

## Information for Young People

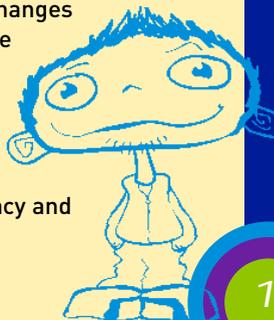
Leaving home (no matter what your age) is a major undertaking in everyone's life; most young people will be supported by family and friends. When you leave home (care) we will do our best to ensure that you're prepared and ready, have someone to offer ongoing personal and emotional support and someone to turn to in times of crisis.

We are committed to ensuring that when you leave care you'll have a similar level of support as most "good parents" would offer their children when they leave home.

Recent changes in legislation (Children's Leaving Care Act 2000) have emphasized the fact that local authorities have to do a lot more to support/prepare young people as they leave care, ensuring that support is offered up to at least the age of 21.

We recognise that preparation for independence is an ongoing process, it does not begin at 16 and end at 18, it is a gradual process into adulthood with many adjustments and changes taking place until a reasonable level of independence is reached.

We'll ensure that the support offered will be tailored to suit your needs in both its frequency and duration.



## Leaving Care Policy/Procedures

Knowsley has redeveloped its policy and procedures reflecting the new Children's Leaving Care Act.

Some of the main statements are as follows:

To offer:

- Support to enhance young people's self respect, individuality and choice.
- Ensure effective preparation for leaving care takes place.
- Clear standards and procedures for everyone involved in the young persons life to ensure that no young person is inappropriately discharged from care.
- Consistent support during and after leaving care.
- The support offered is reviewed on a regular basis via pathway planning.
- Offer a range of accommodation and appropriate support.
- Fair, open and consistent financial support.
- Good after care arrangements, including help in times of crisis.



- Access to Knowsley's complaints procedures.
- Sound monitoring and evaluation of services and outcomes, which involves service users and service providers.

We have a responsibility when you leave care to provide you with information on issues such as:

- Financial information.
- Information, access and contact with local Social Work Teams and The Leaving Care Team.
- Information on other local services available (and some national services).
- Information if you need to complain about a service.
- Information about Criminal Injury Compensation (CIC).
- Information about accommodation.

A Reminder of the main changes the Act has brought in:

- A new duty on local authorities to assess and meet the needs of young care leavers aged 16 to 17.
- The authority will have responsibility for you - no matter where you live - up to the age of 21 (or 24 if in higher education).
- The authority has a duty to keep in touch with you (up to 21).
- Young people, 16 - 21, must have a Pathway Plan.



- Young people, 16 - 21, must have a Personal Advisor.
- Social Services now have a duty to assist care leavers in higher education with accommodation out of term time, and generally assist with the costs of higher education and training.
- Social Services will now be responsible for financial support and accommodation costs for aged care leavers 16-17 (eligible/relevant). You will not be able to apply for benefits as before - unless you are a lone parent, sick or disabled.

The government has also introduced new titles and headings to explain which young people come within the new act and **what** they are entitled to.

### *Eligible Young People*

If you are aged 16 or 17 and have been looked after for at least 13 weeks since the age of 14 and you're still looked after (whether you are on a Care Order or Accommodated).

### *Relevant Young People*

If you are aged between 16 and 17 and have been looked after for at least 13 weeks after the age of 14 and have left care. (You cannot now claim benefits if you are a relevant young person, even if you're not on a care order.)

### *Former Relevant Young People*

If you are aged 18 to 21 and have been either eligible, relevant or both. If, at the age of 21, you're still being helped by the authority with education or training, you remain a former relevant child until the end of your education or training even if this takes you past the age of 21. (You can claim benefits at the age of 18).

### *Qualifying Young People Aged Over 16*

If you are aged under 21 (under 24 if in higher education or training) and you have been looked after or accommodated after the age of 16 and there is no one to offer support and advice you are considered a 'qualifying young person' and we have some duties and responsibilities for you. (You can claim benefits from 16 years onwards if you're a young person in this category but only if you're not at home.)

### *The Responsible Authority*

The Council that last looked after the young person (which means Knowsley).



### *What Young People are entitled to*

#### Eligible Young People (aged 16 or 17)

- All the provisions of the looked-after system (residential care, foster care).
- A Personal Advisor (at age 15 and a half).
- A Needs Assessment (before you're 16).
- A Pathway Plan (when you're 16).

#### Relevant Young People (16 or 17)

- A Personal Advisor.
- A Needs Assessment.
- A Pathway Plan.
- Accommodation costs and a personal allowance will be paid if your not living at home. If you are living at home a personal allowance may be paid dependant on your carers and your personal financial circumstances.
- Assistance to achieve the goals (eg. educational goals) agreed and set out in the Pathway Plan.

- The authority must "keep in touch".

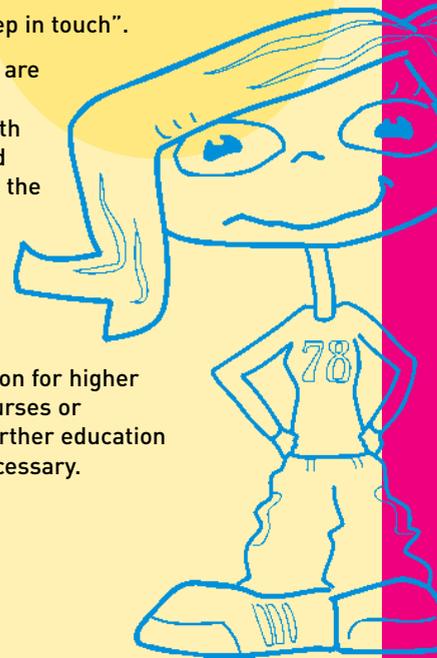
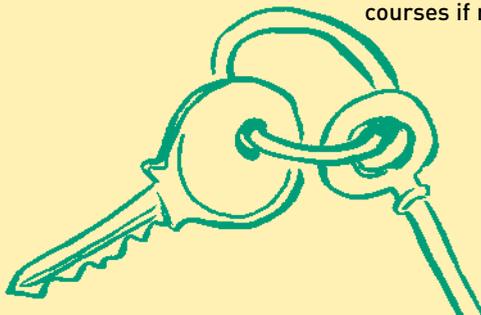
#### Former Relevant Young Person (18-21)

- The authority must "keep in touch".
- A Personal Advisor.
- A Needs Assessment.
- A Pathway Plan.

- Assistance with education and training.
- Assistance in general.
- Vacation accommodation for higher education or residential further education if needed.

#### Qualifying Young People and Young People Aged 16-21

- A duty to advise and assist.
- A duty to assist if in crisis (subject to an assessment of your needs).
- We must "keep in touch".
- Young people are entitled to assistance with education and training up to the age of 24.
- Young people are entitled to vacation accommodation for higher education courses or residential further education courses if necessary.



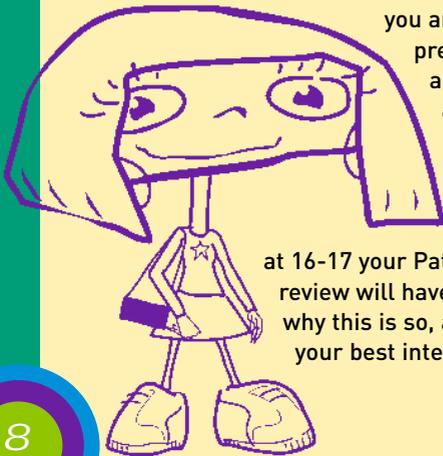
## Some Questions (and Answers)

### *Who will offer me support?*

The Leaving Care Team will begin working with you to develop your Pathway Plan (15-16). This does not mean you'll be leaving care at 16 - they'll begin to get to know you, and if you do leave care before you're 18 they'll be your main support - with other people like your social worker, residential carers, foster carers etc. The Leaving Care Team will also be your main support when you leave care at 18 - up to the age of 21.

### *Do I have to leave care at 16-17?*

The new Act makes it very clear that you should not be leaving care until you are ready and prepared to do so and you should at least stay in care until you're 18. If you do move out of care at 16-17 your Pathway Plan review will have to indicate why this is so, and that it's in your best interests to do so.



*If I'm 16-17 and leave care, can I go back into care if I can't cope/manage?*

They'll be a section in your Pathway Plan that indicates what happens (for whatever reason) if things don't work out. This will not always mean that you go back into care, but it may be one of the options, especially if your health and welfare are at risk.

### *How will I get my money if I leave care at 16-17?*

Your Personal Advisor will help you set up a bank account (if you have not got one already). Social Services will then transfer any agreed monies to your bank account. Any accommodation costs Social Services will pay to whoever is providing it.

It's important you work closely with your Personal Advisor in getting your budgeting skills sorted out. We'll help you out now and again if you get into a financial crisis, but generally you'll be expected to manage on the money you get from Social Services, along with any money you get from employment, schemes, etc.

You need to be aware if we consider that you're not using any monies paid to you from Social Services in a proper fashion, and your health and welfare is at risk, or its considered that generally you're not managing very well, direct payments to you will be reviewed and other arrangements made with you to ensure your money is managed better.

## Some Questions (and Answers)

*If I leave care at 16-17 and the Act says accommodation is my right - can I have any type of accommodation?*

Accommodation will be arranged to suit your needs and abilities. It will not always mean you'll have your own accommodation. If this is so, it will have to be accommodation at a reasonable rent, so that if you carry on living there at 18 - it will still be affordable to you. Any accommodation for you must be safe and in a good condition and the housing providers must be considered of a good character.



*What if I leave care at 16-17 and want to move out of the area?*

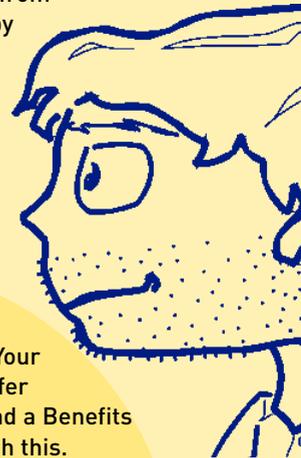
It would be better for you to stay in the Knowsley area so the people that know you best can offer you the support you need (as detailed in your pathway plan).

If you do intend to move out of the area, your Social Worker/Personal Advisor will need to know where you intend to move to, then we can arrange for another Social Services or agency to offer the agreed support on our behalf.

## Some Questions (and Answers)

*Can I claim any benefits if I move out of care at 16-17?*

Generally no – all costs from now on have to be met by Social Services, but if you're a lone parent, sick or disabled and living at home or in other accommodation you'll still be able to claim benefits - but not housing benefit, Social Services will still be responsible for your accommodation costs. Your Personal Advisor will offer you advice or recommend a Benefits Advisor to assist you with this.



*Who can I contact if I have an emergency?*

During office hours (9.00 am - 5.00 pm) you should contact either your Social Worker in the local team or The Leaving Care Team. At all other times there is a duty team you can contact - all numbers are in the section Social Services contact numbers. If you can't contact your own Social Worker or Personal Advisor both teams have someone "on duty" who will assist you. If you're over 18 contact The Leaving Care Team (or duty team 'after hours').

## Some Questions (and Answers)

### *When I leave care do Social Services have to keep in touch with me?*

If you leave care at 16-17 (or 18) it is now a duty for Social Services to “keep in touch” with you, to make sure your safe and well and to offer you support. This contact will be arranged with you, and no doubt how it is arranged and the frequency of contact will change as you get older.

We have to keep in touch with you at least **4 times a year** until you’re 21. We’ll always respect your privacy/lifestyle and arrange with you the best way for this contact to take place.

If at 18+ and you really want Social Services out of your life then we will respect this, but still negotiate with you how best to “keep in touch” with you, and at least ensure you are safe and well.

### *What happens when I’m 18?*

You’ll still have a Personal Advisor and a Pathway Plan, which must still be reviewed, and we must “keep in touch” with you until you’re 21.

When you are 18 our main financial responsibilities end, apart from some general assistance from time to time. If you’re not employed or on a scheme you can now claim benefits to financially support yourself and pay towards your accommodation costs.

If you do want Social Services “out of your life”

## Some Questions (and Answers)

we’ll have to respect this, but we’ll continue to carry out pathway planning and try to “keep in touch” with you to ensure your at least safe and well. The Leaving Care Team will always offer you support if you require it, at least until your 21.

### *Can I go to university at 18?*

If this is what you want to do and you’ve got all the qualifications you require, your Pathway Plan will outline all the support you need. You’ll be supported through university by Social Services, as well as being advised on any student loans, benefits and other bursaries that may be available to care leavers. We’ll ensure you have somewhere to live in the holidays if you need it. This could mean finding you somewhere to live or paying for the accommodation.

### *What happens if I can’t manage on my own at 18?*

The Leaving Care Team will always support you and arrange specific assistance if things aren’t going too well. It may mean you may have to live in shared accommodation for a while or live with



## Some Questions (and Answers)

family/friends until you are better able to manage in your own accommodation. We're aware that living independently can be quite difficult and daunting. If things don't work out (for whatever reason) then Social Services will still support you.

*If, at 16/17, I leave care and I'm living in another area, do I have to return to Knowsley?*

If you live out of the Knowsley area and all your links, friends and relationships are there, and you wish to stay there, then this will have to be taken into consideration when reviewing your Pathway Plan, to ensure that support is still offered, if not by us then on our behalf by another Social Services or agency. This also applies when you become 18.

*What can I get if I was not eligible in the first place?*

If you were never eligible then this means that you are a "qualifying" young person, you can claim housing and money benefits in your own right, but you are still entitled to the following:

- Social Services will help you in crises.
- Social Services have to keep in touch with you.
- You will be able to get help with education and training.

## Some Questions (and Answers)

- You are entitled to holiday accommodation if you are in Higher Education and living away from home.

If you wish to know more about what you are entitled to then you must ask your Personal Advisor or Social Worker.

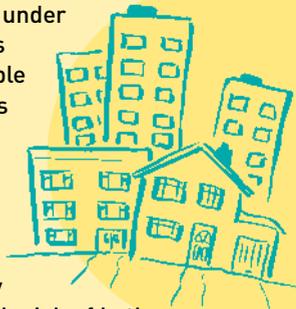
*What happens at 21?*

At 21 the Social Services duties and responsibilities come to end, and would only continue if you were at university and your studies continued after that age. You could still contact Social Services for advice now and again - and time permitting a service may be offered - but at 21 Social Services are under no specific duty to offer you any specific assistance.



## Accommodation

If you have left care and are under the age of 18 Social Services must provide you with suitable accommodation, which takes into account your individual needs and wishes. They must do checks before they move you into the accommodation to make sure that it is suitable. They must also pay for rent. It's the job of both Social Services and the Housing Department to help you with accommodation should you choose to live independently. You should have a choice about where you live, it should be safe and affordable. Accommodation choices could include:



- Staying in care, either foster care, children's home or some other sort of care.
- Convert your foster placement into supported lodgings placement so that you can stay there until you are ready to live independently.
- Accommodation with support so that you can learn skills needed to live independently when you are ready.
- Specialist accommodation for young people with particular support needs such as disabled young people, pregnant young women or single parents.

- 'foyers' and other supported accommodation, which combines accommodation with opportunities for education, training and employment.
- Your own flat with support (at 18+ generally).
- Your own tenancy (at 18+ generally).

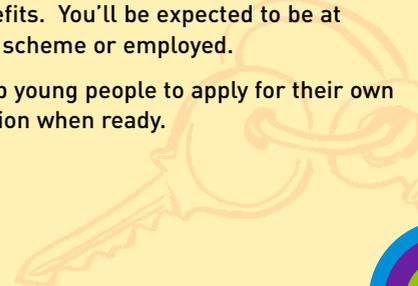
Not all these types of accommodation are available in Knowsley, your Personal Advisor will discuss with you the options that are available in Knowsley or the surrounding area.

### Medium and Short-term Accommodation

**Merseyside Accommodation Project (MAP) -  
Telephone: 0151 443 3895**

MAP provides approved lodging accommodation for young people aged 16 to 18. This means renting a room in someone's house. This may be with a single person, a couple or family. Meals are provided. MAP will also provide general advice regarding housing, welfare rights and housing benefits. You'll be expected to be at college, on a scheme or employed.

MAP can help young people to apply for their own accommodation when ready.



### Knowsley's Homelessness Unit

This provides emergency accommodation in flats to homeless families and those who wish to escape from violence at home. Contact the local housing office or a Social Worker for more information. 'Move on' accommodation can be found if appropriate. (Telephone number is withheld for security purposes). Speak to your Personal Advisor.

### Mother and Baby Unit

Accommodation in Kirkby for women with very young children and for mums-to-be. Can be contacted through the local Housing Department or Social Services. (Telephone number is withheld for security purposes). Speak to your Personal Advisor.



Outside of Knowsley the following projects also offer accommodation and support for women aged 16-25 with babies or who are pregnant!

- YWCA 'Our House' Project, 594-596 Old Chester Road, Birkenhead (Telephone: 0151 645 6787)

### Hostels

Knowsley Council's only hostel is at Field Lane in Fazakerley (Telephone: 0151 443 4410). Only men aged 18-65 are admitted (except 17 year olds for 1 night only in emergencies). There are 36 bedrooms in the hostel and 6 'move on' flats in Kirkby. Meals are provided.

### Flats, Bedsits and Houses

#### Local Authority Housing

Generally, Knowsley tenancies tend to be offered to over 18's. However, council tenancies can be given to 16 and 17 year olds in certain circumstances.

Tenancies will only be granted to under 18's following an assessment of their support needs. A support package will be identified which the young person will be expected to co-operate with (eg. to accept guidance about bills to pay, benefits available, etc.)

Assessments of young persons' housing (and support) needs can be made by Housing and/or the Social Services Department.

As well as providing flats and houses throughout the borough, Knowsley currently provides, and is further developing, supported housing schemes specifically for single young people:

- 52 one bedroom flats and bedsits in Calgarth Road, Page Moss, Huyton.

- 70 one bedroom flats in Mosscroft, Huyton.
- A similar project is to be developed in the Halewood area in the near future.

SHAP  
(St Helens Accommodation Project)

SHAP's Flats

SHAP offers one bedroom housing association flats to single young people in Knowsley, including to those aged under 18.

A tenancy will be offered, if assessed as appropriate, to the young person's needs and tenants must accept support offered (eg. help with filling out benefit forms, guidance on bills to pay and budgeting, etc.)

SHAP's flats are available in the following areas:

- Octavia Court, Huyton
- Westhead Avenue, Kirkby
- Farrier Road, Kirkby Barn Hey, Kirkby
- Lickers Lane, Whiston

0151 548 2050 (SHAP Knowsley for enquiries regarding this accommodation)

Telephone:  
SHAP St Helens  
01744 454056

Other Housing Association  
Accommodation

**Riverside** - only one project for single young people in Knowsley (Derby Square, Prescott, 18 one bedroom flats).

Homes and flats are available throughout Knowsley to over 18's with families.

Riverside can be contacted directly (Telephone: **0151 708 1000**) or young people can be nominated by Knowsley Housing Department.

Other housing associations with accommodation available include:

- Pierhead (including a project for young people aged 18-24 in Dovecot)  
(Telephone: **0151 227 1001**)
- Collingwood (Telephone: **0151 724 5759**)
- Cosmopolitan (Telephone: **0151 227 3716**)
- Hornby Housing (Telephone: **0151 733 8421**)
- Village Housing Association  
(Telephone: **0151 480 1313**)

Housing Associations are generally unwilling to offer tenancies to under 18 year olds. Those that do require a guarantor and/or a 'support package' to be available to the young person.

### Private Rented Accommodation

There is not much private rented accommodation in Knowsley, thus young people have to consider this type of accommodation in surrounding areas (Liverpool, Bootle, St Helens, etc.) Your Personal Advisor will assist you with this reflecting The Children's Act 2000 guidelines.

### What if it all goes wrong?

If your accommodation is not meeting your needs, or for whatever reason staying there is not an option, then you need a 'plan B'. This is called contingency planning in the Children (leaving care) Act 2000. All young people leaving care will have worked out a 'plan B' with their Personal Advisor. This is a back up, just in case the first plan, 'plan A' doesn't work out. This will be part of your Pathway Plan, and will be reviewed and updated with your Personal Advisor.

**Remember – it's very important that you know all the options so that you can base your options on what you think will meet your needs. So talk to your Personal Advisor and plan ahead.**

**Remember – Ask for help if you need it, plans change and that's ok.**



## Abortion

If you think you could be pregnant and need advice about having a termination or you want to discuss your options speak with your carers family, G.P or personal advisor. You can also contact in confidence:

The British Pregnancy Advisory Service:	0845 730 4030
KNOWYAS:	0151 480 3881
Brook Advisory Service:	0800 018 5023 0151 207 4000
Family Planning Association:	020 7837 4044

## Adoption

If you are adopted and want to trace your birth parents, there are agencies that can help you do this, such as:

BAFAD:	020 7593 2000
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## After Adoption

If you have had a baby placed for adoption the After Adoption Care Services can help you.

Web site:	<a href="http://www.afteradoption.org.uk">www.afteradoption.org.uk</a>
Helpline:	0161 839 4930

Both of these organisations offer advice and counselling.

## Advice

You could also contact Knowsley Fostering and Adoption Team for advice: **0151 443 3928**

## Advocacy

The Children's Rights Service (Knowsley) may be able to offer an advocacy role. There is also the National Youth Advisory Service. They can be contacted at:

Children's Rights Service (Knowsley)

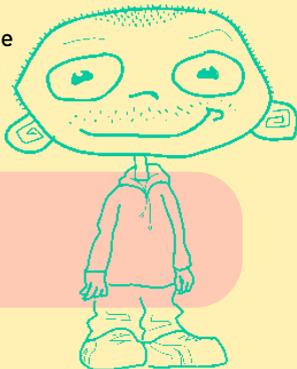
Telephone: **0151 443 3917**

## After Care

When you leave care at any time after your 16th birthday you are entitled to help from the After Care Team until at least your 21st birthday. You will meet up with your leaving care worker before you turn 16, if you are 15 and a half you should ask your Social Worker, foster Carer or key worker about when you are going to meet this worker. The name of the service available to you is The Leaving Care Team. They have an office at:

45 William Roberts Avenue  
Kirkby, Merseyside, L32 0UQ

Telephone: **0151 443 4328**



## A National Voice

A National Voice is an independent service for children and young people in and leaving care, set up to represent the views of young in and leaving care, to help young people meet up with other young people in other authorities and to increase the understanding the general public has of young people in care. For more information contact them at the address and number below:

A National Voice

22 New Mount Street, Manchester, M4 4DE

Telephone: **0161 953 4011**

## Alcohol

It is an offence to purchase alcohol under the age of 18. Under age drinking in pubs and clubs is also an offence in Britain.

Being sensible with alcohol means that you are less likely to make a fool of yourself, be involved in accidents or damage your health in other ways.

If you want to know more information, or have problems with Alcohol, contact the following organisations, speak to your personal advisor or G.P.



Alcoholic's Anonymous:

[www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)

National Helpline: **0800 917 8282**

Liverpool Alcohol Services CIC  
30 Hope Street, Liverpool, L1 9BX

Telephone: **0151 707 1221**

This is a non-statutory community based alcohol service. There is an office based in the shopping square in Huyton, with satellite sessions across St Helens and Knowsley. The service offers a 'drop-in' facility at the Huyton office.

#### Merseyside Probation Service

Merseyside Probation Service has a dedicated Area Substance Misuse Team and has entered into partnership with MCAS to undertake assessment of alcohol based offenders.

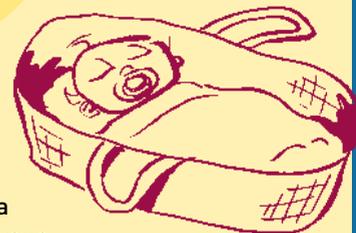


## Babies

If you are having a baby there are lots of local organisations that will make sure that you and your unborn child receive all the health and medical advice you need.

- Health Visitors
- G.P

If you think you may be pregnant and need advice or a pregnancy test see your G.P, or you can also contact the following organisations:



British Pregnancy Advisory Service:	<b>0845 730 4030</b>
National Pregnancy Care Line:	<b>0800 028 2228</b>
Website:	<a href="http://www.pregnancy.co.uk">www.pregnancy.co.uk</a>
KNOWYAS:	<b>0151 480 3881</b>
Brook Advisory Services:	<b>0800 018 5023</b> <b>0151 207 4000</b>
Family Planning Association:	<b>020 7837 4044</b>
Sexual Health Clinics:	See <b>Information Telephone Nos.</b> at the back of this guide.

## Bed & Breakfast

Details on some Bed and Breakfast accommodation are available from local housing offices and the Leaving Care Team.

Bed and Breakfast should only be used for short term use.



## Benefits

If you are entitled to any benefits your Personal Advisor will assist you to get all the benefits that you are entitled to. You can also get help from the:

### Citizens Advice Bureau

Provides information, advice and support on all aspects of welfare rights, including benefit claims and appeals, dealing with debts, housing issues, etc.

Kirkby CAB:	0151 546 2284
Halewood CAB:	0151 486 3593
Prescot CAB:	0151 426 4585
Huyton CAB:	0151 489 5098
St Helens CAB:	0870 751 0941

### Benefits Agency

Provides pensions, child benefit and many other forms of Social Security.

Belle Vale (for Halewood):	0151 801 8000
Huyton: (speech/hearing difficulties) (using a textphone)	0151 443 6500 0151 443 6577
Kirkby: (speech/hearing difficulties) (using a textphone)	0151 549 5000 0151 549 5142
People with disabilities:	0800 882200
Textphone users:	0800 243355

All benefits are now administered by the Department for Work and Pensions (DWP), this used to be known as the DSS. Between the ages of 16 and 18 Social Services will have the main responsibility for assisting you financially. See **Financial Support/Money** section for more information.



## Birth Certificate

Ask your Family Social Worker or Personal Advisor where this is, you'll need it for proof of ID for lots of things.

To obtain a copy of your birth certificate you can contact the Register Office for the area you were born. You will be asked for details of where and when you were born, your parents' names and your mum's maiden name.

To receive a copy of your certificate you will need to pay a fee, depending on the certificate you want.

Local Register Offices include:

Knowsley Register Office      **0151 443 5210**  
High Street, Prescot,  
L34 3LH

## BTIME

*(Bridges to Inclusion Mentoring Education)*

'BTIME' works with young people referred to them by the Youth Offending Team, Youth First, Children First, Education, Social Services and Schools. BTIME offers one to one support for a young person helping them to rejoin education, training and employment. It also encourages and motivates young people to make more constructive use of their time by getting involved in various activities and leisure interests. Speak to your Personal Advisor or:

For further information, telephone:  
**0151 443 3086 / 0151 443 3467**

## Budgeting

Learning to manage your money will help you become more independent and you are the one in control. When planning your budget ask yourself some questions.

- What is your total weekly income?
- Are you having any money problems?
- Are you in debt?
- Have you got any other concerns or issues to do with money?
- Do you have a bank account?
- If you receive money from Social Services, does your Personal Advisor have the details of your account where you can be paid?
- Discuss your budgeting skills with your Personal Advisor, this will be part of your Needs Assessment and Pathway Plan. Your Personal Advisor from The Leaving Care Team will give you advice and support when you leave care SO DON'T PANIC.



## Careers/Connexions

The career's service is now part of Connexions service; an advisor from the Career's may already have met you at school in year 9. They will provide independent advice to help you meet your short and long term goals. The Leaving Care Team has a part-time Connexions advisor who can offer you advice and assistance.

Connexions – Halewood: **0151 486 9263**

Connexions – Huyton: **0151 949 5700**

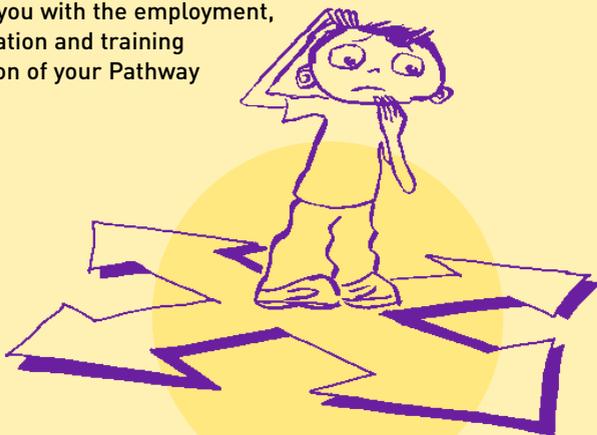
Connexions – Whiston: **0151 431 1019**

Connexions – Kirkby: **0151 545 5400**

Website:

[www.connexions.gov.uk](http://www.connexions.gov.uk)

Your Connexions Advisor can help you with the employment, education and training section of your Pathway Plan.



## Counselling/Advice

As well as information/advice from local GP's throughout St Helens and Knowsley, the following organisations/services offer confidential and counselling on such issues as relationships, contraception, pregnancy and mental health issues:

KNOWYAS: **0151 480 3881**  
(Knowsley Youth Advisory Service)

Knowsley Counselling Agency **0151 480 6270**  
(Huyton)

Community Services Centre, Lathom Road,  
Huyton, L36 9XZ

The Knowsley Counselling Agency offers a free counselling service to individuals, couples and families including children over the age of 14 years.

Victims of Crime  
CVS Building, Lathom Road, Huyton, L36 9XZ

Telephone: **0151 493 1557**

Fax: **0151 482 0135**

The purpose of this group is to help victims of any crime, eg. domestic violence, burglary, rape, etc.

Usually referred by the police or hospital. The service caters for adults and children (with parental consent).



**DIAL: 01302 310123**

A UK network of disability information and advice services run by people with direct experience of disability.

A counselling service for children, young people and adults.

**Women's Health Project**

The following offers information, support, training and educational opportunities to women who are disadvantaged in terms of access to health and education services:

**YWCA: 0151 545 0159**

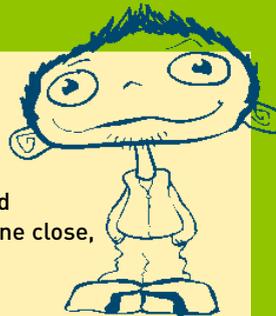
Kirkby Women's Health Project  
Kirkby Health Suite,  
Cherryfield Drive, Kirkby, L32  
8UR

Email: [www.ywca\\_gb.org.uk](http://www.ywca_gb.org.uk)

They also run the 'Access to Opportunity Project' (AtO), specifically for young women 15 to 19. Has a drop-in outreach service. Has also developed services in the Lickers Lane and Halewood areas. Creche available.

**Men's Health**

Though not a local organisation/initiative, CALM (Campaign Against Living Miserably), offers free information, advice and counselling to anyone (but in particular to young men) who are feeling



down, anxious or unsure of what to do (eg. about drugs, debts, sexuality issues, homelessness, loneliness and isolation, the death of someone close, etc).

**Mental Health/Mental Illness**

The following organisations offer information and support to those who experience mental health problems (including anxiety, depression, stress, mania and schizophrenia) and to their family and friends.

- The Advocacy Project (Knowsley): **0151 431 1456**
- Knowsley Child and Adolescent Mental Health Service (for under 16's) **0151 489 6137**
- Knowsley Community Mental Health Team (will not take self-referrals) **0151 430 1358/ 430 1621**
- Samaritans: **0151 708 8888/ 0345 909090**

If you need 'formal' counselling from a counsellor, psychologist, etc., we'll arrange this with you via the Health Service at St Helens and Knowsley. If there is some specific counselling that you require which can not be provided through the health service then the Social Services may fund this.



### In Care

Being in care may have been a positive or negative experience, or a mixture of both. If you want to talk to someone about your experiences, other than your Social Worker or Personal Advisor, then you can contact the following services:

Childline:	<b>0800 1111</b>
Website:	<a href="http://www.childline.org.uk">www.childline.org.uk</a>
Who Cares Trust:	<b>020 7251 3117</b>
Website:	<a href="http://www.thewhocarestrust.org.uk">www.thewhocarestrust.org.uk</a>
NSPCC:	<b>0808 800 500</b>
A National Voice:	<b>0161 953 4011</b>

### Caring

If you are caring for family members or a close friend you may be entitled to additional benefits/services. Contact the Benefits Advice Centre for more information. (See also **Young Carers**).

### Children's Rights Service (Knowsley)

Can give you impartial advice on your rights as well as assist with any aspect of the complaints procedure.

Astley House, Astley Road,  
Huyton Telephone: **443 3917**



### Child Protection

All children have the right to be protected from abuse of any kind. If you want to talk to someone or you are worried about other children then you can contact the numbers listed under Social Services or the Police.

Police:	<b>0151 709 6010</b> (999 if an emergency)
NSPCC:	<b>0808 800 500</b>
Childline:	<b>0800 11 11</b>
Website:	<a href="http://www.childline.org.uk">www.childline.org.uk</a>

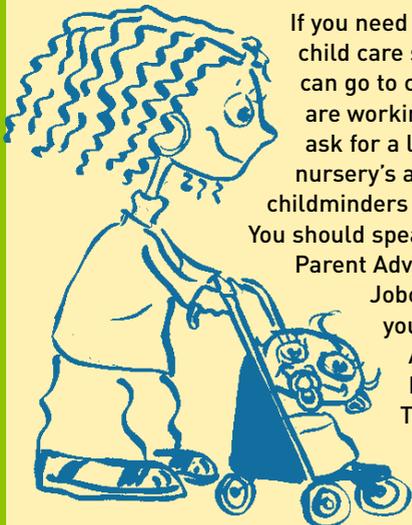
## Children

If you have a child and want support and to meet other parents you can speak to your personal advisor – you can also contact:

Gingerbread Advice Line:	<b>0800 018 4318</b>
Open from 10am - 4pm Monday to Friday	
Website:	<a href="http://www.gingerbread.org.uk">www.gingerbread.org.uk</a>

Also contact Knowsley's Family Centres. For services they provide (see **Family Centres**).

## Child Care



If you need to arrange child care so that you can go to college or you are working, you can ask for a list of nursery's and registered childminders in your area. You should speak to the Lone Parent Advisor at the Jobcentre and/or your Personal Advisor in the Leaving Care Team.

Your Personal Advisor will

discuss options with you and your Connexions Advisor will be able to help.

## Clothes

When you leave care part of your financial assessment may include money for clothes - discuss your entitlements with your Personal Advisor. You can get extra support for any special clothes/uniform you need for work or a training/college course. Also if you are pregnant or have had a baby you are entitled to money for clothes.



## Compensation

Some young people may be entitled to (or already have) a Criminal Injury Compensation Award (CICA), because they have been the victim or a criminal offence. If you think this applies to you ask your Personal Advisor to help you find out. You can see a solicitor and your first meeting with them will be free, ask them about your entitlement to legal aid if you need to pursue a criminal injuries claim. If you have received any compensation money of any kind this could be taken into consideration if you are claiming benefits. Take independent advice from a financial advisor who can help take good care of your money. See your Personal Advisor about getting the right help.

## Complaints and Compliments

If you are happy about the support or service you are receiving from Social Services then you can give them a compliment on their service! If you are not happy with any of the support or services that you are receiving from Social Services then you can make an informal complaint. You must be notified if the complaint cannot be sorted informally.

You can speak to the Social Services complaints officer direct about your grievance, but a written account of your complaint must be sent to:





Complaints Officer **0151 443 4917**  
Performance and Policy Unit  
4th Floor, Municipal Building,  
Cherry Field Drive, Kirkby

Your Personal Advisor will assist you if you wish to make a complaint – or if not your personal advisor, Knowsley Children’s Rights officer may assist you.

CENTRE 63 **0151 549 1494**  
Old Hall Lane, Kirkby

Advice on welfare rights, housing issues, benefit claims (Kirkby area only).

## Contact

You may have brothers, sisters, family members and close friends you want to have contact with. Transport costs and support to meet and visit your family will be written into your Needs Assessment and Pathway Plan. If you are having contact with a person and this is making you unhappy talk to your Personal Advisor. Sometimes if you are under 16 you may not be allowed to have contact with a person if this puts you in danger. Advice and support regarding this is available from:

NSPCC: **0808 800 500**  
Who Cares Trust: **0207 251 3117**  
Website: [www.thewhocarestrust.org.uk](http://www.thewhocarestrust.org.uk)



## Contraception

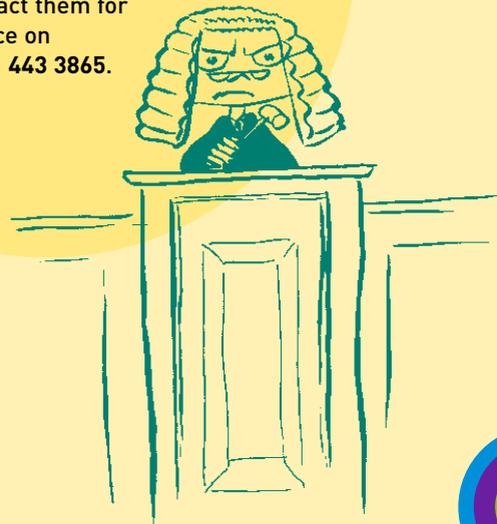
If you need contraception advice and/or services contact:

Your GP **0151 480 3887**  
KNOWYAS: **0151 207 4000**  
Brook Advisory Service: **08457 304030**  
Pregnancy Advisory Service: **08457 304030**



## Criminal Convictions

You have the right to be represented so it is important that you have a solicitor. Knowsley YOT (Youth Offending Team, Knowsley) - you can contact them for advice on **0151 443 3865**.



## Debts

It is very easy to get into money troubles especially when you are on a tight budget, this can cause a lot of stress, if this should happen to you talk to your personal advisor before it gets too bad. You can contact your local Citizen's Advice Bureau and ask them for advice and help. Other helpful numbers/contacts are:

Consumer Credit Counselling Service	<b>0800 138 1111</b>
Gamblers Anonymous: (National Number)	<b>0114 262 0026</b> <b>08700 508880</b>

## Dentists

It is very important to take care of your teeth and mouth and a lot of dental treatment is free. Look in the phone book for a dentist near you. All young people whilst in care must be registered with a dentist. Your Social Worker or Personal Advisor will assist you with this.

## Dieting, the Dangers!

Too much dieting can be bad for your health. If you would like any more information or advice on eating healthily leaflets are available from most Health Centres. If you would like confidential information contact your doctor. (See [Healthy Eating](#)).

## Disability

If you have a disability and are 16-17 you can still claim disability benefits, but your rent will be paid by Social Services. Social Services should also take into account any special equipment or resources that you may need.

Knowsley Disability Concern:	<b>0151480 4090</b>
Deafness Support Network:	<b>01606 47831</b>
Website:	<a href="http://www.mencap.org.uk">www.mencap.org.uk</a>

## Disability Benefits

Your Personal Advisor has the job of making sure you apply for all the benefits that you may be entitled to, you can also access the Benefits Advice Centre by telephone, or appointment. (See [Benefits](#)).

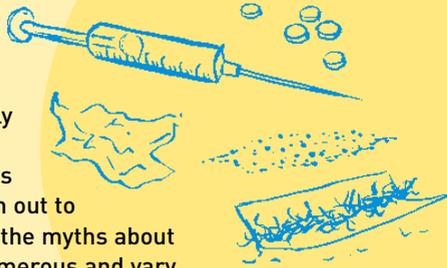
## Doctors

Its important that you are registered with a doctor to find out your nearest local doctors surgery phone the following number or look in the phone book, your Personal Advisor will help you with this.

NHS Direct:	<b>0845 4647</b>
Website:	<a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a>

## Drugs

Drugs can be addictive and dangerous and you could also be breaking the Law! Reactions from drugs vary from periods of pure elation to extreme cases where people have died – what you as an individual must do is arm yourself with the right information about drugs including the medical and legal implications. Always remember that the information given by friends, family and acquaintances may well turn out to be incorrect, the myths about drugs are numerous and vary from region to region but the truth about drugs is extremely important. **Always remember drugs effect people differently, just because someone else enjoys them and has no side effects doesn't mean someone else will be as lucky.**



**Drug Supply** - Buying on behalf of friends or sharing out drugs amongst friends and acquaintances would be viewed as a supply offence and would lead to a court appearance. This is a serious offence and invariably results in a custodial sentence.

**Cautions** - Merseyside police has a caution policy for drug offences. Which means that if you are

arrested for possession of a drug for personal use, which you admit to, then you may be liable to receive the benefit of a caution as opposed to being charged and required to attend court.

**Employment, Travel, etc.** - Future employers may contact the local criminal record office and check on your history prior to offering employment.

Many counties such as America, Australia and Japan will not issue visas to persons with a drug caution or conviction.

If you need more information, advice, help or if you just want to talk to someone, then there are some useful contacts listed below. Also, if there is someone you trust that is close to you it would be a good idea if you talk to them as well, such as your personal advisor.

National Drugs Helpline:	<b>0800 776 600</b>
Website:	<a href="http://www.ndh.org.uk">www.ndh.org.uk</a>
Website:	<a href="http://www.trashed.co.uk">www.trashed.co.uk</a>
HIT Drug Information Service:	<b>08709 909 702</b>
Kirkby Community Drugs Team 149 Cherryfield Drive, Kirkby, L32 8SE	<b>0151 546 7111</b>

The South Knowsley Community Drugs Team **0151 489 3005**

Skelton House, Lathom Road,  
Huyton, L36 9FH

Provides services for drug users, their partners and families in the Kirkby/Huyton areas, multi-disciplinary team made up of the voluntary and health sectors.

Needle & Syringe Exchange Scheme **01744 457343**

St Helens and Knowsley Health Authority  
Cowley Hill Lane, St Helens, WA10 2AP

Provides clean needles and syringes for users, on receipt of dirty equipment in conjunction with 7 community pharmacies in St Helens and Knowsley.

## Education

If you are in education and training (16-18), Social Services are required to consider offering you assistance for any of the following:

- Protective clothing/equipment.
- Education textbooks/equipment.
- Travel costs.

They must also make sure that you have some access to a computer, so that you can complete your work. If you are in Higher Education (18+) you are entitled to vacation accommodation and support. Your Personal Advisor will help you with this. You can also speak to a Connexions Advisor who is based at The Leaving Care Team, part time.

Contact also:

Knowsley Community College:	<b>0151 447 5700</b>
Knowsley Education Department:	<b>0151 443 3585</b>
Education Welfare:	<b>0151 443 3236</b>
Connexions Huyton:	<b>0151 949 5700</b>
Connexions Kirkby:	<b>0151 545 5400</b>

## Electricity

When you move into your accommodation you will have to find out who supplies your electricity. You will probably have to arrange to get it turned on. The name of your electricity supplier should be on the meter, if not then contact your Personal Advisor or landlord, as they will know what to do.

**Never tamper with the electricity supply!**

**Don't forget to get your suppliers emergency call out number.**

## Emotional Support

It is important that you keep in contact with the people that care about you and that you care about, as they can give you the emotional support that you need. If you feel like you want to speak to people that you don't know there are groups where you can go to, ask your Personal Advisor for more information about this. In a crisis you can also contact The Samaritans. If you need to talk to someone in an emergency The Samaritans are open for calls 24 hours a day 7 days a week.

NSPCC:	0808 800 500
Samaritans:	0345 90 90 90
Childline:	0800 11 11
Childline Textphone:	0800 400 222

## Employment

If you are in full/part-time employment (18-21) Social Services may still help you with incentives, travel costs, and special equipment. Also you will still get support, help and advice from your Personal Advisor. If you are looking for a job Careers/ Connexions can help you up to 19, and your local Jobcentre plus can also assist. You could also contact:



Connexions Huyton:	0151 949 5700
Connexions Kirkby:	0151 545 5400
Knowsley New Deal:	0151 443 3467

Pathway Employment Services: (Mencap)	0151 226 4673
Mencap House, Lowerson Road, Liverpool, L11 8LW	

Work with people, school leavers and upwards, who have learning disabilities and guide and support them into employment via training and work experience.

Knowsley Compact  
35 Wilson Road,  
Huyton Industrial Estate,  
Huyton, L36 6AE

0151 477 0077

The Knowsley Compact acts as a broker between Knowsley's Business Community and Schools/Community. They facilitate a wide range of activities supporting the employability of local people by drawing in funds from a range of sources. The Knowsley Compact actively promote social inclusion and access to opportunity for underachieving pupils and unemployed adults.

## Emergencies

If you need to contact a Social Worker in an emergency for advice or help outside of normal office hours, then you can either:

- a) Visit or contact your local Police station and ask the Police to contact the standby Social Worker on your behalf, or
- b) Telephone **0151 221 2741**. You will be put through to a telephone paging service. State that you wish to page number **8295**. Leave a brief message, eg. a telephone number you can be contacted on.

## Equal Rights

No one has the right to treat you differently or badly for any of the following reasons:

- Colour of skin/or country you come from
- Religion
- Sexuality (lesbian/gay)
- Female/Male
- H.I.V.
- Disability

This means that nobody should call you names or bully you, if this is happening to you then you should tell someone like your Social Worker, Personal Advisor, Carer or Knowsley's Children's Rights Officer.



## Family

Your family can still be very important to you and you may want to contact family members who do not live near you or are abroad. Ask your Personal Advisor about the support you are entitled to, to help you keep in touch if you want to.

## Family Centres

Can offer 'walk-in' services but generally Social Services or Health Services would make a referral, speak to your personal advisor.

Kirkby Family Centre      **0151 443 4205/4206**  
45 William Roberts Avenue,  
Kirkby, Knowsley, L32 0UQ

Halewood Family Centre      **0151 443 2145**  
Leathers Lane,  
Halewood, Knowsley, L26 0TS

Page Moss Family Centre      **0151 443 3547**  
Princess Drive,  
Huyton, Knowsley, L14 9ND

Whiston Family Centre      **0151 443 4517/4518**  
Old Colliery Road,  
Whiston, Knowsley, L35 3SX



## Feelings

When you are living by yourself you may at times feel lonely or depressed, if you do feel like this then it is a good idea to talk with someone that you are close to or trust about these feelings. If you feel that you can't talk to your family, friends, Key Worker, Social Worker, Foster Carer's or Personal Advisor about these feelings, there are a few useful numbers at the back of this pack.



## Files

The Division's policy includes the following:

- Under The Data Protection Act 1998 (implemented in March 2000) and supported by The Human Rights Act 1998 (Article 6) you have the right to request access to personal information held by The Division, whether written or stored on computer.
- You are not entitled to know what's been recorded about another person, without the other persons consent, even if that's a family member.
- If your file contains information from someone outside of The Division (eg. a doctor, a psychologist, etc.) The department must ask and receive his/her permission before giving you access to this information.

To request access to information kept by The Division you can either:

- Put in a request to the team manager of the Social Worker Team who worked with or used to work with you.
- Put a request to the Director of Social Services.
- All requests must be in writing and must be dated.
- Once your request is received and The Division is satisfied that you are who you say you are, then The Division has 40 days to comply with your request.

If you are not happy with The Divisions response to your request, or about information you may receive, apart from approaching The Division again you can:

- Complain to the Data Protection Tribunal.
- Appeal via the courts.
- In both cases you'll require the services of a Solicitor.

## Financial Support

The new legislation says that if you leave care before your 18th birthday and that you were an eligible young person (look at the front of this guide to see if you were an eligible young person), then you become a relevant young person. If you are a relevant young person then

you are entitled to the following:

- Leaving care grant (usually when you are 18).
- Social Services to pay rent, this amount should be the same amount you would have received from Housing Benefit.
- Living allowance, this must not be below the level you would have received if you were claiming benefits.
- Incentives for attending training, education or work (discretionary).



If you are pregnant, disabled or a parent then you still have to claim the necessary benefits, ie. income support, but your rent will still be paid by Social Services until you are 18.

Also Social Services must consider the following:

- Travel costs, ie. education.
- Materials/special equipment for education or training.
- Any other costs with education or training.
- Costs associated with pregnancy or disability.
- Childcare costs.
- Clothing.
- Counselling/therapeutic costs.



- Contact with family or close friends.
- Cultural/religious needs.
- Holidays/hobbies.

This does not mean that you will get all the things you want from the above list, you may only get one or two things, but ask!

When you turn 18 you are a formally relevant person. This means Social Services no longer have to give you a living allowance or pay your rent, this

means you will have to claim benefits, student loans or employment. You are entitled to the following financial support:

- Ask your personal advisor for the 'in depth' information on what financial support is currently available. Social services have to provide this if you request it.
- Help with education, training or employment costs.
- If you are doing a Higher Education or Further Education residential course, then you are entitled to vacation accommodation.

The above applies also to 'qualifying' young people (look in the front of the booklet). If you need more information or advice then ask your Personal Advisor or Social Worker.

## Fire

Take great care! Fire can be caused by numerous things, often its smoke that kills. If a fire does occur – get out as quickly as you can and phone 999. Always know the quickest way out.

Some Advice.

- Always ensure any cigarettes/matches are put out before you go to bed.
- Don't overload your electrical sockets (Get a cable extension).
- If you use a chip pan (or frying pan, grill) don't let them overheat – If a fire does occur do not throw water on it – put a damp cloth over it – if in doubt, get out. (Never leave any of the above items unattended).
- If a fire does occur – and there is a lot of smoke – get low down and get out as quickly as possible.
- Don't drape clothing over gas fires or other naked flames.



## Friends

Friends can be very important and can support you a lot. If you want to make friends you could join a local club (see Hobbies). There may also be activities and events organised by The Leaving Care Team that you will be invited to. Ask your Personal Advisor about this.

## Further Education

If you are in Further Education at 18, you are entitled to support and advice from your Personal Advisor and some financial assistance may be given. If in higher education and you are not living at home during the holidays you are entitled to vacation accommodation. If you wish to know more look under 'what happens after 18' in the questions and answers section at the front of the guide, or ask your Personal Advisor. All the financial arrangements will be discussed with you and included in your Pathway Plan.

## First Key

Exists to significantly improve the life chances of young people in and leaving care, through influencing and providing quality services to those with particular responsibility for Young Care Leavers.

First Key  
Oxford Chambers, Oxford Place, Leeds, LS1 2AX

Telephone: **0113 248 3898** (Northern Office)  
Website: [www.first\\_key.co.uk](http://www.first_key.co.uk)



## Gas

When you move into your accommodation and there are gas services, you will need to find out who your gas supplier is. The best way to find out is to ask your landlord. If you have difficulty in sorting out your gas then speak to your Personal Advisor.

**Never tamper with your gas supply!**

Don't forget to get the emergency call out number from your gas supplier.

If you can smell gas and can access it, turn it off straight away.



## General Responsibilities

Living in your own accommodation you will take on some new responsibilities. You will receive help and support from The Leaving Care Team with these new responsibilities.

## Grants

When you leave care you should receive a leaving care grant, to find out what you are entitled to you should ask your Social Worker or Personal Advisor about this. If you are in education or training there are some grants that you could apply for that will pay for equipment/materials that you may need for your course. Also there are some other grants that you can apply for from the benefits agency, ie. community care grant. To find out more about these grants you should speak to your Social Worker or your Personal Advisor.



## Health

It's about how you feel, how fit you are, how much energy you have, it includes mental health, physical health, sexual health, contraception, diet and consumption of drugs, cigarettes and alcohol. If you are worried about any sort of health problem you should speak to somebody about it, even if you feel embarrassed at first, it will help and you will overcome the embarrassment when you start to talk to someone that can help you. Speak to your G.P or your personal advisor.

## Health Costs

If you are aged 16 or 17 and supported by social services because you recently left Local Authority care you are entitled to full help with health costs through the NHS Low Income Scheme.



Fill in a short claim form HC1 (SC) and give details of your name and address and the name and address of Knowsley Social Services. The form should then be sent off in the envelope provided, and an NHS charges certificate for full help will be sent to you. You can get this form from your G.P, Hospitals, dentists, opticians or your local benefits office. The leaving care team have some also.



### Young People in Full Time Education Who Are Under 19

You get free:

- NHS prescriptions.
- NHS dental treatment for any course of treatment that starts before your 19th birthday.
- NHS sight tests.

You also get:

- Vouchers towards the cost of glasses or contact lenses.

'Full time education' means you must be receiving full-time instruction from a 'recognised educational establishment' such as a school, college or university. If it is not registered with the DfES, you still may be able to claim for help with health costs – under the NHS Low Income Scheme.

### Other Young People

You get free:

- NHS dental treatment for any course of treatment which starts before your 18th birthday.

### Pregnant Women (and those who have had a baby in the last 12 months)

You get free

- NHS prescriptions if you have an exemption certificate from the Health Authority.



- NHS dental treatment for any course of treatment that starts while you are pregnant.
- NHS dental treatment for any course of treatment that starts during the 12 months following the birth of your baby.

### If you are getting income support (IS)

You get free:

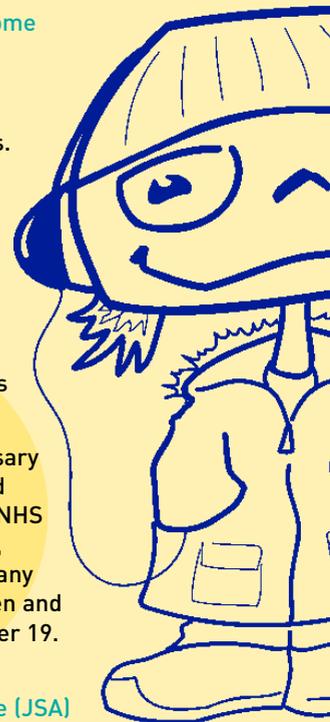
- NHS prescriptions.
- NHS dental treatment.
- NHS sight tests.

You also get:

- Vouchers towards the cost of glasses or contact lenses.
- Refunds of necessary travel costs to and from hospital for NHS treatment for you, your partner and any dependent children and young people under 19.

### If you are getting jobseeker's allowance (JSA)

- You and your partner are entitled to the same things as people getting Income Support.



Here are contact numbers you can phone:

NHS Direct:	0845 4647
Health Promotion:	0151 289 2021
British Diabetic Association:	020 7424 1000

They can offer you someone who will listen and keep what you tell them confidential, and offer you help if you need it. Also you can go onto the NHS website at: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

You need to be registered with a G.P (or at your local clinic) ask your Personal Advisor about this.

## Healthy Eating

The three main recommendations for healthy eating are:

- More fruit and vegetables.
- More starchy and fibre-rich foods.
- Less fatty foods.

These recommendations may help reduce the risk of conditions such as heart disease and obesity, and will give you the best chance of living a fitter, more enjoyable, healthier life.



Try eating more vegetables and fruit of all types, including fresh dark green and lightly cooked vegetables, salads, frozen and canned vegetables and fresh and canned fruit.

Starch and fibre are found in a wide range of foods including: bread, rice, potatoes, pasta and breakfast cereals. Choose wholegrain varieties.

Wholegrain bread, brown rice, wholemeal pasta, and cereals where possible as these contain more fibre.

Eat plenty of fruit and vegetables, baked beans, lentils and other pulses to increase the amount of fibre.

Starchy foods like bread, pasta, rice and potatoes can be cheap and filling and are not especially fattening unless fat is added to them during cooking or eating.

Avoid being overweight by cutting down on foods containing fat, sugar, and alcohol in your diet, and by doing regular physical activity. If you are worried that you might be overweight, see your doctor for advice.

## HIV & Sexual Health

There is a lot of information about H.I.V, AIDS and sexual health around now, you can collect leaflets from your doctor/ Health Centre. It is important that you respect yourself and protect yourself and know about how to avoid contracting the H.I.V. virus or any other infections. You can get advice from the following agencies:

Sexual Health and  
National AIDS Helpline **0800 567 123**

KNOWYAS: **0151 480 3887**

Armistead Project **0151 708 0907**

Offers information, advice and support to gay,  
bisexual men (aged 14+)

Friend Merseyside **0151 708 9552**  
36 Bolton Street, Liverpool L3

Provides advice and information and offers a  
confidential befriending and counselling service,  
for gay and bisexual men and women.

GYRO Young Lesbian and  
Bisexual **0151 709 6660**

Women's Group (aged 25 and  
under)

National AIDS Trust: [www.nat.org.uk](http://www.nat.org.uk)

Don't worry if you are under the age of 16 you can  
still receive contraception.

## Hormones

When you are a teenager the hormones in your body start to kick in and are part of your bodies development. You can get information about the changes that might experience from your G.P, local Sexual Health Clinic or at the following web sites:

[www.bbc.co.uk/health/body-chemistry](http://www.bbc.co.uk/health/body-chemistry)

[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## Hobbies

If you have a particular sport or leisure activity that you really enjoy then speak to your Personal Advisor about if there is any chance that you could get



help to continue that hobby. If not there are some schemes that you can join, ie. youth clubs that organise different leisure activities. If you are in full/part-time education then you can get a student card that can give you a discount on many different things from clothes to cheaper entry to night clubs. Here are some useful numbers:

National Princes Trust: **0800 842842**

Website: [www.princes-trust.org.uk](http://www.princes-trust.org.uk)

Duke of Edinburgh Award

Scheme: [www.theaward.org](http://www.theaward.org)

Citizen and Social Inclusion Unit: **0151 443 3089**

Youth Service: **0151 443 3986**

You can also find out clubs and other leisure activities in your area by searching on the Internet, or by looking in the evening paper and Thomson Local. If you are not sure about finding out this information you can ask your Personal Advisor to help you.

Don't forget that by making the most of your free time and improving your social life it can also make a big difference to your health, happiness, confidence and even your career!

## Home Improvements

You are entitled to feel at home in your flat/house and one of the best ways to feel at home is to have a say in how your flat/house is decorated. It is possible to get some help in buying the things that you need from Social Services. To find out if you are able to get some help you should speak to your Personal Advisor about it.

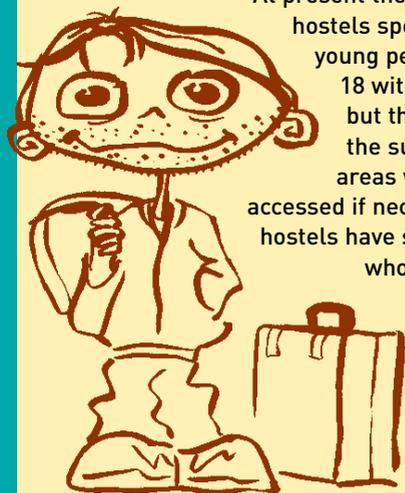
Whatever you do never tamper with plumbing, gas or electricity or the physical structure of your accommodation.

## Hospitals and Treatment Centres

Always phone 999 if you have a life threatening injury. Phone the following for general enquiries:

Alder Hey Children's Hospital:	<b>0151 228 4811</b>
Fazakerley Hospital:	<b>0151 525 5980</b>
Liverpool Women's Hospital:	<b>0151 708 9988</b>
Old Swan Adult Treatment Centre:	<b>0151 252 1887</b>
9.00 am - 6.00 pm (Mon to Fri)	
Closed Bank Holidays	
Royal Liverpool Hospital:	<b>0151 706 2000</b>
Smithdown Minor Injury Centre for Children:	<b>0151 733 4644</b>
9.00 am - 7.00 pm (Mon to Fri)	
9.00 am - 12.00 noon (Sat)	
Closed Bank Holidays	
Whiston Hospital:	<b>0151 426 1600</b>
St Helens Hospital:	<b>01744 548 383</b>

## Hostels & Homelessness



At present there are no hostels specifically for young people aged 16-18 within Knowsley, but there are some in the surrounding areas which can be accessed if necessary. These hostels have support workers who can help you to develop some of the skills you will need for living more independently (eg. budgeting,

shopping, cooking, etc.) and can also help you to find 'Move On' accommodation when you are ready.

### Hostels which can offer Emergency Accommodation

The following hostels may be able to offer accommodation fairly quickly, though the hostel staff will want to interview you first to check out your circumstances, and whether they think the hostel will be right for you.

- The Sead Project, 23 Merton Road, Bootle, L20  
Telephone: **0151 933 3440**  
  
10 single rooms. For young men and women aged 16 to 25. The maximum time you can stay is usually 28 days.
- Sherdley House, Sherdley Road, St Helens  
Telephone: **01744 451927/01744 20203**  
  
7 single rooms. For young men and women aged 16 to 21. Maximum stay is usually 6 weeks.
- Homeground, 286-316 Scotland Road, Liverpool 3  
Telephone: **0151 286 6016**  
  
30 single rooms. For young men and women aged 16-35.
- Mildmay House, 6 Blackburn Place, Liverpool 8  
Telephone: **0151 709 1417**  
  
52 single rooms. For men and women aged 16+
- The Bridge Project, Bridge Street, Birkenhead  
Telephone: **0151 650 0617**  
  
26 rooms. For young men and women aged 18 to 30.
- Pembroke Complex, 1-71 Pembroke Court, Birkenhead  
Telephone: **0151 649 9718**  
  
60 rooms, in shared flats, for young men and women aged 16 to 25.

### Hostels which do not offer Emergency Accommodation

The following hostels offer planned admissions only and focus on working with young people who wish to use their time there to develop the skills and experience they will need for more independent living (ie. living in your own flat or sharing one).

- Anne Conway House, 1a Garmoye Close, Wavertree, Liverpool 15  
Telephone: **0151 733 4746**  
  
12 single rooms. For young men and women aged 16 to 25 who are black or from other racial minority groups.
- Stopover House, 10 Croxteth Road, Liverpool 8  
Telephone: **0151 728 9339**  
  
15 single rooms. For young men and women aged 16 to 24.
- SHAP Resettlement Hostel, 162 Prescot Road, St Helens  
Telephone: **01744 611679**  
  
6 single and 1 double rooms. For young men and women aged 16 to 24. Young people can then move on to shared flats and then into their own accommodation.

If you are a relevant young person 16-17 and become homeless it is one of the Leaving Care Team's responsibilities to assist you to secure other accommodation - on a temporary basis. Any accommodation provider approached on your

behalf will request details about you, why you have become homeless and particularly if it's a result of a criminal act, violent or abusive behaviour, or illegal use of any drugs (including alcohol!)

If you are 18-21 and become homeless it is the Leaving Care Team who will assist you to secure temporary accommodation - as for relevant young people, the Leaving Care Team will be obliged to give details of why and how you became homeless.

If 18+ you can approach directly any of the accommodation noted - but generally there is a 'proper route' you will have to follow. Ask your Personal Advisor to assist you if needed.

### Knowsley M.B.C. Housing/Environmental Health Department

In Knowsley if you become homeless, you need to approach Knowsley Housing Trust. Assessment is carried out at each of their offices.



**Halewood One Stop Shop:**  
5-21 Raven Court, Leathers Lane,  
Halewood, L26 0UP.  
Telephone: **0151 443 2006**  
Fax: 0151 443 2012

**Huyton One Stop Shop:**  
Municipal Buildings, Archway Road,  
Huyton, L26 9UX  
Telephone: **0151 443 3417**

**Page Moss One Stop Shop:**  
603 Princes Drive, Huyton, L14 9ND  
Telephone: **0151 443 5006**

**Prescot One Stop Shop:**  
Prescot Shopping Centre, Aspinall Street,  
Prescot, L34 5GA.  
Telephone: **0151 443 4655**

**Kirkby One Stop Shop:**  
Municipal Buildings, Cherryfield Drive,  
Kirkby, L32 1TX  
Telephone: **0151 443 4004**

**Southdene Housing Office:**  
Bewley Drive, Kirkby, Merseyside.  
Telephone: **0151 443 4387**

Centra Telephone number for ALL One Stop Shops is **0151 489 6000**.

Liverpool City Council Housing, Community Safety and Supported Living (Homelessness Unit)

There are three access points for applying as homeless in Liverpool depending upon whether you are a single man, single woman or a family (families include women who are pregnant and single parents).

### For Families:

**Family Homelessness Centre:**  
4 Moss Grove, (off Lodge Lane), Liverpool 8.  
Telephone: **0151 734 0070**

Open Monday - Friday (10am to 4pm)  
(Outside office hours, telephone the Emergency Duty Team on **0151 524 1165**)

### For Single Women:

**Direct Access Centre:**  
10-12 Geneva Road, Liverpool 6.  
Telephone: **0151 263 1046**

Open 7 days per week, 24 hours per day.

### For Single Men:

**Men's Direct Access Centre:**  
11 Green Lane,  
Liverpool 13.  
Telephone: **0151 228 1327**

Open 7 days per week, 24 hours per day.

Sefton Borough



### Council Housing Department

In Sefton the Housing Department has responsibility for the implementation of homelessness legislation. The Authority has homelessness officers at:

Merton House:

8th Floor, Stanley Road, Bootle. L20 3UT

Switchboard: **0151 922 4040**

Direct: **0151 934 3541**

Monday -Thursday (9am - 5pm)

Friday (9am - 4.15pm)

Each area housing office also has at least one person who can assess under homeless legislation. There are area offices in Southport, Crosby, Netherton, Litherland, and Bootle Orrell. Each area housing officer has direct telephone access to the homeless department.

### Wirral M.B.C. Housing and Environmental Protection Department

If you need to apply as homeless you should approach the Wirral Unified Waiting List Agency at:

Wirral Unified Waiting List

Agency and Homeless Section, Conway Centre, Conway Street, Birkenhead, Wirral

Tel: WUHWLA **0151 666 5699**

Tel: Homeless section **0151 666 5511/5512**

Monday - Friday (9am - 5pm)

### St Helens M.B.C. Urban Regeneration and Housing Department

The homeless section is based at:

Housing Advice Centre:

Ground Floor, Wesley House, Corporation Street, St Helens. WA10 1HE

Telephone: **01744 456000 / 456329**

Monday to Thursday (8.45am - 5.15pm)

Friday (8.45am - 5.00pm)



## Housing

Knowsley Housing is now under the management of KHT (Knowsley Housing Trust).

Generally you will not be offered a tenancy with Knowsley Housing Trust if you are under 18 years of age.

### Housing Offices (general enquiries)

Kirkby Central Housing Office:

Municipal Buildings, Kirkby, Knowsley, L32 1TX

Telephone: **0151 290 7402/7408** (office hours)

Huyton Housing Office

Municipal Buildings, Huyton, Knowsley, L36 9UX

Telephone: **0151 290 7195** (office hours)

Southdene Housing  
Office  
143 A Bewsey Drive,  
Southdene,  
Kirkby,  
Knowsley, L32  
9PG  
Telephone:  
**0151 290 7301**  
(office hours)



Prescot Housing Office  
Prescot Shopping Centre, Aspinall  
Street, Prescot, Knowsley, L34 5GA  
Telephone: **0151 290 7180**

Page Moss Housing Office  
603 Princess Drive, Huyton, Knowsley, L14 9ND  
Telephone: **0151 290 7460** (office hours)

Halewood Housing Office  
5/21 Ravencourt Shopping Parade,  
Leathers Lane, Halewood, Knowsley, L26 0UP  
Telephone: **0151 288 7355** (office hours)

#### Out of hours numbers:

Repairs Hotline: **0800 731 2023**

Call out services: **0151 290 7375**

## *Independent Living*

Before you leave care to live independently, your foster carers or residential workers should help you practice/experience your cooking, washing, ironing, budgeting and food shopping skills, so that when you leave care you'll be emotionally and physically better prepared to experience living in a more independent fashion.

There are some independent and semi-independent living schemes that you could move into, to find out about this you should ask your Personal Advisor.

New legislation states that you do not have to leave care until you are ready and able to do so. When you are 15 plus you will have a Needs Assessment and a Pathway Plan – but this does not mean that you must leave care when you're 16.

## *Independent Visitor*

When you are in care you may get an Independent Visitor, this person is a volunteer who is not paid by Social Services. Their role is to visit, befriend and advise you and to make sure that you are being looked after properly. They can attend reviews and make a complaint on your behalf if you want them to. When you leave care your Independent Visitor will still visit you if you want them to, all you have to do is ask. If you have not got an Independent Visitor, but you want one then ask your Social Worker to arrange it for you.

## Insurance

When you move into your own accommodation it is important to take out some sort of household insurance, just in case something happens to your personal belongings, ie. theft or damage. To find out more and to get some advice you should speak to your Personal Advisor.



## Jobcentre Plus

If you're looking for work then your local Jobcentre is the place to go, as they have almost every available job that's going in and around your area. Also they have experienced staff that will help, advise and take down your details for you. The numbers of the Jobcentre+ are:

Kirkby:	0151 801 8700
Huyton:	0151 801 8400
Belle Vale (for Halewood):	0151 801 5000
Prescot:	0151 551 6800

You can also look in your local and national newspapers your Personal advisor will help you with this.

Useful web sites are: [www.fish4jobs.co.uk](http://www.fish4jobs.co.uk)  
[www.totaljobs.com](http://www.totaljobs.com)

## Jobs

A job is worth more than just money. It can help you meet new friends and have new opportunities for social and leisure activities. Good employers may pay you to do further training and promotion opportunities. Some companies offer staff discounts, pension schemes and paid holidays. This is called your conditions of employment; discuss these with your Personal Advisor and your Connexions Advisor.



Connexions Huyton:	0151 949 5700
Connexions Kirkby:	0151 949 5400

## Keeping in Touch

Your Personal Advisor must keep in touch with you until you are 21, this contact should be at least once every 6 months, but can be more often if wanted or needed. The contact may last for longer if you are on an agreed course of education or training that may take you past the age of 21.

## Key Worker

If you are living in a children's home then you will have a key worker, this person will work especially with you and anyone who is involved with you to make sure that the time you spend in care is as worthwhile as possible. When you leave care it can be arranged that you still have contact with this person. If you want this to happen, ask your Social Worker to arrange this to be in your Pathway Plan.

## Knowledge

To make sure that leaving care is as easy as possible for you it is important that you gain enough knowledge about what it is like to leave care and what you are entitled to, this guide will help you find out some information you need.



## KATY Project

[Knowsley Action Team for Youth] is a training and development project for Young People in Knowsley who are Looked After Children. The KATY project seeks to provide constructive ten week programmes to address:

- Life Skills
- Self respect
- Confidence
- Team Work
- Belonging
- Discovery
- New Experiences

Speak to your Personal Advisor or telephone 0151 443 4106 for further information.



## KYTE

*Knowsley Youth Trainees into Employment*

### Aim of Programme

To recruit young people on to a structured 2 year programme of work, training and personal development with the long term aim of them gaining sustainable employment at the end of the programme.

### Target Group

Young people who are at risk of not moving into any other form of existing provision. In particular they will be those who have the following issues:

Exclusions, teenage pregnancy, youth offenders, statemented pupils, not participating in mainstream education/G.C.S.E's, personal and social issues, care leavers.

### What will you get?

As an overview you will get:

- A training allowance of £40 per week.
- A choice of work experience, over 2 years, either in the council or with a partner employer.
- Vocational training.
- Personal development training.
- Other job related training / certified courses.
- Allowances towards other costs - clothing, travel, equipment.
- The support of an experienced and successful team.

### How do I get on the Scheme?

Speak to your personal advisor – who will complete an application form with you and give you further information.

The KYTE team will then arrange an interview with you.



## Legal Advice

If you need legal advice contact your Social Worker, Personal Advisor or the Children's Right Service. They will help find the right person or service to meet your needs.

## Leaving Care

When you turn 16 people will start to ask you what you want to happen when you leave care. If you do want to leave care your social worker, carers or key worker should help prepare you for leaving care, they will help you plan what will happen when you do leave and they will also put you in touch with your Personal Advisor. Ideally you should stay in care until you are at least 18.



## Leaving Care Team

Deacon Park, Moorgate Road, Knowsley, Merseyside, L33 7RX

Telephone: 0151 443 4324/4325/4326/4327/4328

It is from this team that a personal advisor will be allocated when you are 15 plus to begin looking at your future plans and pathway planning, eventually the leaving care team will take over from your social worker until you are 18 – After that the leaving care team will still offer you support and assistance up to the age of 21.

## Leisure Pass

Speak to your Personal Advisor about getting a Leisure Pass to use in Knowsley. You can use it for swimming, the gym, etc. and at most leisure centres and health suites.

## Library Service

They are more than just for getting books out, they can offer a lot more! Books for loan/reference, children's library, public computers, newspapers, magazines, exhibitions and displays. Some libraries offer 'Job Search.'

Contact your local library for opening times/what they offer, etc.

**Halewood Library** 0151 486 4442  
Leathers Lane, Halewood,  
L26 0TS

**Best Buses to Catch**  
Liverpool to Halewood 33,35,38,78,166,217,169

**Huyton Library** 0151 443 3734  
Civic Way, Huyton, L36 9GD

**Best Buses to Catch**  
Liverpool to Huyton 6,8,9,11,40,61

**Kirkby Library** 0151 443 4290  
Newton Gardens, Kirkby,  
L32 8RR

**Best Buses to Catch**  
Huyton to Kirkby 217,517

**Page Moss Library** 0151 489 9814  
Stockbridge Lane, Page Moss,  
L36 3SA

**Best Buses to Catch**  
Liverpool to Page Moss 10,10A,210  
Stockbridge Village to Page Moss 212,258  
Kirkby to Page Moss to Halewood 217  
Kirkby to Page Moss to Prescot to St Helens 90

**Prescot Library** 0151 426 6449  
High Street, Prescot, L34 3LD

**Best Buses to Catch**  
Liverpool to Prescot 10,49,61,89,90

**Stockbridge Village Library** 0151 480 3925  
The Witherns,  
Stockbridge Village, L28 1SU

**Best Buses to Catch**  
Liverpool to Stockbridge Village 12,13  
Liverpool to Stockbridge Village to Huyton 212  
Stockbridge Village to Huyton 258

**Whiston Library** 0151 426 4757  
Dragon Lane, Whiston, L35 3QW

**Best Buses to Catch**  
Liverpool to Whiston 258,49,61,89,90,10A

### Special needs Services

Special Needs Librarian  
Kirkby Library, Newton Gardens, Knowsley,  
L32 8RR

Voice and Minicom: 0151 443 4287  
Fax: 0151 546 1453

## Marriage

Getting married is one of the biggest steps you may make in your life, so make sure you think things through. If you are thinking about getting married you could talk it through with your carer, social worker, Personal Advisor or someone else that you trust. If you are 16 or 17 you need permission from your legal parent/s, if you do not get permission from them then you can take your case to court.

## Medicines

These are perfectly alright to take as long as your doctor has prescribed them. Do not take anyone else's medicine, as you could be allergic to the drugs in it. If you are unsure about anything, talk to your doctor or nurse before taking them. You can also get advice from your local chemist before buying any medicine. Also see the NHS helpline if you have any other concerns.



## Medical Card

Your medical card is very important as it has your doctor's details, your date of birth and your NHS (National Health Service) number on it. When you turn 16 you should receive this card.

## Money

The Children (Leaving Care) Act 2000 states that your Personal Advisor will assist you in managing the money that you receive. If you and your Personal Advisor have a disagreement about this you should ask to speak to The Leaving Care Team Manager. If you are still not happy then you can contact the Children's Rights Service or make a complaint (see section on Compliments and Complaints). If you want to know what you are entitled to as a minimum amount and what you can receive as incentives, talk to your Personal Advisor and request a written breakdown of this.



## Moving Away

If you want to move to a different area, you must inform your Personal Advisor, so that when you move you will still receive help from The Leaving Care Team in the new area. To find out more about this speak to your Personal Advisor or Social Worker.



## Miscarriage

If you have had a miscarriage it is very upsetting. You may need someone to talk to about your experiences, there are support services available, these include:

Your own G.P / Health Visitor.

Miscarriage Association: **01924 200 799**



## National Insurance Number (Card)

You should receive this when you turn 16. If not, (which can often be the case) you will need to speak to your Social Worker about getting one.

## Needs Assessment

Between your 15th and 16th birthday someone from The Leaving Care Team or your Social Worker should explain to you what a Needs Assessment is, why it is important and then consult with you to fill it in. It is important that this happens before your 16th birthday as it leads to the start of your Pathway Plan. If you wish to find out more about this then you should speak to your Social Worker.



## Opinions and Views

You as a young person are entitled your own views and opinions; so don't let anyone 'steamroller' you into agreeing to something you don't want to do. If you feel that no-one is listening to you or that they are not taking your wishes seriously enough then contact your Children's Rights Officer. An important part of the job of a Personal Advisor is to be your advocate. It's your views that count the most on your Pathway Plan SO MAKE THEM HEARD!

## One Stop Shops

There is a central telephone number for all One Stop Shops - **489 6000**. They will then put you in touch with the One Stop Shop and service you require.

### Halewood One Stop Shop

5-21 Raven Court, Leathers Lane,  
Halewood, Knowsley, Merseyside, L26 0UP

Minicom: 0151 443 2018

### Opening Hours:

Mon/Tue/Thur/Fri	9.15am - 4.30pm
Wed	9.15am - 4.00pm



### Huyton One Stop Shop

Archway Road,  
Huyton, Knowsley, Merseyside, L36 9YU

### Opening Hours:

Monday - Friday	9.00am - 5.00pm
Saturday	10.00am - 1.30pm

### Prescot One Stop Shop

Prescot Shopping Centre, Aspinall Street,  
Prescot, Knowsley, Merseyside, L34 5GA

Minicom: 0151 443 4500

### Opening Hours:

Mon/Tue/Thur/Fri	9.15am - 4.30pm
Wednesday	9.15am - 4.00pm
Saturday	10.00am - 1.30pm

### Page Moss One Stop Shop

603 Princess Drive, Page Moss,  
Huyton, Knowsley, Merseyside, L14 9ND

Minicom: 0151 443 3401

### Opening Hours:

Monday - Friday	9.15am - 5.00pm
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### Kirkby One Stop Shop

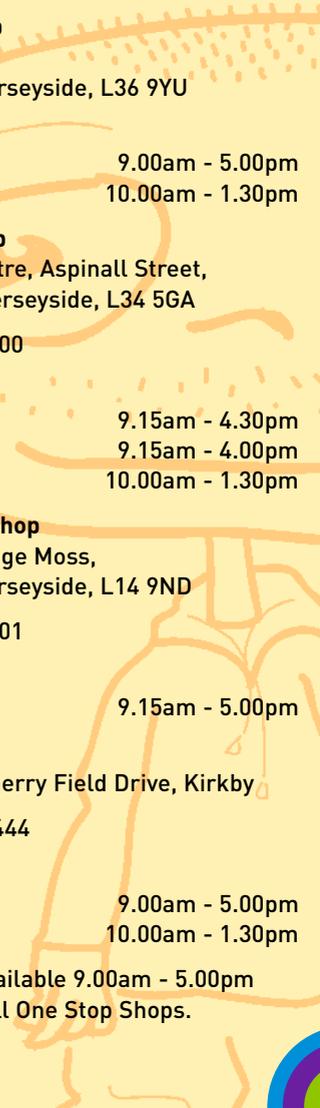
Municipal Building, Cherry Field Drive, Kirkby

Minicom: 0151 443 4444

### Opening Hours:

Monday - Friday	9.00am - 5.00pm
Saturday	10.00am - 1.30pm

Social Services are available 9.00am - 5.00pm  
(Monday - Friday) at all One Stop Shops.



## Parenting

If you are a parent then your Personal Advisor will help you access the services for parents. They will be able to help you get all the information you need.

Also contact:

Gingerbread Advice Line:	<b>0800 018 4318</b>
Lone Parent Helpline:	<b>0800 018 5026</b>
Surestart (Knowsley):	<b>0151 443 3995</b>



## Passport

To be able to travel abroad you must have a passport. If you haven't got one then you should be able to get an application form from your local Post Office. If you are under 18 you will need parental permission, this means you should talk to your Personal Advisor about who should sign the application form. You will also need a copy of your birth certificate to send off with your passport application.

## Pathway Plan

This should be started before your 16th birthday; this plan is to map out your future on paper so that you get the support that you need. Your Pathway Plan should be updated at least every

six months or more often if you want. You should be consulted about everything in this plan and it should be your decision about who gets a copy. The Pathway Plan should cover the following areas:

- Personal Support
- Accommodation
- Education and Training
- Employment
- Family and Social relationships
- Practical and other skills
- Financial support
- A back up plan in case things go wrong or if you change your mind. This is called a contingency plan.



## Personal Advisor

Every young person will have a Personal Advisor from The Leaving Care Team. The Children's (leaving care) Act 2000 says that the appointment of a Personal Advisor is a 'statutory requirement'. This means that all young people leaving care will have someone to help them until they are at least 21. The Leaving Care Team can supply you with the specific responsibilities of a Personal Advisor (Leaving Care).

## Personal Safety

Violent crime is comparatively rare and accounts for only a small part of recorded crime, but nevertheless is very upsetting and traumatic if you become a victim. Surprisingly young men are more likely to be victims of this type of crime than women or the elderly. The best way to minimise the risk to you is by using your common sense and taking sensible precautions.

- Keep away from potential danger spots dark alleys, waste ground and shortcuts.
- Try to make your journey home with friends.
- Always walk confidently and with purpose.
- Always try to look as if you know where you are going.
- Be aware of what is happening around you and remember if you are wearing a personal stereo you won't be able to hear what is going on.
- Think twice about giving money to beggars, as they may not be what they seem.

When jogging or cycling:

- Vary your route and the time you exercise.
- Stick to well lit roads and pavements.
- Keep to main paths and open spaces and where you can see and be seen.
- Avoid wooded areas.

When using cash machines:

- Use cash points during the day.

- Try not use cash points when you have been drinking.
- Only take out what you need, don't walk around with bundles of cash in your pockets.
- If you see somebody suspicious hanging around the cash point walk away and go back later.
- Don't keep your pin number with your cash card. If you have trouble remembering it incorporate it into a telephone number so it is not as obvious.
- Don't ask people to withdraw cash on your behalf and never give your pin/pin number or details of your bank account to anyone.

When using a mobile phone:

- Be aware of your surroundings, a mobile is very attractive to a thief.
- Do not use it in crowded situations where it can be easily snatched from you or in an isolated place.
- Ensure you record your IMEI number, phone number, service provider and fascia details and PIN number.

When carrying a bag:

- Check it is closed with the opening facing towards your body.
- Don't keep your keys in the bag. If your bag is snatched, you won't lose the keys as well.

**Remember... if your bag is snatched or if you are attacked, don't confront the thief. Your safety is more important than the property.**

## Police and You

If you are in trouble with the Police, or have been in the past, there are organisations that you may be involved with who can help you. In Knowsley we have the YOT (Youth Offending Team).

This team exists to help young people who have offended stay out of trouble in the future. If you have been in trouble then the court can make an order that you have an officer who works with you from this service.

You may have been in either a secure unit, young offender institution, a secure training centre or a prison, if so the Youth Offending Team or Probation will be in touch with you and must assist you before and after your release. It is important that you get the help you need in order to stay out of trouble.

**In an emergency always telephone 999**

Police Switchboard **0151 709 6010**

### Remember:

- Calls are **free**
- All calls to Crimestoppers are **anonymous**
- You will **not** be asked your name or address.
- **No calls** to Crimestoppers are **traced**.
- You may receive a **cash reward** if your information leads to the arrest and charge of any person.
- Rewards are paid **anonymously**.

## Pregnancy

If you are pregnant or you have got a young child then you are still entitled to benefits, but Social Services will pay your rent for you if you are eligible and still under the age of 18. You can get advice and support if you are pregnant or already a parent from your Personal Advisor in The Leaving Care Team. They will help you receive pre and postnatal care. If you are a young parent and want to return to education, training or employment they can also help you look at the opportunities and childcare.



Speak to your Doctor, Health Visitor.

You can also contact:

Pregnancy Advisory Service: **0845 730 4030**

## Preparation

Before you leave care to live independently, Social Services have to make sure that you are prepared and ready to live by yourself. Your Carer, Personal Advisor or your Key Worker should help you identify what skills you need to learn to help you be prepared, they should then help you learn and practise these skills so that you are ready for when you live independently. You have plenty of time so you don't need to rush and learn everything at once. The important thing is that you have the opportunity to learn skills.

## Quality of Life

Everyone is entitled to be safe, happy and have a good quality of life. This may not happen overnight, but getting the right support at the right time will help you achieve your aims.

## Quality Protects

The government set up a programme called Quality Protects which aims to help children and young people in, and leaving care, to have the same chances in life as any other young person. Quality Protects makes sure this happens by checking up on each Local Authority to make sure that they are following the rules, their objective is to ensure that all young people leaving care, as they enter adulthood, are not isolated and participate socially and economically as citizens.

## Questions

If you are unsure about anything then ask because it is your Personal Advisor's job to answer any questions that you may have, they need to find out the information for you. Remember that you may not get your answer straight away, but keep on asking until you do.

## Racism

Racism is when you get treated badly or differently because of your race. You have the right to be respected and to be treated the same as everybody else, you should not have to put up with jokes or comments about your race. If this is happening to you the speak to your Personal Advisor, Social Worker, Children's Rights officer or the Complaints Officer.

Organisations that can support you in dealing with this are:

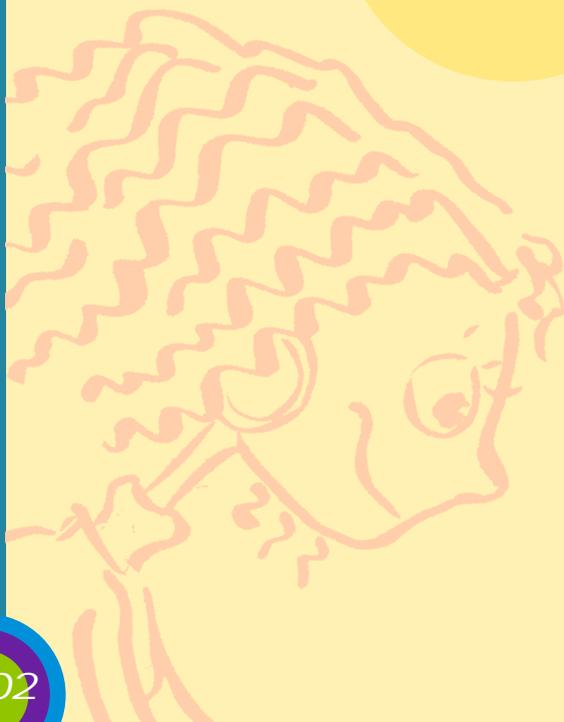
- The Children's Rights Service (Knowsley)
- The Police
- Complaints Officer (Knowsley)

## Religion

If you belong to any religion it is your right to have your beliefs respected by the people around you. You are entitled to get help and encouragement to practise your religion and maintain it. Speak to your Personal Advisor about this if you need any help or advice regarding the above. If no one helps you to practise your chosen religion then contact the Children's Rights Service in Knowsley.

## Respect

You have the right to be respected by the people around you, but you must also respect them, as respect is two-way thing. If you feel that no one is respecting your choices/decisions then speak to your Personal Advisor or to your Children's Rights Officer.



## Sexual Health

Sexual health is nothing to be embarrassed about, make sure you get the information that you need. There are lots of services available to you regarding your sexual health. Here are a few:

KNOWYAS:	0151 480 3881
Sexwise:	0800 28 29 30
Knowsley Lesbian, Gay & Bisexual Helpline:	01744 454823

## Smoking

The Facts:

- Smoking is this country's largest avoidable cause of premature death and disease.
- Lung cancer is the most common cancer in men and the second most common cancer in women.
- The earlier in life you started smoking the greater your risk of getting lung cancer.

You can get help from Quitline the telephone helpline for smokers and ex-smokers. It provides advice and help in giving up smoking and details about treatment aids that are available - Telephone: **0800 002200**.



If you need further help in stopping smoking you can ask your GP or Health Centre.

## Social Work Teams

(9.00am - 5.00pm, Monday - Friday)

**Huyton Team 1** 0151 443 5022/32

Page Moss One Stop Shop  
603 Princess Drive, Huyton,  
Knowsley, L14 9ND

**Huyton Team 2** 0151 443 5031/5121

Page Moss One Stop Shop  
603 Princess Drive, Huyton,  
Knowsley, L14 9ND

**Kirkby Team** 0151 443 4261/4279

Ground Floor  
Municipal Buildings,  
Cherryfield Drive, Kirkby,  
Knowsley, L32 1TX

**Halewood / Prescot Team** 0151 443 2110/4516  
(South Team)

5/21 Ravencourt Shopping  
Parade, Leathers Lane,  
Halewood, Knowsley, L26 OUP

**Children with Disability** 0151 443 4441/4442  
Team

2nd Floor, Municipal Buildings,  
Cherryfield Drive, Kirkby,  
Knowsley, L32 1TX

Out of Hours Number (emergency only) –  
0151 221 2741, ask for unit number 8295 and  
leave a message and a contact number.

## Support

When you leave care there are a lot of different people that will be able to help and support you - all you have to do is ask. Your Personal Advisor will

arrange for you to get the support that you need from all the people that you want to help you. This should be written in your Pathway Plan, so that you and the people who support you will have a record of what is needed. You can also get support that is independent to Social Services as well.



## Taking Care of Yourself

It can seem hard at first to look after yourself when you first leave care, but don't forget that there are people around to help you in any way that they can. So if you are finding it difficult, speak to someone who can help you like your Personal Advisor or your Social Worker.

## Training



Do you have a dream and want to achieve it? If so you may need to train for your chosen career. Even if you haven't got any qualifications yet it's never too late to

start training. There is a lot of help available from the Connexions service, Jobcentre Plus and from your Personal Advisor. Your education, training and employment needs are a very important part of your future.

## Travel

If you want to travel then speak to your Personal Advisor about the different ways you could manage to do this, bearing in mind that it could take a long time to save up and organise the money and things needed to do this. You can also work abroad and there are other ways to travel where you can get paid as well.

Raleigh International: **020 737 18585**  
 Website: [www.raleighinternational.org](http://www.raleighinternational.org)  
 Other websites are: [www.vso.org.uk](http://www.vso.org.uk)  
[www.campamerica.co.uk](http://www.campamerica.co.uk)

### Local Transport Information:

**National Travel:**  
 Traveline **0870 608 2 608**  
 8.00 am - 8.00 pm 7 days a week

**Local Travel:**  
 Merseytravel Line **0151 236 7676**  
 buses, trains and ferries  
 8.00 am - 8.00 pm, 7 days a week

For long distance rail times and fares information you can ring National Rail Enquiries, all day, any day.

**Rail Travel:**  
 National Rail Enquiries **08457 48 49 50**  
 24 hours a day

## United Nations Convention on the Rights of the Children

The United Nations Convention on the Rights of the Child was started by the UN General Assembly on 20th November 1989. It provides detailed minimum standards for all the world's 2 billion children and young people, this gives children and young people many different rights. If you would like to know more about this then ask your Personal Advisor, Carer, Key Worker, Social Worker or contact your Children's Rights Officer.



## Violence

No one should have to put up with verbal or physical violence. If you need help getting away from someone who is being violent to you contact:

Women's Aid National Domestic Violence Helpline:	<b>08457 023 468</b>
Careline:	<b>0208 514 1177</b>
Knowsley Domestic Violence Support:	<b>0151 548 3333</b>
Victim Support Network:	<b>0151 547 4177</b>
Merseyside Domestic Violence:	<b>0800 028 3398</b>
Merseyside Domestic Violence (Minicom)	<b>0800 028 3397</b>
Useful website:	<a href="http://www.womensaid.org.uk">www.womensaid.org.uk</a>

Speak to your Personal Advisor. It is very important that you are safe and not being harmed in any way.

## Voluntary Work

The following agencies match up people who are considering taking up voluntary work with local organisations which need volunteers:

Knowsley Council for Voluntary Services	<b>0151 489 1222</b>
Mersey Volunteer Bureau	<b>0151 707 1113</b>
Princes Trust Volunteers Programme	<b>0800 842 842</b>

## Water

Your water is supplied by United Utilities Limited, Tel - 0151 228 4888 (between 9.00am and 4.00pm) for general enquiries. Emergency numbers are as follows:

Leaks	0800 33 00 33 (free phone)
Supply	0845 746 2200 (Local Rate)

**Never tamper with your water supply!**

## Well-being

It's important to look after yourself and to get all the help you need and are entitled to. Talk to your Personal Advisor to make sure you are definitely getting the help and support you need.

## X-Rated

You have to be over 18 to access X-rated videos from shops. Don't give anyone information about yourself on the Internet. If you are worried about this speak to someone you trust.



## Young Carers

3 Norbury Close  
Westvale, Kirkby,  
Knowsley, L32 0US

0151 548 5010

Can offer a service if you're a child/young person who is looking after a sick parent/relative.

## Youth Clubs

There are youth clubs in the Knowsley area and these are easy to join, if you want to find out more then phone the following number:

Youth Service Infoline:

0151 443 3986



zzzzzz!!!!

If you've read this all in one go you  
deserve a snooze!





## Information & Support

<b>NSPCC</b> Child protection	<b>0808 800 500</b>
<b>Samaritans</b> 24 hour support	<b>0345 90 90 90</b>
<b>Child Line</b> 24 hour support for young people	<b>0800 11 11</b>
<b>Home Start Knowsley</b> Support for people with young children	<b>0151 480 3910</b>
<b>Sure Start Huyton</b>	<b>0151 489 4908</b>
<b>Sure Start Kirkby</b> Young women's support	<b>0151 443 3257</b>
<b>Gingerbread Advice Line</b> One parent support	<b>0800 018 4318</b>
<b>Princes' Trust</b> Inspires and supports young people	<b>0800 842 842</b>
<b>Citizen &amp; Social Inclusion Unit</b> Get involved with what's happening in your community	<b>0151 443 3089</b>
<b>Lone Parent Helpline</b>	<b>0800 0185026</b>
<b>Citizens Advice Bureau</b>	<b>0151 486 3593</b>

<b>Public Transport Information</b>	<b>0870 608 2608</b>
<b>Local Police</b>	<b>0151 709 6010</b>
<b>Knowsley Disability Concern</b>	<b>0151 480 4090</b>
<b>Knowsley Domestic Violence Support</b>	<b>0151 548 3333</b>
<b>Lifeline (Minicom)</b>	<b>0800 400222</b>
<b>Youth Line</b> Info for young people	<b>0151 263 1316</b>
<b>Who cares?</b> We do!	<b>0500 564 570</b>
<b>Youth Service</b> What's happening in Knowsley	<b>0151 443 3986</b>
<b>GamCare</b> Advice and assistance if you have a gambling habit	<b>08700 508 880</b>
<b>Victim Support</b> For victims of crimes or violence	<b>0151 547 4177</b>
<b>Deafness Support Network</b> Support for the hard of hearing	<b>01606 47831</b>



## Education - Employment

<b>Connexions Huyton</b>	<b>0151 949 5700</b>
<b>Connexions Kirkby</b>	<b>0151 545 5400</b>
Problems? Speak to your Personal Advisor	
<b>The Line</b>	<b>0800 884444</b>
Living away from home helpline	
<b>Students Helpline</b>	<b>0800 405010</b>
Grants and loans	
<b>Knowsley Community College</b>	<b>0151 477 5700</b>
<b>Knowsley Deal</b>	<b>0151 443 3467</b>
Employment and social inclusion team	
<b>Sure Start</b>	<b>0151 443 5634</b>
Young women's support worker	
<b>Education Welfare</b>	<b>0151 443 3236</b>
<b>Benefits Helpline</b>	<b>0800 731 5920</b>
<b>Shelterline</b>	<b>0808 800 4444</b>
Help with housing problems	

## General Health

<b>Smoking Quitline</b>	<b>0800 002200</b>
<b>NHS Direct</b>	<b>0845 4647</b>
Health and sexual health advice	
<b>National Drink Line</b>	<b>0800 9178282</b>
<b>National Drugs Line</b>	<b>0800 776600</b>
<b>Anti Bullying Campaign</b>	<b>0207 378 1446</b>
<b>CALM</b>	<b>0800 585858</b>
Campaign Against Living Miserably	
<b>Merseyside Domestic Violence</b>	<b>0800 028 3398</b>
(Minicom)	<b>0800 028 3397</b>
<b>Health Promotion</b>	<b>0151 289 2021</b>
<b>Healthwise</b>	<b>0800 665544</b>
<b>HIT Drug Information Service</b>	<b>0151 227 4012</b>
<b>British Diabetic Association</b>	<b>020 7323 1531</b>



## Sexual Health

### Knowsley Youth Advice Shops

#### KNOWYAS

0151 480 3881

Free, confidential, contraceptive and sexual health services and information on sexually transmitted infections (STI's).

Mon 3.00pm - 5.30 pm Kirkby Health Suite  
5.30pm - 7.00 pm Towerhill Youth Centre

Tues 3.00pm - 5.45 pm Page Moss Health Suite

Weds 3.00pm - 5.30 pm Hilton Grace CommunityCentre

Thurs 3.00pm - 5.30 pm Kirkby Health Suite

Sat 12.15pm - 2.45 pm Voluntary Services Building,  
Lathom Road, Huyton

**Sexwise** 0800 282930

Young person's sexual health helpline

**Brook Advisory Service** 0800 018 5023

**Liverpool** 0151 207 4000

Advice and contraception

**Family Planning Association** 020 7837 4044

Advice on all sexual health issues

### Genito Urinary Medicine (GUM) Clinics

GUM Clinics provide STI screening and treatments plus emergency contraception

**Royal Liverpool Hospital** 0151 706 2621

No appointments necessary

Mon 11.00am - 1.45pm and 4.00pm - 6.15pm

Tues 9.00am - 11.45am

Wed 9.00am - 11.45am

Thurs 11.00am - 1.45pm and 4.00pm - 6.15pm

Fri 10.00am - 11.45am

**St Helens Hospital** 01744 458383

Appointments are required - please telephone first

**Knowsley LG & B Helpline** 01744 454823

Advice for lesbians, gay and bisexual young people

**Abacus** 0151 284 2500

**National AIDS Helpline** 0800 567 123

**Pregnancy Advisory Service** 08457 304030

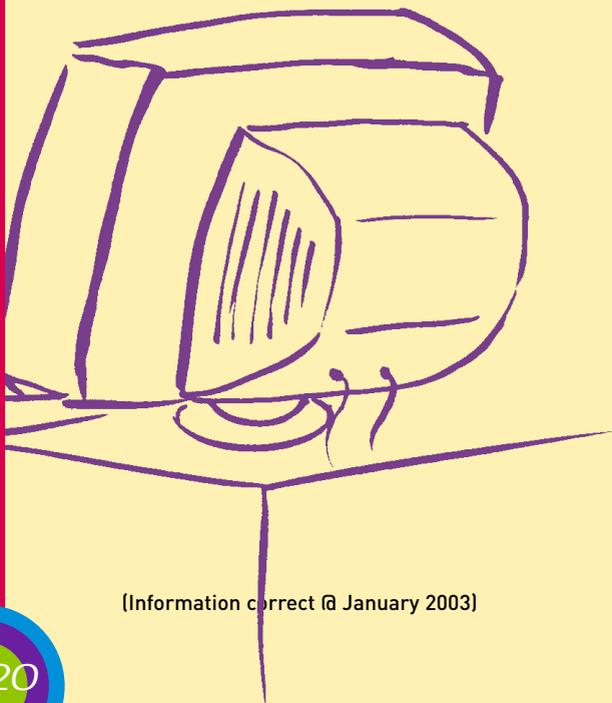


# Cyber Support

Teenage Health Site - [www.knowyas.com](http://www.knowyas.com)  
Knowsley

Web site for Connexions [www.connexions.gov.uk](http://www.connexions.gov.uk)

Teenage Sexual Health Site [www.ruthinking.co.uk](http://www.ruthinking.co.uk)



(Information correct @ January 2003)

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