

# Torbay Local Offer

## Care Experienced Adults and Young People

*16-25 years old*



**2024 – 2025**

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# Torbay Council Local Offer:-

## 1 – Overview

### What is Torbay's Local Offer and how does it help me?

This offer sets out the wealth of support Torbay have available to the young people and young adults who were once in our care and who are between the ages of 16-25 years old. We are absolutely committed to making sure that there is a strong offer of support you in all areas of need to give you the very best chances of leading a happy and healthy life, achieving all the goals you have identified for your future. We have been working closely with many local organisations to enhance our offer to you, recognising that you benefit from this support and you can make a significant contribution across the whole of the Torbay community.

We recognise that for any young person in care, reaching adulthood can be a very exciting time, but we fully appreciate the number of challenges that you experience as you make your transition to independence and the worry this can cause you. It is essential for us that we provide all the support you need to make this step in your lives feel a positive and safe experience and as such within this offer you will be able to explore the wealth of opportunities and services available to you in every area of your life.

Within the Children and Social Work Act 2017, there are 7 principles clearly outlined which places a duty on all local authorities to support their care experienced young people. Torbay are committed to ensuring these principles are embedded into all the work we do to support our care experienced young people and are passionate about ensuring ongoing efforts are made to strengthen our offer. The 7 principles are detailed below, to make it clear what you can expect from Torbay Council.

1. *To act in your best interests and promote your physical and mental health and wellbeing*
2. *To encourage you to express your views, wishes and feelings*
3. *To consider your views, wishes and feelings*
4. *To help you gain access to and make the best use of services in the community*
5. *To promote high aspirations and seek to secure the best outcomes for you*
6. *To ensure you are safe, and have stability in your home, life, relationships and education or work*
7. *To prepare you for adulthood and independent living*

### Am I a care leaver/care experienced person who is eligible to access this offer?

Care experienced status is defined in law within the Leaving Care Act 2000. If you are between the ages of 16 – 25 and have been in our care for at least 13 weeks at any time since your 14<sup>th</sup> birthday,

which includes some time after your 16<sup>th</sup> birthday, you are a care leaver/care experienced person and therefore are eligible to access this full offer. If you are unsure if you qualify for the local offer, please contact our care experienced team who will support you, their contact details can be found in Section 17 below.

### Who is a personal advisor (PA), what do they do and will I have one?

Personal advisors are allocated to you upon reaching your 16<sup>th</sup> birthday, if you remain a cared for child by Torbay between 16-18 years of age, your personal advisor will work alongside your social worker in supporting you. If you are no longer a cared for child, you will not have an allocated social worker.

Your personal advisor will work with you as transition into adulthood, supporting with all areas of need until you are 21 years of age. For some of our care experienced young adults, the personal advisors will continue to support you until you are 25 years of age if this is something you feel would be helpful to you. Even if you don't have a personal advisor from 21 years of age, you will be fully able to access the local offer and any support through our dedicated duty service, which has two named personal advisors and a team manager on call each day to help you. Please see section 17 below for contact information.

A personal advisor is a highly experienced, skilled and knowledgeable professional who will be allocated to you as your named worker, they will keep in touch with you at least every 8 weeks and will visit you at home and in the community. A personal advisor's role is to befriend, support, signpost and advise you on anything you need. Our ambition is to empower and support you to develop the confidence and skills to live independent and fulfilled lives.

### What is a pathway plan?

From the age of 15 years and 9 months, any cared for child or care experienced child/young person will have a pathway plan. Your social worker and/or personal advisor will complete this plan with you, creating specific goals for each area of your life and ensuring any support need is identified and implemented to ensure you are supported in your developing independence and in achieving all the things that are important to you. The pathway plans will be unique to you and your own needs, wishes and feelings. These may include specific support around your individual needs such as whilst you are studying at university or if you are becoming a parent. Your pathway plan will be formally and fully reviewed at least every 6 months.

## **2 – How do I get my important documents?**

When you become a care experienced adult, you will need a photographic form of identification, such as a passport or driving licence, as well as your birth certificate and National Insurance Number. These are very important in many areas of your life including accessing welfare benefits,

support in finding work from the Jobcentre, applying for bank accounts and applying for accommodation.

You should have a copy of your birth certificate as well as a renewed passport or a provisional driving licence when you become a care experienced adult. If you need any help with getting your important documents, please contact your personal advisor. If you are assessed as requiring financial support to apply for any documentation such as your first passport, your personal advisor will be able to request some additional funding for you.

### 3 – How can I access my records?

You have the right to request access to your social care records at any time. Please speak to your personal advisor around the process for requesting access. We recognise that accessing records can be upsetting and stressful but for many care experienced young people accessing additional information is a necessary part of them being able to make sense of their own identity. Your personal advisor will ask your reasons for accessing your records with you, whilst you do not have to share this information, by doing so it will help us to ensure you have the right support in place during the process.

### 4 – How can I be part of my local community?



Being part of our local communities has many benefits including helping us to feel a sense of belonging, enhancing our support networks and helping us to feel valued. To support you in being a part of your local community, we will share opportunities with you regularly including offering advice, information and support.

Your pathway plan will be utilised to support you with accessing and becoming a part of your community, including identifying specific resources, groups, clubs and activities that you would like to try or that you enjoy.

We have developed some very strong working relationships with many local businesses and as such we are regularly updating our database with new opportunities, events, social opportunities and work experience/training opportunities. Many of the businesses we work with provide free or discounted access to our Torbay Care Experienced young people including football tickets, zoo passes, aquapark tickets and swimming sessions. A growing number of opportunities are now becoming available for work experience, training and apprenticeships including a cost-free lifeguard course that will enable you to qualify as a lifeguard. Please speak to your personal advisor about the latest exciting opportunities!

At Torbay Council we feel it is really important to offer you opportunities to be heard, to help shape services and have opportunity to meet other young people. As such, we have launched our Points of View service and Child in Care Council – please see section 14 below or speak to your personal advisor for full information about how to become involved. We also hold an annual awards ceremony which recognises and celebrates your most cherished achievements throughout the year.

Voting is a key way to enable you to participate in decision making around local and national issues that are important to you. To be eligible to vote you must be 18 years of age, your personal advisor will fully support you around the voting process, ensuring you can access a voting polling station and advise on what you need to take with you in the form of identification. If you are 18, and have not yet registered to vote in your local area, please sign up following this link. [Register to vote - GOV.UK \(www.gov.uk\)](https://www.gov.uk/register-to-vote).

We recognise that access to transport is very important to many of our care experienced young people and we are working hard with our local transportation companies to enhance our offer to ensure this is more financially accessible for you. If you are struggling to pay for transport, including to attend important cultural events, to see people important to you who may live some distance away, to get to job interviews or to travel to collect prescriptions, please contact your personal advisor who can offer you support.

If you do decide that you would like to learn how drive, please speak to your personal advisor who will incorporate this into your pathway plan alongside a support package, which subject to assessment, could include support towards the costs of your provisional license, theory test, driving lessons and the practical test.

## 5 – Your finances



We know that managing your money can feel very stressful and overwhelming at times, with the cost of living increases we are seeing a growing number of you nationally finding it difficult to manage without additional support. We want you to feel confident and able to manage your money and a plan will be developed with you around finances within your pathway plan. Our personal advisors will be able to support you in managing your budget, setting up a bank account and assisting you with strategies to ensure your bills are paid on time. For times when you have made the decision to borrow money from other lenders, we will also support you in goal setting to become debt free. Where there are times you are experiencing challenges, for example, you do not have enough money for food, please urgently contact your personal advisor for practical, emotional and financial support.

Torbay Council have created a Care Experienced Financial Handbook which sets out clearly our offer around financial support as well as incorporating the support offered nationally. This includes:-

- Support whilst in further or higher education
- Support whilst searching for work
- Young parents
- Setting up home grant
- Accommodation
- Learning how to drive
- Clothing allowance
- Cultural celebrations

## 6 – Your housing and accommodation



We are committed to supporting you to be in suitable accommodation that can meet your individual needs and be in the best position possible to secure and sustain good quality permanent accommodation.

When you become 15 years and 9 months old and your pathway plan is being developed with you alongside your social worker and/or personal advisor, your housing pathway will be considered in full. There are a range of options available to you, these will be dependent upon your age, availability, needs and your own wishes and feelings. Further information around our local offer is below. Please be assured, we will support you every step of the way, so please reach out to your personal advisor if you need any support or have any questions.

### If you are aged 16-18:-

If you are cared for by us, we will ensure you have a suitable home as listed below. If you are no longer cared for by us but are a care experienced young person aged 16-18, we will fully support you to explore the available housing options to ensure you have suitable accommodation to meet your needs. This will not be a foster care placement but can be supported lodgings or semi-independent accommodation.

**Foster Home** - If you are living with a foster family, we will always explore whether it would be possible and appropriate for you to remain living with your foster family until 18 and beyond. This option can be very positive for those who enjoy living in their foster home, have supportive

relationships with their foster families and who are able to learn the independence skills required to support longer term accommodation planning.

**Supported Lodgings** - This is where you live in a family home, where the carer/s have been assessed as able to meet your needs and support you in developing independence skills such as budgeting, meal preparation and managing appointments in readiness for your next housing provision.

**Semi-Independent accommodation** - This option is shared accommodation with other young people, you would have your own bedroom but would often have shared communal areas and kitchen/bathrooms. There are various options available and these are subject to an assessment, interview and thorough matching process to ensure you are able to live alongside the other young people in the accommodation happily and safely. This type of accommodation can vary in size and with a varying level of support being offered, dependant upon which provision you are matched alongside and your wishes and feelings. This is a great opportunity for those who already have a good level of independence but who just require some further support prior to their fully independent living. This is also a great option for those of you who like being around others and enjoy having opportunities to socialise within your accommodation.

### **If you are 18-25 years old:-**

For all our care experienced young people, we will work alongside you to ensure that you always have access to suitable accommodation. When you turn 18, your personal advisor can support you to apply for social housing, which will be backdated to your 16<sup>th</sup> birthday, which means you will be higher up the housing priority list. Often, our care experienced young people are successfully supported to achieve a priority housing banding through Torbay Council which further strengthens your position of securing social housing.

If you choose to live out of the Torbay area, we will support you to access accommodation in the area of your choice. However, different housing departments across the United Kingdom have different rules and they may not accept a housing duty for you. Please remember that Torbay Council will always hold a housing duty for you in Torbay. Your personal advisor will do all they can to support you.

### **Staying Put with current foster carer/s**

When you are approaching 18 years old, if you are in foster care and you and your carer/s wish you to continue living there, you can stay under a Staying Put arrangement until the age of 21.

### **Training Flats**

When you are approaching 18 years old, if you have developed a good level of independence skills and do not require a lot of support, this can be a great option for you to learn how to live independently in your own training flat with a level of floating support. This can often be a helpful short-medium term step before going onto securing your own tenancy.



## Post 18 supported lodgings

If you have been in a supported lodgings placement before you reach 18 years of age, you can remain there if that is what you and your carers want. You can stay until the age of 21.

## Supported accommodation

This option is shared accommodation with other young people, you would have your own bedroom but would often have shared communal areas and kitchen/bathrooms. There are various options available and these are subject to an assessment, interview and thorough matching process to ensure you are able to live alongside happily and safely with the other young people in the accommodation. This type of accommodation can vary in size and with a varying level of support being offered, dependant upon which provision you are matched alongside and your wishes and feelings. This is a great opportunity for those who already have a good level of independence but who just require some further support prior to their fully independent living. This is also a great option for those of you who like being around others and enjoy having opportunities to socialise within your accommodation.

## Shared Lives and Supported Living

From the age of 16 we will ensure transitions processes are in place with adult social care ready for your 18<sup>th</sup> birthday. If adult social care accepts you as meeting the criteria for their service under the Care Act 2014, they may assess you suitable for shared lives or supported living. **Shared Lives** is a plan to remain with your previous carer as it is recognised you will need their support and assistance in your day-to-day life. **Supported Living** is housing for people with disabilities who want to live independently but need some help and support.

## Privately rented accommodation

Privately rented accommodation can be self-contained such as a studio apartment or shared accommodation such as a room in a house. Care experienced young people are automatically given the local authority 1-bedroom funding rate as it is recognised this important for you as it broadens your choices and access to accommodation. This option is a suitable for those who have the skills to live independently without support and are able to manage a tenancy of their own. Your personal advisor is on hand to support you to understand your options based on your choice of location, income and support need. Your personal advisor will support you to identify properties to rent, to manage viewings, to complete the application forms and to understand your new tenancy agreement. We can support you financially if you are in need of assistance to fund your new property, this will be subject to needs assessment and approval as we need to make sure that any privately rented property identified for you is financially manageable for you long term so that you are supported into a strong financial situation with housing stability and security.

## Council or housing association accommodation

This option provides you with your own tenancy with affordable rental costs. This is the most stable of housing arrangements and if you do all the things that are in your tenancy agreement you can stay in the property for as long as you want to. It can be difficult to get a council or housing association property but we will support you as much as possible to be in the best position to successfully receive one.

## Living with family or friends

This option is where you do not have a tenancy agreement of your own and other people are allowing you to stay in their home. Whilst this option has a number of benefits, as you would not have your own tenancy, you do not have any rights over the property and it could end at any time. Please speak to your personal advisor if you are thinking of moving in to live with your friends or family so they can help and support you.

## University

We will fully support you to find suitable accommodation in the area of your chosen university, this can often be through housing associated with the university themselves or student lettings in the local area. There are a number of bursaries and support services you can fully access to alleviate any financial barriers to going to university. Our local offer also contains details of how we will support you financially, please refer to Section 5 above for full information. When your university course comes to an end, we will also support you to secure accommodation, please speak with your personal advisor who will be planning this with you in advance through your pathway plan.

## Owning your own home

We will fully support you to own your own home, including supporting you with the preparatory work around budgeting, support you to increase your credit rating and creating savings goals around your deposit. Once you have this in place, we can support and signpost you to a range of services to support you in applying for a mortgage, finding a home and the buying process including ensuring you have support from key professionals such as a mortgage broker and solicitor.

## Homelessness:-

If you are worried you may become homeless please urgently contact your personal advisor who will fully support you. This is likely to involve supporting you to extend the length of your current housing provision, challenge any intentionally homeless decision-making and creating a contingency plan so that you have somewhere to stay whilst longer term planning is undertaken. The council have a number of professionals including a tenancy sustainment officer and a care experienced homelessness prevention worker who can support you if homelessness could be a potential factor for you, but it is very important you reach out to your personal advisor straight away to enable us time to plan with you.

## What Financial Support is there for me?

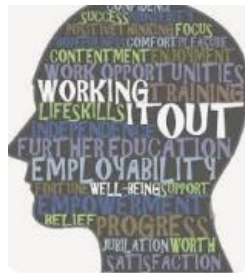
There are a number of areas where access to financial support is offered to you. Please see section 5 for full details. The support available to you includes a payment of £3000 called a 'setting up home allowance' which can support you with many of the costs associated with moving into your new home, including purchasing furniture, white goods, decorating costs and items to make your accommodation become a home that you feel comfortable and happy in.

The Care Leaver Covenant is working really hard to support local authority care experienced offers to young people focusing on 5 key areas including independent living and finance. To read more about how many organisations are committed to supporting you, please click the link below, here you will find a huge range of offers from large organisations including giveaways, home DIY refurbishments, a free driving theory test app from the AA, 50% off gym memberships with no joining fee with Puregym and Free unlimited broadband for job seeking care leavers from Talk Talk! This also offers you opportunities to get involved in the covenant!

[Care Leavers Wanted - Care Leaver Covenant \(mycovenant.org.uk\)](http://mycovenant.org.uk)



## 7 – Your emotional wellbeing



We want to help make sure your mental health is supported. There are a number of organisations that offer a wealth of support. If you ask your personal advisor for support, they will be able to sign post you to the right person to help you, this could be adult social care, general NHS wellbeing services or accessing funding for specific therapeutic services depending on any needs assessment.

There are a great number of points within this offer which are targeted at supporting you in a way that you need which will positively impact your emotional wellbeing, including around supporting you to access your local community, support around suitable accommodation, participation events and financial assistance. We are committed to growing our support offer and there are things you feel we could be doing to further support you, please contact our participation team, their details are in sections 15 and 16 below.

Some of services that can help you are listed below. If you would like support accessing these, have any questions or need support service details for outside of Torbay, please reach out to your personal advisor.

- Mental Health Services can be accessed via GP or self-referral – see below.

- First response mental health service – 111 Option 2/ Crises team.
- Smoking cessation team – 0800 122 3866 Email: [stopforlife.devon@nhs.net](mailto:stopforlife.devon@nhs.net)
- Care Leavers / CIC Team – [cfhd.devonchildrenincare@nhs.net](mailto:cfhd.devonchildrenincare@nhs.net) (Non-urgent service).
- Sexual health services Torbay – 03003033989
- Free contraception – [doink.sh.uk/devon](http://doink.sh.uk/devon)
- Samaritans – 116123.
- Saneline – 4pm -10pm – 03003047000.
- Talkworks (Counselling; anxiety; depression.) – 03005553344.
- Quell: <https://www.quell.io>
- Mental Health Matters - Torbay – (The Moorings) – 6pm-12am - 07483991848.
- Self-help leaflets – (including regarding self harming) – <https://web.ntw.nhs.uk/selfhelp/>
- Adult Drugs and Alcohol Services – Torbay – 01803 291129.
- DAANA – Devon Adult Autism and ADHD Service- 01392 674250
- Time Torbay – 11y-24y olds – CHECKPOINT - [checkpoint.torbay@nhs.net](mailto:checkpoint.torbay@nhs.net)



## 8 – Your physical wellbeing

We want to support you to achieve all your goals, whether that be exercising more regularly or giving up smoking. Your physical wellbeing can be fully supported by your personal advisor who can support you in managing your health, being healthier and creating your goals. Staying healthy isn't always easy but research tells us how beneficial this is for our quality of life and mental health. We have a growing offer to support you with this including access to gym passes and swimming sessions. We can also provide you with the latest list available of the local resources you can utilise to support you.

When you are under 18, an **annual health review** would have been offered to you by our specialist cared for nursing team. When you are approaching your 18<sup>th</sup> birthday, the team will invite you to a final health review, attending this is really important as it will help us to support you fully as you transition into independence. At times, you may find attending appointments or speaking about your health difficult, we will fully support you with this and discuss with the team any special arrangements you would like to be made to enable you to attend, it may be you would prefer a telephone call or that there are some areas of your health you do not wish to discuss – please let us know and we can make sure the appointment is comfortable for you. Attending this will enable your pathway plan to truly reflect your individual needs, whether that be specific support around dentistry, sexual

health, managing a long-term health condition, obtaining prescriptions or accessing transport for appointments.

When you are 18 years old you will be given a **health passport** which is a really important document containing all relevant information relating to your health including any medical conditions, treatment and inoculation history. Our cared for nursing team are also working hard on supporting our care experienced young people to have access to the NHS app, including supporting you to use the app. This app enables you to do many things including accessing your medical records and requesting repeat prescriptions. For some people, this is a much more accessible way of supporting your health.

**What to do if you do not have photo ID**

Each GP surgery creates an online account for patients on their local computer system. You can use the following details from that account to prove who you are:

- the ODS code of your GP surgery
- the account ID
- a linkage key or a passphrase

Your GP surgery should give these details to you in a 'PIN document'. The linkage key or passphrase will expire 2 weeks after it is printed. When you have the PIN document, follow these steps in the NHS App:

1. Select How to prove who you are without photo ID
2. Select Yes - I use online services
3. Select Yes - I have all 3 details
4. Enter your ODS code, account ID, and linkage key or passphrase
5. Enter your full name and date of birth

**Logging in to the NHS App**

1. Enter your email address and select Continue.
2. Enter the password you created when you registered on the app.

Help and support - For help getting set up on the NHS App visit: [www.nhs.uk/nhs-app-get-started](http://www.nhs.uk/nhs-app-get-started) or scan here →

**To download the NHS App, scan here**

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## 9 – Your relationships

Everybody needs and deserves to have people around them who care for them, this is vital for our sense of belonging, our identity and to feel well supported and connected. We will make sure you are supported emotionally and practically to make and keep positive relationships, having full access to new opportunities to develop relationships with others. Sometimes it can be difficult for us to feel able to talk to new people or to develop trust and meaningful relationships with others, your personal advisor will absolutely be able to support you with this, as well as helping you if problems arise in your relationship with others that cause you to feel negative emotions such as confused, unhappy or unsupported or if you think your safety is at risk.

Some of the ways we can help you are listed below:-

- Supporting your identity, so you can discover who you are, what you want and how you want to live your life and express yourself – this can include around religious beliefs, cultural practices, sexuality, gender and immigration status.
- Support you to make sense of your lived experiences including through supporting you to have access to your social care records.
- Supporting you to re-connect with family/friends in a planned way that feels comfortable, safe and supported.
- Providing you with advice around specialist services who can support you including around LGBTQ+, healthy relationship support and relationship counselling services.
- Support to maintain contact with people who are important to you, overcoming any barriers that may be present.
- Your personal advisor will get to know you and provide non judgemental support, no matter what it is you are needing some support with.

## 10 – Support with education, training and employment



We are absolutely committed to ensuring that all of you have a wealth of opportunities and support available to access education, training and employment.

### Education + General

Your Personal Education Plan (PEP) is maintained as part of the preparation and review of your pathway plan and builds on your educational progress; each pathway plan review scrutinises the measures being taken to help you prepare for when you become an adult, by considering:

- your progress in education or training; and you are able to access all the services needed, including SEND provision, to prepare for training, further or higher education or employment.
- links are made with further education (FE) colleges and higher education (HE) institutions, and you are supported to find establishments that understand and work to meet your individual needs.
- The 16-19 year old Bursary Fund to help with education related costs for when you are studying at school or college or on a training course – please see this link for further information or discuss your eligibility with you personal advisor. [16 to 19 Bursary Fund: Eligibility - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/16-to-19-bursary-fund-eligibility).
- Each care experienced young person receives a higher education bursary of £2,000 when going on to study a recognised course, and that arrangements for the payment of the bursary are agreed by you as part of the overall package of support. If your aspiration is to go to university, please discuss with your personal advisor as there are a number of practical, emotional and financial services we can provide you with within your pathway plan to ensure your success. This link will also take you to helpful information relating to student finance:- [Student finance login - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/student-finance-login).

Torbay Virtual School has a specialist team which includes a Key Stage 4 Transition Officer (Post 16) and a SENCO that can provide advice and guidance for Post 16, planning for this starts when you are 15 years old to give you best chances of success in your transition from school.

The information shared by you during your PEPs is used to help us identify which key opportunities we need to ensure we are creating for you.

## Training and Employment

Torbay Council are committed to ensuring a range of opportunities are available to you, and have a growing number of training opportunities and work experience opportunities across the council and across Torbay. These opportunities will help you to identify what you would like your career path to be and offer you significant experience and support. We are also asking for an increasing number of you to come and support us in our recruitment process, in that role you will be a key member of interview panels to help us shape our workforce in a way that works best for you as well as giving you invaluable training and experiences in recruitment. If you would like to find out more on our plans for involving young people in interviews or if you would like to be a part of this, you can email [Learning&DevelopmentHub@torbay.gov.uk](mailto:Learning&DevelopmentHub@torbay.gov.uk).

There are a range of organisations to support you in all areas of your career journey, some key useful links are below.

- [Propel - Become \(becomecharity.org.uk\)](http://becomecharity.org.uk) is brought to you by 'Become', the charity for cared for children and young care experienced young people. Propel will provide you with information on care experienced support for every university and college across the UK.
- [icould - Career ideas and information for your future](#) has real stories to inspire your career, career videos, job information and ideas for your future.
- [Home | Discover your skills and careers | National Careers Service](#) includes a skills assessment webpage where people can learn more about their skills and match them to potential new careers.
- [About Us \(successatschool.org\)](http://successatschool.org) [Advice - Success at School](#) is the place for you to explore careers, get the low-down on top employers, and search for the latest jobs, courses and advice.

We have excellent links with our local jobcentre plus who have been working very positively with us to promote best outcomes for our care experienced young people, including developing a new leaving care protocol to promote best practice between Torbay Council and the Jobcentre. The jobcentre provide enhanced support services, recognising the challenges that many of our care experienced young people have faced. Some of this support is outlined below, but if you do have any questions or would like further information please contact your personal advisor.

- Provide an early entry system for our young people (processing forms in readiness for your 18<sup>th</sup> birthday).
- Enable your personal advisor to attend all appointments with you including your first meeting with your work coach to develop a plan.
- Work Coaches will ensure you are made aware of all assistance available to you, including any support through the Flexible Support Fund.
- If you do not attend an appointment with Jobcentre Plus, the Work Coach will try to contact you to explain the procedures or refer you back to your personal advisor, this is to support
- You can start the claim process for universal credit 28 days before your 18th birthday, to ensure that there is not delay in you receiving your first payment and to start getting to know your work coach in advance.
- When seeking work opportunities, you will have access to range of local resources and services to support you, this includes free training, opportunities to gain qualifications required for specific roles, for example an SIA license for a security guard, to enhance your employability. You will also receive full and bespoke support around applying for jobs, having everything you need for interviews and transitioning into work.

There are three work coaches assigned to supporting our young people and their details can be found below.

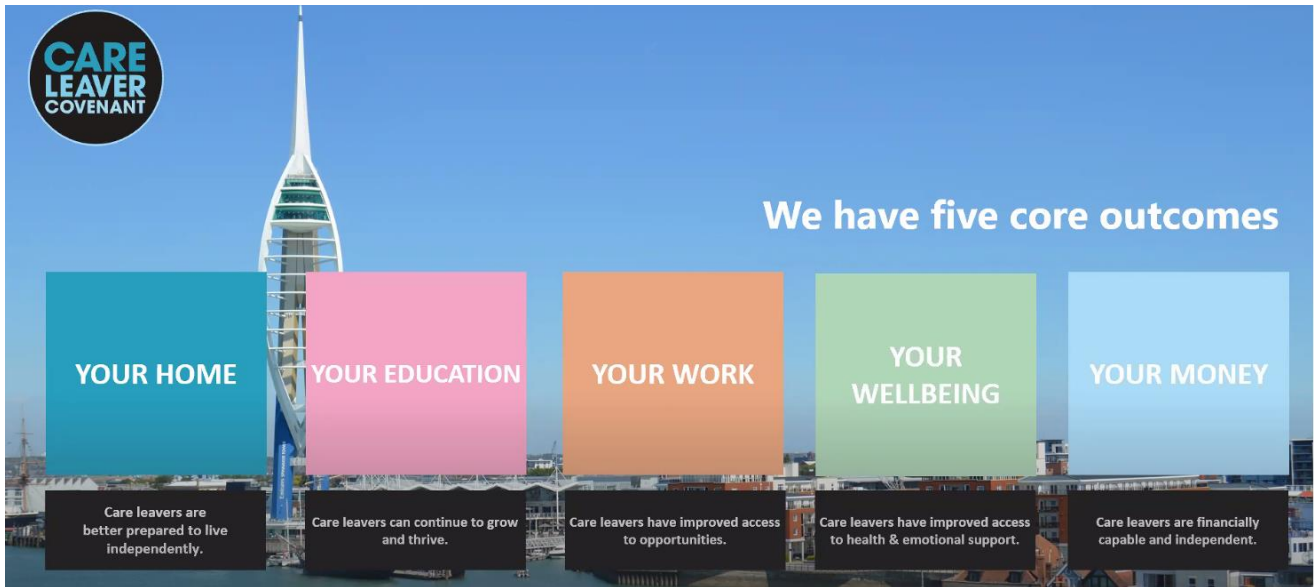
- Torquay Jobcentre Plus, Regal House Castle Circus, Torquay TQ1 3JQ Aaron McCartney. [Aaron.mccartney@dwp.gov.uk](mailto:Aaron.mccartney@dwp.gov.uk)
- Brixham Jobcentre Plus, Decca House, 28 New Road, Brixham TQ5 8NQ. Philip Bevan [Philip.Bevan@DWP.Gov.UK](mailto:Philip.Bevan@DWP.Gov.UK)
- Joanne Raddon (Lead), [Torquay.vcl@dwp.gov.uk](mailto:Torquay.vcl@dwp.gov.uk) 01803 356031.

Please watch the video in this link for a quick and supportive guide around applying for universal credit. [Advanced Universal Credit Claims for Care Leavers - YouTube](#).

The Care Leaver Covenant is working really hard to support local authority care experienced offers to young people focusing on 5 key areas including education, employment and training. There are always exciting opportunities and plans developing, including the NHS providing careers events especially for you, guaranteed interviews if you apply for an NHS role and fully supporting and prioritising you through the process. Please speak to your personal advisor to help keep you informed! To read more about how many organisations are committed to supporting you, please click the link below, here you will find a huge range of offers from large organisations including thousands of job opportunities, training opportunities and Free unlimited broadband for job seeking care leavers from Talk Talk! This also offers you opportunities to get involved in the covenant!

[Care Leavers Wanted - Care Leaver Covenant \(mycovenant.org.uk\)](http://mycovenant.org.uk)





## 11 – Care experienced parents

If you are planning for baby, are expecting a baby or are already a parent, we can support you. Please contact your personal advisor who will be able to support you in any area you need.



Some things you may need our help with could be those listed below with some useful links, please let us know how we can help:-

- Family planning support - [Sexual health services - Castle Circus Health Centre - NHS \(www.nhs.uk\)](#)
- Attending medical appointments
- Accessing the right financial support
- Accessing new accommodation
- Returning to work/education/training - [Care to Learn: Overview - GOV.UK \(www.gov.uk\)](#)
- Child care entitlements - [Early Years Childcare - Family Hub \(torbayfamilyhub.org.uk\)](#)
- Getting all the things you need for your baby - [Sure Start Maternity Grant: Overview - GOV.UK \(www.gov.uk\)](#)
- Practical and emotional support with parenting - [Support for Parents and Carers - Family Hub \(torbayfamilyhub.org.uk\)](#)
- Finding local groups and family activities - [What's on - Family Hub \(torbayfamilyhub.org.uk\)](#)

We can also support you if your child is open to children's social care. Referrals by any professional are only made with your consent, unless there is significant concern about risk, not because you are care experienced. If your child is open to a social worker, your personal advisor can help you including supporting you to share your views, attending meetings with you to provide emotional

support and making sure you are being treated fairly and understand decisions and plans being made. We want you and your child to be very well supported and we will work really hard to make this happen.

## 12 – Involvement with the criminal justice system

If you have a history of offending behaviour, are at risk of re-offending or at risk of criminal exploitation, we are committed to supporting you in a non-judgemental way to have a bright future and avoid re-offending as offending behaviour can have a devastating impact on your life including disruption to education, training and employment, impact to relationships that are important to you, a loss of your housing and a detrimental impact to your mental health.

If you are under 18 years of age, Torbay Youth Justice Service (which used to be known as YOT) can help you, by working alongside you and other professionals such as your social worker, personal advisor, police, education, probation and health professionals to support you to reduce your risk of re-offending and to support you through any criminal prosecution brought against you by the crown prosecution service. Within the service there are specialist workers who can assist you including a family therapist, parenting worker, substance misuse worker and mental health worker, to give you the best possible chances of leading a life free from crime in your future, these workers are very important to our planning as we know the vast majority of people who offend have underlying needs in these areas, such as struggling with drug use or poor mental health. To find out more about the Torbay Youth Justice Service please visit this link [Youth Offending Team \(YOT\) - Family Hub \(torbayfamilyhub.org.uk\)](http://torbayfamilyhub.org.uk).

Your personal advisor can make sure you are receiving the right services and can support you through any criminal proceedings including supporting you to attend any court hearings and understanding of any conditions/restrictions placed upon you by the police or the courts. Sometimes, you may be given a probation requirement, which means probation will be working with you to ensure you complete all of the actions identified by the court, this may include unpaid work, completing a course, accessing treatment and having regular meetings with your probation officer. It is really important you comply with the actions identified for you and we will support you to achieve these. Our local probation office details can be found by clicking this link [Devon: Torquay Probation Office - GOV.UK \(www.gov.uk\)](http://www.gov.uk)



If you are serving a custodial sentence, your personal advisor will continue to work with you and to visit you to provide support, including support around release planning in all key areas of need

identified including housing, accessing health services, emotional wellbeing, claiming for benefits and returning to education, training and employment.

## 13 – Separated migrant children and young people (UASC)

When you are under 18, you will have the same entitlements as any other child in need in Torbay.

When you reach 18 years old you will be entitled to a level of care and support from us, but this is subject to your immigration status.

We will plan with you for three possible outcomes which are:-

- helping you plan for a future in the UK if you are given some form of leave to remain (the different types of main status are outlined below).
- ongoing support while you wait for a decision from the Home Office.
- helping you make a back-up plan if you have been refused leave to remain in the UK and have exhausted all appeals.

### **Type of Leave to Remain:-**

- **Refugee status**  
Refugee status is awarded to someone the Home Office recognises as a refugee, as described in the Refugee Convention. A person given refugee status is normally granted leave to remain in the UK for 5 years, and at the end of that period can apply for Indefinite Leave to Remain.
- **Indefinite leave to remain**  
A form of immigration status given by the Home Office. Indefinite leave to remain is also called 'permanent residence' or 'settled status' as it gives permission to stay in the UK on a permanent basis.
- **Discretionary leave**  
A form of immigration status granted to a person who the Home Office has decided does not qualify for refugee status or humanitarian protection, but where there are other strong reasons why the person needs to stay in the UK temporarily.  
If you've used up all your immigration appeal rights, we'll carry out an assessment to decide whether removing your leaving care support would breach your human rights.

### **What Support We Will Offer You:-**

We will provide you with appropriate education, training and employment opportunities. This includes developing your written and spoken English, cooking, budgeting and other independence skills as identified within your pathway plan. This may change depending on your immigration status.

We will make sure you have somewhere suitable and safe to stay when you are under 18 years of age that is assessed to be able to meet your needs.

When you reach 18 years old, if you have status, you will be able to access the housing needs register in Torbay, we will ensure you are supported to access the waiting list for this at the earliest

opportunity. Different Local Authorities have different rules around whether they will offer you a duty to housing and if you are living in an area outside of Torbay and wish to remain there, we will support you if that Local Authority are able to offer you a housing duty. If the Local Authority area in which you would like to live post 18 is not accepting a duty to provide you with housing, Torbay Council will support you into one of our housing provisions in the Torbay area. However, if you move into local authority or housing association accommodation at 18, then receive an adverse decision on your immigration status, you will lose access to public funds and housing services. Your personal advisor will then support you in the next steps.

We will make sure you get the health care and emotional support you need. If you're a child in care or under 21 years old and are in education, you will be entitled to medical treatment free of charge by the NHS. If you do not have status and have exhausted all of your appeal rights, you will not be able access medical treatment from the NHS without payment.

We will make sure that an interpreter is made available where required, and dietary, cultural and religious needs are considered for you.

If you would like the support of an advocate, please talk to your personal advisor who will make the appropriate arrangements for you.

If you're under 18, we will support you to take part in leisure activities and get involved in the community. We will also support you to prepare for independence.

We will help you trace family members who might be living in the UK. If you want to trace family members in another country, we will help you to access support from specialist tracing organisations.

Refugee Council are a UK charity working with refugees, supporting them to rebuild their lives and getting their voices heard. Please click this link for further information:- [Refugee Council website](#).

## **14 – Additional Educational Needs (SEND)**

In Torbay, we have undertaken a lot of work to improve our services for our young people with additional educational needs. For full information about Torbay's SEND Offer, please click the following link. [Torbay SEND Local Offer - Family Hub \(torbayfamilyhub.org.uk\)](http://torbayfamilyhub.org.uk)

The Torbay SEND offer has been developed based on a wealth of feedback from children and young people, to really understand what you want and what you need from us. The SEND offer has a clear vision of making sure that what you need is identified and supported as early as possible, that you have the right support at the right time and that everyone who works with you have a key role to play in supporting you and your plan. The link above provides a wealth of accessible information to support you in all areas of SEND, including resources and services available to you, guidance around your education and health care plan (EHCP), SEND clubs and activities as well as support for preparing for and entering into adulthood.

## 15 – Participation team

In Torbay, we have two Participation Officers dedicated to working with young people to improve the services we provide. The participation team are working on a number of exciting projects to enhance our local offer including specialist group sessions and involving more young people in our important processes such as recruiting new social workers!

*Children in Care Council:* The Children in Care Council is a group of children and young people with experience of being in care who meet with important decision makers (corporate parents) to help shape what the services and support for children and young people in care look like. Being part of the Children in Care Council is a chance for you to learn new things, like how to speak up for yourself and others, gain life skills and how to work as a team. You can also make new friends who have similar experiences to help encourage people and organisations to do as much as they can towards improving the lives of children in care. The Children in Care Council sessions are both face to face and online. This means that even if you don't live in Torbay, you can still join in the meetings.

*One – 2 – One session's:* We understand that your experiences are personal, and you may not always want to join a group. Because of this, we offer regular one – 2 – one sessions, in places where you feel comfortable. You can share your own personal experiences, highlight what you would like to see improved, and work alongside our Participation Officers on projects that are important to you.

We understand that you have lived experiences of the services that we provide. By sharing your experiences with us, and helping us to improve, you will be helping to ensure that our services can be better for every future child that we support. Together, we can make positive changes and provide meaningful opportunities for your voices to be heard and acted upon. We want you to be a part of this amazing journey towards creating a better future for all children and young people living in care and who are care experienced.

To find out more about how you can get involved, or to speak to one of our Participation Officers,  
Email: [Learning&DevelopmentHub@torbay.gov.uk](mailto:Learning&DevelopmentHub@torbay.gov.uk)

## 16 – Compliments and complaints

**Point of You, feedback service for children and young people** - Tell us how we did. We want to hear from you if you think we've helped and done something well or if we could have done something differently. We need this information for us to learn, so that we can improve the service we provide to all children and young people.



### Here are some examples below:

- Did you understand what was happening and the reasons why?
- Did you feel that you were listened to?
- Did we include you in planning and decision making?
- Did you feel supported?
- Were we open and honest with you?
- Did we make you feel safe?
- What could we have done better?

Our Participation Officers Katie Harris and Sophie de Sousa are here to help. You can text, call, e-mail or complete an online form to provide feedback and let us know how we've done. Good points or areas to work on, we're here to listen.

### Text, call, or WhatsApp our Participation Officers:

Katie Harris 07785 934 552

Sophie de Sousa 07500 608 141

Email: [pointofyou@torbay.gov.uk](mailto:pointofyou@torbay.gov.uk)

Complete a quick online form here: [Point of You Feedback Service \(office.com\)](#)

Alternatively you may wish to use the [SEND version](#)

## 17 – Important contact details

When you are allocated a personal advisor they will make contact with you and share all of their contact details. If you are not sure who your personal advisor is or cannot get hold of them, please contact us using the details below. We have two personal advisors and a team manager on duty Monday-Friday 9am-5pm.

## Care Experienced Team:-

**Team Email Account** - [Contact4Careleavers@torbay.gov.uk](mailto:Contact4Careleavers@torbay.gov.uk)

**Team Telephone Number** – 01803 208400

**Address** - Electric House, Castle Circus, Torquay, Devon, TQ1 3DR

**Main Switchboard Telephone Number** – 01803 208100 (please use this number if you wish to speak to a manager).

**Out of Hours Support (Evenings and Weekends)** – 01803 321135 (please use this number if you have an urgent need for support outside of normal working hours).

## 18 – Torbay Council future ambitions



We have made significant progress in enhancing our local offer to you, but we recognise that this journey is one whereby we will always be striving to do better. Some of things we are working closely on to enhance our offer over the next 12 months include:-

- Working with our local NHS organisations to embed the care leavers covenant further into our local offer.
- Working to seek engagement from a wide range of local businesses to create work experience, training and employment opportunities in a range of sectors to grow the wealth of opportunities available to you.
- Working with all of our Torbay Council departments to establish new work experience and employment opportunities.
- Working with local businesses to increase their offers to you around discounted and free tickets and services.
- Developing with the participation team recruitment processes to include you as a key decision maker on new children's social staff.

"You can't go back and  
change the beginning,  
but you can start  
where you are and  
change the ending."

— C.S. Lewis