtain funding for Higher Education who are not eligible for statutory funding. They can be contacted on 020 7251 7459.

<https://www.family-action.org.uk/what-we-do/grants/>

Apprenticeships

If you get an apprenticeship or traineeship we will provide you with travel money and assist you until you receive your first wage. You may still be able to claim Housing Benefit and help with rent payments. Speak to your PA about financial help when doing an apprenticeship or traineeship. Further information can be found at <https://www.gov.uk/apply-apprenticeship>

Travel costs

If you are in full time education or training in London you are entitled to a 18+ Student Oyster photocard which gives you 30% off the cost of your fare.

You can apply here <https://tfl.gov.uk/fares-and-payments/adult-discounts-and-concessions/18-student>

If you live outside of London ask your PA about financial support available to you for travel. You can also check what discounts your local council gives to students here <https://www.gov.uk/subsidised-college-transport-16-19>

We will pay for:

- £10 towards the cost of applying for an Oyster card or equivalent if you do not live in London.
- The cost of an adult travel fare for up to 6 weeks or until you receive your Oyster Photocard

Studying Away from Home

If you want to do a specialist course away from where you live ask your PA or The Virtual College about:

1. Residential Bursaries from the college
2. The Residential Support Scheme

6. Your Health

Your Health Passport – When you become a care leaver you will be given a 'health passport' by the Looked After Children's Nurse at your last health check as a child in care. This will have all your health information in it so keep it safe as it will be useful when you need to access health services as an adult.

Registering with a GP/Doctor – If you are not already registered with a doctor near you, you can ask your PA or keyworker to help you register or go to <https://www.england.nhs.uk/contact-us/how-can-we-help/how-do-i-choose-and-register-with-a-gp/>



Dentists and Opticians

– If you are receiving benefits or in full time education you will have access to free dental and eye care.

Mental Health – If you are feeling anxious, stressed, depressed, angry or upset speak to someone who can help you refer yourself for counselling.

We also have a dedicated Clinical Mental Health social worker for care leavers who can help you. You can also speak to your GP.

Sexual Health – Contraception, family planning and sexual health services for the London Borough of Hounslow - <http://www.sexualhealthhounslow.org.uk/>

If you do not live in Hounslow see <https://www.brook.org.uk/>

Drugs and alcohol support

– we will offer you support and counselling if you need help with issues around smoking, drugs and alcohol.

Please talk to your worker or someone else you trust if you would like help. You can also contact these organisations:

HYPE

<https://www.cnwl.nhs.uk/service/hype-hounslow-young-people-engaged/>

iHear

www.ihearpartnership.org

Frank

<http://www.talktofrank.com/>

Access to leisure centres – If you want to use leisure centres for swimming, gym and other types of exercise speak to one of the Participation Officers for Children in Care and Care Leavers:

Chloe Sullivan

chloe.sullivan@hounslow.gov.uk /
07432 594042

7. Getting Your Voice Heard

Talking about your wishes and feelings, and knowing your rights are very important when you are a care leaver.

We will do everything we can to make sure you are safe, well and happy but we need to know how things are for you and to learn from your experiences. We have a legal responsibility to listen to you and involve you in decisions that affect your life.

If you think that we are not providing something that is included in this Local Offer for Care Leavers it is important that you tell us.

What we offer

As well as your leaving care worker there are other people who are here to listen to you.

An independent advocate – If you are unhappy with how things are going and feel like the local authority is not helping, you can speak to an Independent Advocate from Action for Children. They are here to listen to you and help you speak up.

To speak to an advocate from Action for Children call 020 7254 9408.

The Participation Service –

The Participation Service gives young people in care and care leavers opportunities to have their voices heard to help make positive changes to the care system. We also run lots of projects, trips and activities to help you learn new skills, build your confidence and meet other children and young people in care and to have fun. A lot of these activities are based within the London Borough of Hounslow but if you don't live here there are still ways to get your voice heard. Some of the things that you can get involved in are:

- *The Children in Care Council and Care Leavers Forum* – Once a month you can meet to discuss issues and work together with other young people, staff and



senior managers to make improvements to the care system and the services young people in care and care leavers receive. Even if you don't live in the London Borough of Hounslow there are still ways you can be involved.

- *The Futures Group* – for Unaccompanied Asylum Seeking Young People to get together once a month to socialise with other young people with similar experiences and gain life skills.
- *Independence Group* - where you can learn about budgeting, cooking skills and get information on benefits and entitlements.
- A weekly drop in where you can meet other young people and get involved in activities

- Taking part in surveys and events to give your views

Plus lots more!

To find out more and to get involved please contact us

Email:

edwin.afriyie@hounslow.gov.uk /
chloe.sullivan@hounslow.gov.uk

Call: 020 8583 2316

Text or What's App:

07432 594042/07968 891278

In person: The Spot, 78

St John's Road, Isleworth,
TW7 6RU (weekdays only)

How to make a Complaint -

You have the right to complain if a problem you are having isn't being solved by your worker or their manager.

You can contact the Complaints Team on 020 8583 3333 or email complaintscrt@hounslow.gov.uk

London Borough of Hounslow

Hounslow House

7 Bath Road

Hounslow

TW3 3EB

Tel: 020 8583 2000

www.hounslow.gov.uk



**London Borough
of Hounslow**