



# Local offer for **CARE LEAVERS** in WREXHAM





# Contents

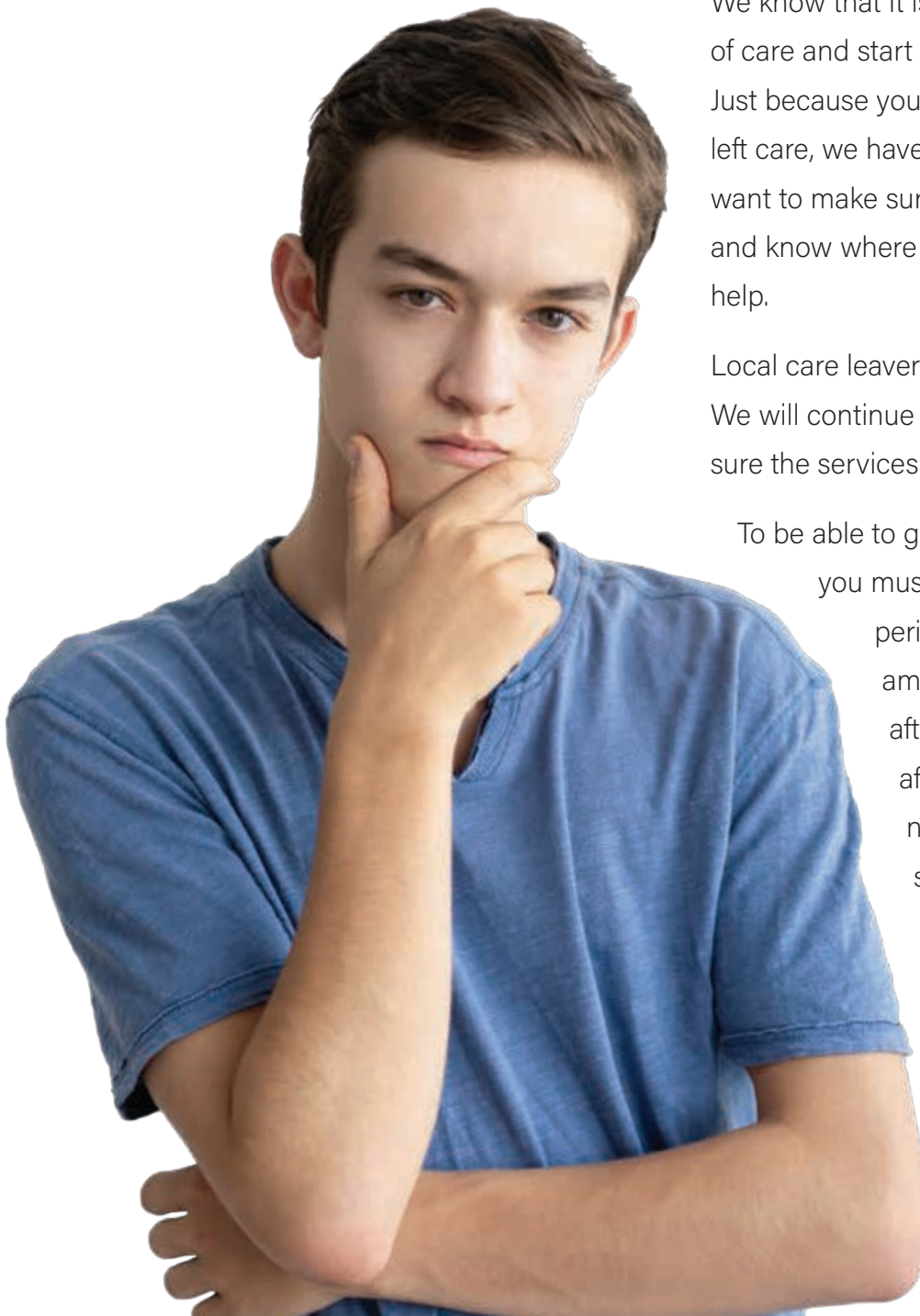
<b>Introduction</b>	<b>6</b>
<b>The Leaving Care Service</b>	<b>8</b>
Who can access support from the Leaving Care Service?	8
Key Words – Categories of Care Leavers according to the Social Services and Well-being (Wales) Act 2014	8
Category 1 young person	8
Category 2 young person	8
Category 3 young person	8
Category 4 young person	8
Category 5 young person	8
Category 6 young person	8
Reconnecting to Care	8
Support up to 25	9
Unaccompanied Asylum Seeking Children (UASC)	9
The Role of Social Workers	9
Support from a Personal Adviser	9
Contacting your Social Worker or Personal Adviser	10
Prevention for Care Leavers at Risk of Offending	10
<b>Adult Services</b>	<b>11</b>
Who to contact for Safeguarding	11
Multi-Agency Risk Assessment Conference (MARAC)	11
<b>Pathway Planning</b>	<b>12</b>
How will I be involved?	12
Who else will be involved?	12
When will my Pathway Plan be completed and reviewed?	12
<b>Independent Skills Development</b>	<b>13</b>
Leaving Care Support Service – Independence Skills Programme	13

<b>Accommodation</b>	<b>13</b>
When I'm Ready policy	14
Semi Independent Accommodation Options	14
Semi-Independent Multi Occupancy provisions	14
Wrexham Housing and Social Housing Providers	14
Council Tax Discount	15
Social Housing outside of Wrexham	15
Ensuring Suitable Accommodation	15
Accommodation Evaluation	15
<b>Education, Training and Employment</b>	<b>16</b>
Careers Wales	16
Advocacy Service Available for You	17
Personal Education Plans (PEP)	18
Education, IDP (Individual Development Plan)	18
A Unified Plan	18
Clear and Consistent Rights of Appeal:	19
LAC Education Coordinator:	19
<b>Financial Entitlements</b>	<b>19</b>
Birthday and Christmas Allowance:	19
First Homes Grant	19
University and Higher Education	19
Laptop:	20
Identification:	20
Maternity Grant	20
Sure Start Maternity Grant:	20
St David's Day Fund:	20
Family Contact	21
Department for Work and Pensions (DWP) and Care Leavers Joint Protocol	21
Post 18 Benefits	21
Bank Accounts	21

<b>Health</b>	<b>22</b>
Looked after Children's Specialist Nurse	22
Out of hours Emergency Dental Service	22
FRANK	22
Substance support	22
CAIS Champions' House	23
Sexual Health Clinic	23
Sexual Health Clinic Maelor Hospital	24
NHS Direct Wales	24
Support to stop smoking	25
Relationships	25
<b>Participation in Society</b>	<b>25</b>
<b>Care Leavers' Week</b>	<b>25</b>
<b>Young People's Care Council</b>	<b>26</b>
<b>Return Interviews for Missing Children Service:</b>	<b>26</b>
<b>Access to Records</b>	<b>27</b>
<b>Exit Interviews</b>	<b>27</b>
<b>Complaints and compliments</b>	<b>28</b>
Who can make a complaint, suggestion or compliment?	28
Who do you tell if you have a complaint, suggestion or compliment?	28
My Planner	29
Child Line	29
Meic	29
NYAS	29
Self-help – The Sanctuary	29
Cruse Bereavement Care	29
Mind – Mental Health:	30
Samaritans:	30
Papyrus:	30
The Care Leavers Association	30
Voices From Care Cymru	30

# Introduction

The process of leaving care and transitioning to adult life can be a challenging and confusing time. This guide has been created to tell you about all the support that we have in Wrexham for you as a care leaver.



We know that it is a big step when you move out of care and start living on your own or with friends. Just because you are leaving care, or have already left care, we haven't stopped caring about you. We want to make sure that you feel safe and supported and know where and who to go to for advice and help.

Local care leavers have helped develop this guide. We will continue to listen to your views and to make sure the services we offer are what you need.

To be able to get the support set out in this guide, you must have been looked after for a period of at least 13 weeks (or periods amounting to 13 weeks) which began after age 14 and included some time after your 16th birthday. If you are not sure whether you qualify for support, please contact the Leaving Care Service.

Your Social Worker or Personal Adviser will talk with you about the information in this guide and can provide further copies on request.

## Foreword

We want the very best for our young people in care and our care leavers. We know that the move from being a looked after child to a care leaver is a uniquely critical time in a young person's life and as a council it is our responsibility to make sure that they have the support available to them that so many of us may take for granted.

It is vital that our care leavers go on to fulfil their potential and a smooth journey when leaving care is essential for this. Our local care offer for care leavers has been developed with care leavers to ensure that the services we offer are exactly what is needed.

It is a clear and comprehensive guide to what services and support are available to care leavers.

We know that it is a big step to move out of care and start living on your own or with friends. We want to make sure that care leavers feel safe and supported at this time and know where and who to go to for

advice and help. As a corporate parent, we have the same aspirations for our care leavers as we would our own children. We are here to listen, advise and support our young people so they can go on to achieve the very best in life for themselves.



*Ian Bancroft, Chief Executive*



*Andrew Atkinson,  
Lead Member for Children's Services*

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I believe that the local offer will improve the knowledge that care leavers have about, what they are entitled to and encourage them to continue engaging with services and support networks until they have completed their transition into full

independence leading to improved outcomes for care leavers in Wrexham.

*Care Leaver representative,  
Wrexham's Youth Parliament  
Senedd Yr Ifanc*

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## The Leaving Care Service

### Who can access support from the Leaving Care Service?

In order to understand the type of support that you will receive from the Leaving Care Service you will need to understand some key words which are used to describe the 6 categories of care leavers. These key words and definitions are described below; if when you have read the key words and you still need help in understanding them then you can discuss these with your Social Worker or Personal Adviser.

### Key Words – Categories of Care Leavers according to the Social Services and Well-being (Wales) Act 2014

#### Category 1 young person

You are 16 or 17 years old and are looked after by Social Care under a Statutory or Voluntary arrangement and have been looked after for a period of more than 13 weeks.

#### Category 2 young person

You are 16 or 17 years old and have chosen not to be looked after anymore by Social Care under a Statutory or Voluntary arrangement but still want support from Leaving Care.

#### Category 3 young person

You are 18 years old and still want support from Leaving Care.

#### Category 4 young person

You are aged between 18 and 25 years old and having decided not to want support from Leaving Care when you turned 18, you can ask to reconnect to that support for the purpose of Education or Training.

#### Category 5 young person

You are aged between 16 and 21 years old and have been previously been looked after under a Special Guardianship Order.

#### Category 6 young person

You are 16 – 21 years old and at some point were looked after by Social Care but returned home before the age of 14 years old.

### Reconnecting to Care

The Social Care Department have developed a Policy that sets out the support offered to Care Leavers (up to the age of 25) who wish to reconnect to care. The Policy includes:

- Arrangements about how Young People can resume contact
- Details of the support available for Education and Training
- Information about the level of financial support available

This Policy can be viewed online:

[https://www.wrexham.gov.uk/assets/pdfs/social\\_services/reconnecting-to-care.pdf](https://www.wrexham.gov.uk/assets/pdfs/social_services/reconnecting-to-care.pdf)



## Support up to 25

There are planned changes to be introduced through the Social Services and Well-being (Wales) Act 2014, where Care Leavers will be entitled to support from a Personal Adviser up to the age of 25 in line with England but this has not become law yet. We will continue to lobby Welsh Government for this addendum and update you if and when it occurs.

## Unaccompanied Asylum Seeking Children (UASC)

A UASC is defined as an individual who is under 18, who has arrived in the UK without a responsible adult, is not being cared for by an adult who by law or custom has responsibility to do so, is separated from both parents and has applied for Asylum in the United Kingdom in his/her own right.

The Local Authority has a duty to assess such children under Part 3 and then, almost always, to accommodate them under section 76 of the Social Services and Well-being (Wales) Act 2014 or due to significant harm are under a Care Order.

Support will be provided to UASC to access legal representation in support of their initial Asylum claim to remain in the United Kingdom. Care leaver status as detailed above applies to all UASC who achieve eligible care leaver status, having been looked after for 13 weeks from the age of 14 including 1 day since the age of 16.

Statutory Guidance for Local Authorities can be found in:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/656429/UASC\\_Statutory\\_Guidance\\_2017.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/656429/UASC_Statutory_Guidance_2017.pdf)

## The Role of Social Workers

All eligible care leavers will be allocated a Social Worker who will act as your Lead Worker and be responsible for the regular update of your Pathway Plan (see Pathway Planning). As an eligible care leaver you will be jointly allocated to a Personal Adviser.

As an eligible care leaver you will remain allocated to your Social Worker until you either leave care or reach 18 years of age. However, you will remain allocated to your Personal Adviser whilst you continue to have a Care Leaver status, therefore this will be until you reach 21 years of age and possibly up to the age of 25 if you request a continued service and are assessed as having unmet needs.

## Support from a Personal Adviser

All care leavers will be allocated a Personal Adviser from the age of 15 years and 9 months.

Your Personal Adviser will support you to develop the skills that will assist you to live independently at a time when you are ready to do so. A key role of the Personal Adviser is to provide and coordinate the support, advice and guidance you will need in support of your transition to adult life.

## Contacting your Social Worker or Personal Adviser

Your Social Worker or Personal Adviser will be introduced to you by your existing Social Worker. Your Personal Adviser will provide you with their telephone and email contact details. Alternatively they can be contacted by text and Facebook. The Day services main line is **01978 295613**.

Pop into the Info Shop on Lambpit Street

### Opening hours:

Monday: 11.30am – 5.30pm

Tuesday: 11.30am – 4.30pm

Wednesday: 11.30am – 5.30pm

Thursday: 11.30am – 4.30pm

Friday: 11.30am – 5.30pm

A Duty Social Worker is also available Monday – Friday 8.30 am – 5 pm by popping into the Lampit Street Reception.

The Leaving Care Service has a duty system to cover staff absence, if you are unable to contact your Social Worker or Personal Adviser and the matter is urgent you can request to speak to the Duty Social Worker.

If the matter is really urgent you can also request to speak directly to the Assistant Manager or Team Manager.

The Leaving Care Service is open during normal office hours 9 am to 5 pm, with the Duty Social

Worker available from 8.30am. If you need to speak to someone urgently outside of these hours you can contact our Out of Hours Service. Support out of hours is limited to emergencies only:

### Out of Hours Telephone Number:

**0345 053 3116**

## Prevention for Care Leavers at Risk of Offending

For young people who are moving into adulthood and have previously been looked after / in the Criminal Justice System, this can be a turbulent time in terms of the risk they present to others as well as their own safety and wellbeing.

As such it is vital that there is a clear plan to assist and manage these young people and that the Youth Justice Service (YJS) Practitioner and Leaving Care Social Worker or Personal Adviser work together to promote independence and risk management.

Moving forward, Leaving Care Workers will attend Complex Case Panel Forums and Planning Meetings as relevant. It is the responsibility of the YJS Practitioner to ensure that they are invited.

The YJS will provide an enhanced service for any care leavers who are deemed to be at risk of offending even if they have turned 18. These referrals will be made by the Personal Adviser to a YJS Manager. It is likely that intervention will be time limited to address any offending risks.

## Adult Services

If you are a care leaver identified as having complex additional needs in relation to your transition to adult life your Social Worker will discuss with you and seek your consent to complete a referral to Adult Services. A member of the Transition Team will then work alongside your Social Worker or Personal Adviser to undertake an assessment of your needs which will identify your level of independence and your future support needs as provided by Adult Services.

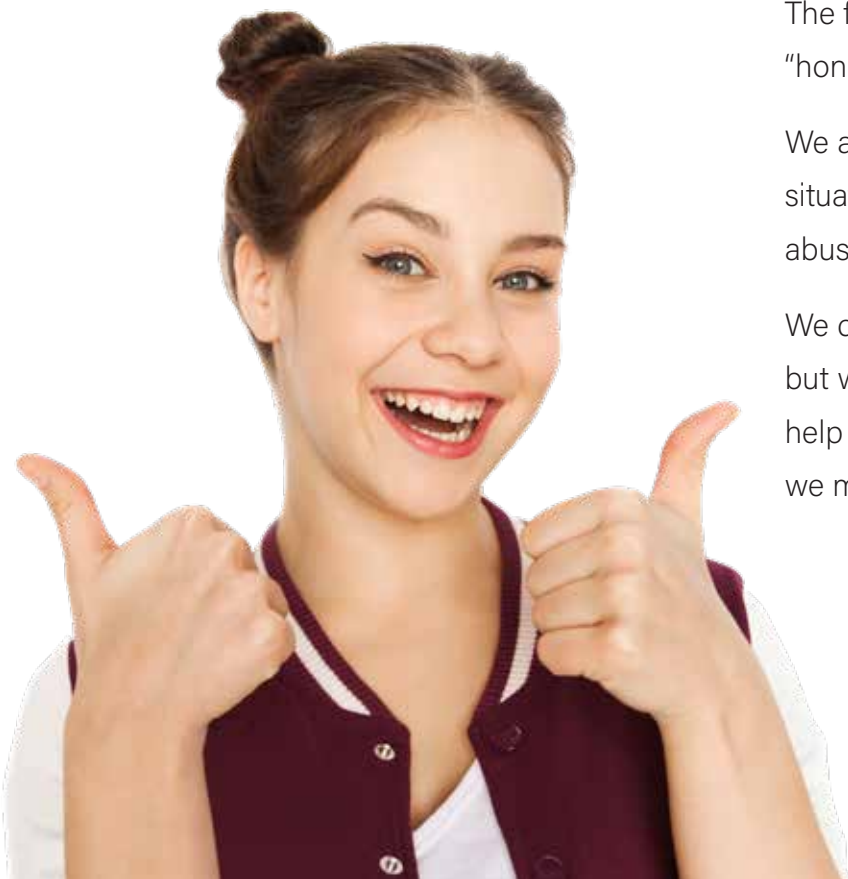
### Who to contact for Safeguarding

**Telephone: 01978 298020**

**(Emergency Duty Team - out of hours):**

**0345 053 3116**

**E-mail: [Emergency.Hours@wrexham.gov.uk](mailto:Emergency.Hours@wrexham.gov.uk)**



## Multi-Agency Risk Assessment Conference (MARAC)

The MARAC is a Public Protection process that sits alongside Safeguarding Children, Safeguarding Adults and Multi-agency Public Protection Arrangements (MAPPA).

The agencies attending the monthly MARAC meeting discuss adult victims who are facing the most dangerous situations of domestic abuse.

We discuss cases at the MARAC where the violence is between boyfriend and girlfriend, husband and wife, separated, divorced or living together or maybe, never having lived together.

We discuss violence in same sex relationships, the victim may be female or male. We help family members facing violence from someone else in their family.

The focus may be a victim of Forced Marriage or "honour" based abuse.

We aim to piece together a wide picture of the family situation to assess just who is at risk of violence, abuse and neglect.

We do not meet to discuss young people primarily but we often highlight dangers facing children to help agencies to protect them. In some situations, we may discuss victims aged 16 – 17 years.

## Pathway Planning

Pathway Plans will be prepared for all eligible young people, from the age of 16 your Pathway Plan will replace your Care and Support Plan. Your Pathway Plan is about your needs and what we need to do to ensure your successful transition to adult life.

Your Pathway Plan is written by the Local Authority in consultation with you and important people in your life. It sets out your needs, views and future goals, and identifies exactly what support you will receive from us. We will review your Pathway Plan with you regularly so that it is kept up-to-date.

We will try to enable you to keep the same Personal Adviser, though this will not always be possible.

The amount of support that you receive from your Personal Adviser will depend on what you want and your circumstances.

The Leaving Care Service will consider with you what extra support you may need. You might, for example, need extra support because:

- You have Special Educational Needs or a Disability.
- You are an unaccompanied Asylum Seeking Child (UASC) and your Immigration status is unclear.
- You are in or leaving custody or you have had contact with the Criminal Justice System;
- You are a young parent; or
- You are going through a difficult time in your personal life

### How will I be involved?

For your Pathway Plan to be effective it will be based on an up to date needs assessment and will set out the support that you need to achieve your aspirations. We aim to fully involve you in the development of your Pathway Plan. You have a right to be involved in all decisions about your plans for leaving care. You also have the right to support from an Independent Advocate if you want to challenge any of the decisions about the support we give you (see Advocacy Services).

### Who else will be involved?

With your agreement and where it is appropriate we will seek the views of your parents and carers, we will also seek the views from our partner agencies which may include; Housing, Education, Training and Employment providers, Job Centre, Health services, Youth Offending Services, Transition Support Service and others. Your Pathway Plan will seek to ensure that all agencies are working together to provide you with clear and consistent advice and support.

### When will my Pathway Plan be completed and reviewed?

Your first Pathway Plan will be completed before you are 16 years and 3 months old. If you are already over 16 on entering care of the Local Authority then your Pathway Plan will be completed within 3 months of your accommodation start date.

Your Pathway Plan will then be reviewed within every 6 months or within every 28 days of any significant change to your plan such as a change of address, significant health event or at your request.

As a care leaver your Pathway Plan will be written and available at your Statutory Review which will be chaired by your Independent Safeguarding Reviewing Officer (ISRO) until the age of 18. A Statutory Review will take place before you turn 18 to confirm that plans for future support are in place.

## Independent Skills Development

Learning the necessary skills to live independently do not begin after you have left care, it begins when you are still in care, therefore young people will be encouraged to develop these skills in both their placements and via a range of support services.

Your Social Worker and Personal Adviser will support the assessment of your independence skills and will provide support, advice and guidance on a range of issues relating to leaving care including:

- Accessing Education, Employment and Training
- Developing Independence skills
- Finding and managing suitable and secure accommodation
- Managing your finances and claiming benefits
- Support to access Health Services including access to Emotional and Mental Health support needs

Your Social Worker or Personal Adviser will also help you to access specialist support when you need it, this may include counselling and advice services, issues relating to alcohol and drug use, sexual health, budgeting and benefits such as Universal

Credit, Job Seekers Allowance, Income Support and Housing Benefit.

Your Social Worker or Personal Adviser will work with you to enable you to put into place the things in your life that will enable you to live independently in your own accommodation.

## Leaving Care Support Service - Independence Skills Programme

We are looking to develop our independence skills programme and in the interim we offer bespoke packages from our Personal Advisers to individual young people.



accommodation pathways by your Social Worker and Personal Adviser. Your accommodation needs will be reviewed and will likely change over time as you continue towards adulthood. The ultimate aim is for you to be confident to manage your accommodation and to live as independently as possible.

When you are ready a referral will be made to Housing for you to be placed on the waiting list as a priority. This is a list that will give you the opportunity to gain your own property. Before all this happens plans will be put in place with your Personal Adviser and allocated Housing Officer to make sure that you have developed your independence skills and are ready to live on your own. Don't worry if you still need some support when you move in because your Personal Adviser and Housing Officer will be able to provide you with a range of different support from cooking to budgeting so you don't need to feel worried about managing on your own.

### **When I'm Ready policy**

Wrexham's pledge to looked after children includes our commitment to supporting young people to remain in their foster care placements beyond the age of 18 and up to the age of 21. This is when you live with a Wrexham Foster Carer. For more information on arrangements and finances then please request information from your Social Worker or Personal Adviser.

### **Semi Independent Accommodation Options**

Supported Lodgings is accommodation within a family home. The young person is provided with their own bedroom and must be engaged in Education, Employment or Training. Support is provided informally by the host family, the Young Person is expected to make a contribution towards living costs and purchase their own food. This is an initiative managed by the Leaving Care Service.

### **Semi-Independent Multi Occupancy provisions**

These types of accommodation are run by private providers; these properties usually accommodate between two and four care leavers and have support staff on site around the clock. The higher staffing ratio provides for more intense support to enable Care Leavers to engage with services and appointments as well as supporting the development of independence skills and occasional assistance with transport. These are commissioned when required.

### **Wrexham Housing and Social Housing Providers**

You will be offered support from your Personal Adviser to apply for Social Housing, you will need to be assessed as tenancy ready and your Personal Adviser will provide you with a supporting letter to support your application. You will need to provide Housing with a copy of your identification and you will need an active bank account for your application to be progressed.

As a Wrexham care leaver you will have priority housing status and your Personal Adviser will be able to support you through the process. Housing

may in some circumstances be able to help you secure the deposit for your first home.

Alternatively, you may wish to secure a **private let (with a private landlord)** but please be aware that the Local Authority cannot act as a Guarantor for any private rental arrangements. However, your Personal Adviser will be able to provide you with a reference if you're assessed as being tenancy ready and provide further information, advice and guidance on accessing housing related financial support and benefits.

### Council Tax Discount

From April 2019 Care Leavers are exempt from Council tax up until the age of 25. This is extended to the whole of Wales.

### Social Housing outside of Wrexham

You may need to provide evidence of a Local Connection if you wish to apply for Social Housing in another Local Authority. However, you will not be a Priority need outside of Wrexham. Your Personal Adviser will be able to provide you with **advice, guidance** and **support** throughout this process.

Information and advice on the level of support you require and further details of the accommodation options can be discussed with your Social Worker or Personal Adviser. Your Pathway Plan will detail your accommodation arrangements and the support that you can expect from the Local Authority alongside information on organisations that provide support services that could help meet your accommodation needs.

### Ensuring Suitable Accommodation

You will be offered advice, guidance and support from your Personal Adviser when planning a change of address. Personal Advisers will offer to support viewings and undertake an assessment of the property. This assessment of the property will primarily seek to ensure your safety and will also make recommendations in relation to suitability, highlighting any issues that need addressing and advice on who to contact for works and in case of emergency.

### Accommodation Evaluation

We aspire to ensure that when you leave any commissioned accommodation (from 16 to 18 years old) you will be asked by your Social Worker or Personal Adviser to complete an accommodation evaluation form. The accommodation evaluation form will seek your views on the accommodation you have just left covering areas such as personal safety, location and staff support. This is a very important for you to complete because it will take into account your experiences of the accommodation. From this evaluation we can progress any concerns you may have experienced with the accommodation provider and equally promote areas of the accommodation which has been positive for you. It will allow us to ensure that we are constantly working with providers to ensure high standards of care for young people.

## Education, Training and Employment

### Careers Wales

Careers Wales provides careers information, advice and guidance services for you from when you are aged 13-19 years or up to 25 (for those with a Special Educational Need or Disability). Careers Wales are dedicated to helping young people get on the right track and to fulfil their potential).

The team are highly skilled and can provide you with:

- Up to date information about your chosen Career Pathways and the Labour Market
- Details of Apprenticeships and Traineeship
- Information about College Courses and University Degrees
- Support in completing application forms and developing a CV
- Discretionary financial support with bus fares
- Support to decide on the best career path for your future

Careers Wales is Wrexham's service to promote and support engagement and access with Training and Employment solutions. Wrexham Social Care remains committed to ensuring you have access to Local Apprenticeships and aim to go further in identifying a broader range of provisions and support services via Education and Training pathways.

We aim to provide a bespoke offer for you ensuring that if you are having difficulties in accessing Education and Training we will provide you with the help you need through a full range of opportunities including Work Experience, Study Programmes, Supported Internships, Traineeships, Apprenticeships and support to access Further and Higher Education. We will ensure that you can access a readily available pathway in line with your ability and aspirations.

We have very high aspirations for you and we will support you to achieve all of your goals and aspirations. We are absolutely committed to ensuring you have access to all the support and opportunities you need to secure your future prosperity and well-being.

Whatever support you need to make an informed decision Careers Wales can help you plan and make the best choices for your future.

**Address:**

[Egerton House, Rhosddu Rd, Wrexham LL11 1EQ](#)

**E-mail:**

[workingwales@careerswales.com](mailto:workingwales@careerswales.com)

**Phone:**

**0800 028 4844**



### Advocacy Service Available for You

TGP Cymru is a leading independent Welsh children's charity working with some of the most vulnerable and marginalised children, young people and families in Wales. They may be experiencing difficulties in accessing appropriate services in Health, Education or Social Care; these include children with disabilities, children with emotional health needs and children seeking asylum.

TGP Cymru's Head Office is based in Cardiff and projects across Wales offering independent and confidential support to children, young people and families through advocacy, participation, counselling, family group meetings, restorative approaches and conflict resolution. They also offer advocacy support for those experiencing problems with emotional health and wellbeing and produce Communication Passports for children and young people with communication needs. They work with children, young people and families, giving them a voice to have a say in their future and ensuring that their rights are upheld.

### TGP Cymru

Unit 3, Block A, Victoria Dock,  
Caernarfon, LL55 1TH

### Ways to get in touch:

#### Telephone:

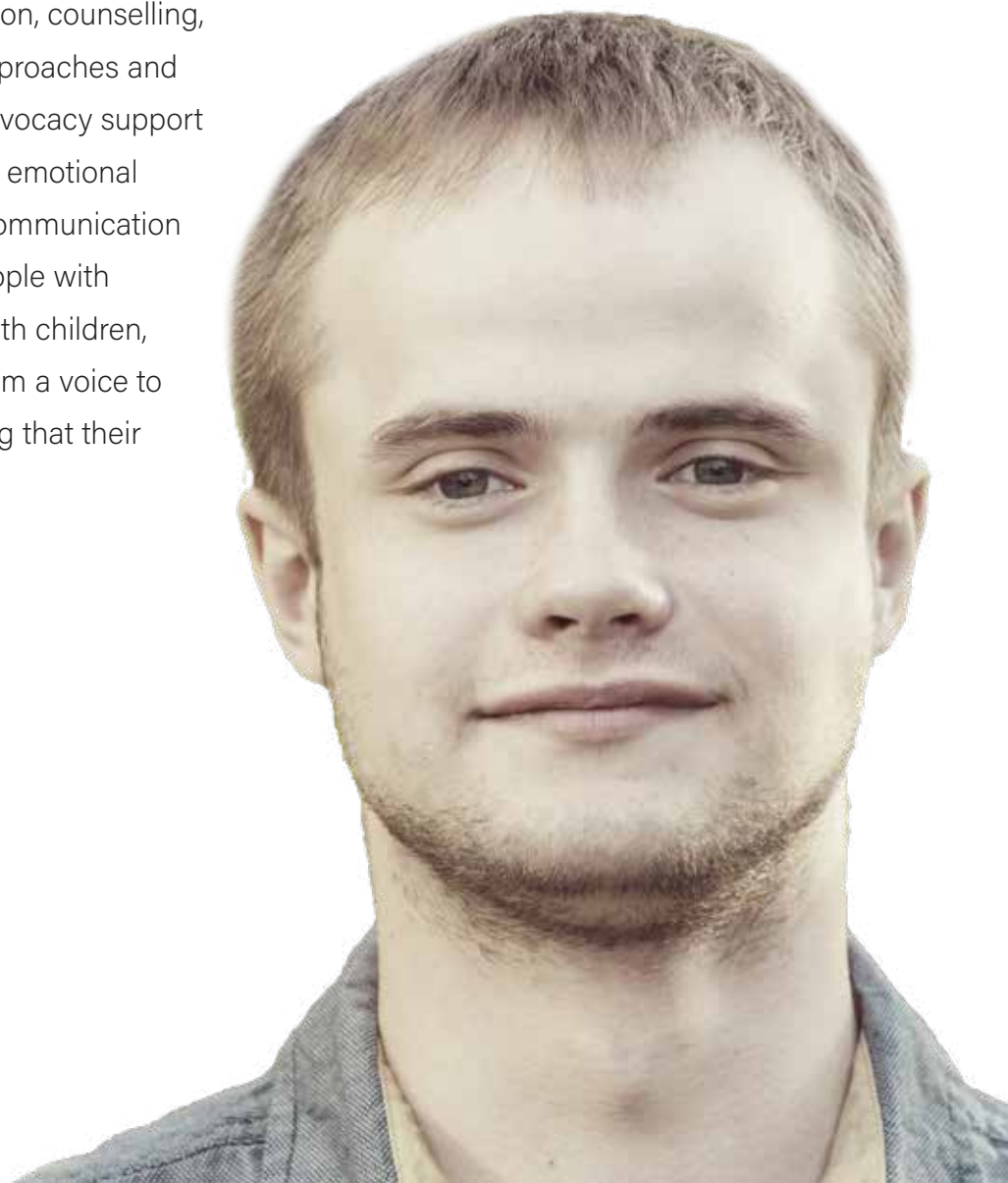
**01286 238007**

#### Email:

[northwalesadvocacy@tgpcymru.org.uk](mailto:northwalesadvocacy@tgpcymru.org.uk)

#### Freephone number:

**0800 111 6880**



### Personal Education Plans (PEP)

Whilst you are looked after, you will be supported with regular Personal Education Plan (PEP) meetings. PEPs are an integral part of the Pathway Plan and remain a statutory document to be updated 6 monthly, or more regularly if needed.

The PEP should reflect the importance of a personalised approach to your learning which secures good basic skills, stretches aspiration and builds life chances.

The PEP must record SMART targets, which are key to releasing your Pupil Development Grant (PDG) funding. The targets need to be agreed with you, your PEP will detail achievements, attendance, Special Education Needs (SEN), behavioural issues and any extra-curricular activities.

The PEP must give details of who will take your plan forward, specify timescales for action and review and identify funding sources for implementing the plan e.g. Pupil Development Grant (PDG) that you are entitled to.

### Education, IDP (Individual Development Plan)

An IDP identifies if you have additional learning needs, and brings together Education, Health and Social Care services to achieve agreed outcomes.

### A Unified Plan

Individual development plans (IDPs) will replace statements of Special Education Needs (SEN) and Individual Education Plans (IEPs for learners currently support through Early Years Action/School Action or Early Years Action Plus/School Action Plus).

Where required, the School will decide whether the child or young person has additional learning needs (ALN) and if so put an IDP in place.

Schools can refer such decisions to the local authority if:

- Determining the extent and nature of the Young Person's ALN, or the Additional Learning Provision (ALP) that they require is beyond the School's capability.
- It would not be reasonable for the School itself to secure the required ALP.

You will remain at the centre of the Assessment and Planning Process and this should be reflected in the IDP. The focus is very much on what is important for you and what you want to achieve now and in the future. The IDP will contain an action plan that is clear about which agency is responsible for delivering the individual elements.

Your IDP will be reviewed at a minimum of every twelve months. These reviews will focus on your progression towards achieving the outcomes specified in your plan. The review will also consider whether the outcomes and supporting targets remain appropriate.

### Clear and Consistent Rights of Appeal:

All Children, their Parents/Carers and Young People up to the age of 25 will have the right to appeal to the Education Tribunal against decisions made by a Local Authority or Further Education Institute (FEI) in relation to their ALN or their IDP.

Children and young people must be provided with access to Independent Advocacy Services.

### LAC Education Coordinator:

The LAC Education Coordinator works to ensure that your Education is of an exceptional standard. We aim for you to have access to high quality, personalised and aspirational learning opportunities and strive to ensure you receive this.

The aim of the LAC Education Coordinator is to close the Educational gap between Children who are looked after and their peers who are not, alongside reducing rates of exclusions and persistent absence.

The LAC Education Coordinator will work directly with you whilst you remain in your placement. They will support Schools directly and indirectly in collaboration with your Social Worker to provide a team of professionals putting you and your needs at the centre of decision making and planning.

The LAC Education Coordinator reports to Wrexham Corporate Parenting Panel.

## Financial Entitlements

[https://www.wrexham.gov.uk/assets/pdfs/social\\_services/financial-support-policy-for-care-leavers19.pdf](https://www.wrexham.gov.uk/assets/pdfs/social_services/financial-support-policy-for-care-leavers19.pdf)

### Birthday and Christmas Allowance:

If you are in a Foster Placement or in a Residential Setting you will receive this allowance in accordance with agreed fostering rates.

If you are a Category 1, Category 2 & Category 3 Care Leaver, you will receive £50 for your 18th and 21st birthdays and £25 for other Birthdays and Christmas' until your 18th birthday.

### First Homes Grant

When you get your first home you will be supported with up to £2000 towards setting up your home. However, this will be in agreement with your Personal Adviser and can only be used for household items. Wherever possible your Personal Adviser will arrange payment and delivery. If you plan to leave a Supported Living arrangement after the age of 21 your Leaving Care Grant will remain available to you for a maximum of 12 months after your 21st birthday (or 12 months after you have left University over the age of 21).

### University and Higher Education

All our Personal Advisers support you in every aspect of your Higher Education and University pathway, from supporting your UCAS application through to when you complete your studies.

The Leaving Care Service will fund the cost of Student Accommodation for the duration of all

Undergraduate Studies. Accommodation will need to be assessed as in line with standard University accommodation for the area. Care Leavers in Higher Education will be provided up to £250 per year towards books and equipment and additional help towards travel costs in term time. Care Leavers in Higher Education will also be supported to secure suitable accommodation during non-term time.

All Care Leavers in Higher Education will receive a bursary of £2000 (which is £222 three times a year)

If you complete any further years study will not receive further bursary payments as the total amount is capped.

Payments will be made to support your Graduation costs up to £150.

If you wish to complete post graduate study you may apply for a grant up to the value of £500 per annum.

### **Laptop:**

Whilst you are in Education or Training you are entitled to a laptop, however, the need for this will have to be evidenced in your PEP (Personal Education Plan) or Pathway Plan - this is a discretionary payment.

You will also be entitled to a Laptop if it is to support your regular attendance in education or training.

### **Identification:**

Passport, Driving Licence, National Insurance or Travel Document

Your Social Workers will ensure that you have a

Passport or Provisional Driving Licence as a means of identification. You will also be supported to open a current bank account. We also provide you with five Driving Lessons, the cost of one Theory Test and the cost of one Practical Test.

### **Maternity Grant**

If you are pregnant, the Social Care Department will pay £100 for maternity clothing and a further £35 to cover the cost of your hospital bag prior to admission to hospital.

For our young Dads the offer above will be matched.

### **Sure Start Maternity Grant:**

If you are pregnant you will be supported to complete a Maternity Grant form where you can access up to £500 and support to access community parenting support and registration fee of birth.

### **St David's Day Fund:**

As a care leaver, you can also apply for a grant from the 'St David's Day' Fund, which has been set up to help young people leaving care progress towards independent and successful lives. The fund is very flexible and aims to meet the needs of young people in the same way that birth parents support their children, including the 'bank of mum and dad' role. You can apply for up to a maximum of £500 from this grant to help you with education, housing, employment, general health and wellbeing and on-going advice and support etc.

### Family Contact

In order to promote contact with your birth parents or ex foster carers, the Social Care Department will assist with transport costs on production of receipts on two occasions each financial year up to a maximum of £20 on each occasion.

### Department for Work and Pensions (DWP) and Care Leavers Joint Protocol

At present there is a joint working protocol with DWP to ensure that you are able to make timely benefits claims and have access to a dedicated Personal Advisers. By closely working alongside the DWP the Leaving Care Service are seeking to avoid you receiving Benefit Sanctions with the main aim of ensuring you can access and engage in Education, Employment and Training.

As part of our working protocol with DWP you may be able to receive financial support for clothing and shoes for job interviews. If you wish to see the DWP Joint Protocol in full or require further information please ask your Social Worker or Personal Adviser.

### Post 18 Benefits

You may be able to apply for a range of State Benefits and Allowances. Some Benefits, but not all of them such as Personal Independence Payment (PIP) will be taken into account when calculating the level of financial support that you receive from the Leaving Care Service. Your Personal Adviser will help you to claim any Benefits and Allowances that you are entitled to receive.

### Bank Accounts

You will be supported to open a bank account by your Social Worker or Personal Adviser who will ensure you have the necessary ID and a supporting letter in order for you to do this. A payment schedule of your entitlements will be confirmed prior to entitlements being paid directly in to your account. The Local Authority may choose to make direct cash payments to you where there are concerns around budgeting or risky behaviours.

Payments can be made to all high street banks and we recommend you shop around for the best offer when identifying a bank, we also strongly recommend you consider opening an account.



## Health

### Looked after Children's Specialist Nurse

The Looked after Children's Specialist Nurse is responsible for coordinating the health needs of looked after children 0 -18.

Please do not hesitate to contact her on the contact numbers below if you need any support, advice or signposting to services.

#### Judith Moore

**Tel: 01978 295343/07789 706414**

**E-mail: [Judith.Moore@wrexham.gov.uk](mailto:Judith.Moore@wrexham.gov.uk)**

Below are some of the ways The Looked after Children's Specialist nurse can support you to stay healthy and look after your physical and mental health:

- See you for your annual health assessment to ensure all your health needs are being met and address any that are not.
- Refer to health services you may require
- Give you information on healthy living
- Support you to register with a GP
- Give you information about counselling services that are available locally
- If you are a young parent we will support you to do the best for you and your child/ren. Your Health Visitor is an important contact to give you advice and support about local services available. If you are unsure who your Health Visitor is the Looked After Nurse can provide this information

- Offer free or subsidised access to the leisure centres we run
- Give you information about health drop-in centres and your current immunisation status (for example, when and if you have had immunisations)
- Address or meet your health needs
- Support you to get a dentist

### Out of hours Emergency Dental Service

**Wrexham Dental Centre Grove road Wrexham**

Thursday evenings: appointment only

Saturday mornings: appointment only

Sunday mornings: no appointment needed

**Tel: 0845 46 47 (NHS direct)**

### FRANK

FRANK is a confidential, anonymous, discreet and well-informed service ready to offer advice, information and support on drug issues. The helpline is 24 hours a day and the number won't show up on your phone bill. You can talk to FRANK in 120 languages - a translator will be on hand if you need one when you ring.

**Tel: 0800 123 6600**

**Text: 82111**

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

### Substance support

Wrexham Drug and Alcohol Service is an adult drug and alcohol service available to anyone aged 18 and over

Services offered: Immediate health treatment Advice and information

- Harm reduction; overdose prevention
- Blood-borne viruses awareness
- Needle exchange
- Assessment and referral
- Support groups
- Drug and alcohol education
- Peer support
- Detoxification
- Substitute prescribing
- One to ones
- Testing and vaccinations (blood-borne viruses and STDs)
- Hep C treatment and support
- Training and voluntary work
- Individual aftercare support
- Aftercare groups and activities
- Access to mutual aid
- SMART Recovery
- Wellbeing and life skills
- Sports and exercise
- Music and arts
- Literacy and numeracy
- Housing support

**Address:**

[The Elms, Rhosddu Rd, Wrexham LL11 1EB](#)

**Tel: 01978 261125**

**CAIS Champions' House**

Champions' House is a creative, active and supportive environment for people who have suffered from drug and alcohol addiction but are now actively seeking recovery. By harnessing the talents in its local recovery network the project will provide a mutual-aid community where everyone is looking towards a future without addiction.

**Contact: Brian Lewis**

**Tel: 01978 367030**

**E-mail: [recovery@cais.org.uk](mailto:recovery@cais.org.uk)**

**Sexual Health Clinic**

**INFOSHOP Wrexham YOUNG Wrexham**

The info shop is a free and confidential information shop for young people between the ages of 11 and 25.

Information Young People come in for can vary from money advice to benefit support.

At the Info Shop young people can access public computers to job search, create a CV and use the internet with staff available if you need any help.

Staff are there to help you not to judge you, everything you talk to us about is kept confidential unless we feel you or another person is at risk of harm. If this is the case we will talk to you and let you know what we will do next to protect you.

Other services are:

- **Contact:** a sexual health service staffed by Youth Workers, Doctors and Nurses.
- **Outside In:** a counselling Service one to one support for when things are getting too much and you need someone to talk things through with in confidence.
- **Second Voice:** an advocacy service if you need to get your voice heard.
- **In2Change:** for drug and alcohol support.
- Leaving Care Team who support young people who have been looked after

### Contact Details:

#### INFO Shop

Lambpit Street, LL11 1AR

Phone: **01978 295600**

Fax: **01978 295608**

Email: [infoshop@wrexham.gov.uk](mailto:infoshop@wrexham.gov.uk)

### Sexual Health Clinic Maelor Hospital

Contraception

Asymptomatic and symptomatic STI testing

HIV testing

Emergency contraception

Safer sex education

Unplanned pregnancy advice

Referral for termination of pregnancy

Sexual assault referral

HIV care

### Opening Hours:

- Tuesday: 8.45am – 11am (drop in)
- 1pm – 3pm (appointment only)  
4.30pm – 7pm (appointment only)
- Wednesday: 9.30am – 12 noon (appointment only)
- Thursday: 9.30am – 12 noon (appointment only)
- 1pm - 4pm (appointment only)  
4.30 - 6pm (appointment only)
- Friday: 9.30am - 12noon (appointment only)  
2pm - 4pm (appointment only)

Appointment line: 9.30am - 12.30pm: 01978 727197

**You can access free emergency contraception from most Chemists and Accident and Emergency Department in Wrexham Maelor.**

### NHS Direct Wales

**24hr confidential helpline providing advice and information on:**

- What to do if you're feeling ill
- Health concerns for you or your family
- Local health services
- Self help and support organisations

If you are a Young Parent your Health Visitor is an important link to support you with advice and support:



### Support to stop smoking

Help me quit **0800 085 2219**

Text HMQ to **80818**

Visit **HELPMEQUIT.WALES**

**Your Local Pharmacist in your Local Chemist can provide free confidential NHS advice and treatment without having to go to your GP.**

### Relationships

As well as support from a Personal Adviser we may be able to offer you additional practical and emotional support such as:

- Help to maintain or regain contact with people special to you or who cared for you in the past, like former Foster Carers, Independent Visitors or Social Workers
- Support to re-connect with family where it is in your best interests

## Participation in Society

We want you to be an active members of society, and to have all the chances in life that other young adults have. We can help you participate in society in the following ways:

- Providing information on groups and clubs you may wish to join
- Informing you about relevant awards, schemes and competitions you can enter in line with your talents and interests
- Encouraging and helping you to enrol on the Electoral Register so that you can vote in elections

- Informing you about Voluntary Work that we think you may be interested in
- Informing and possibly helping with the cost of Leisure Activities
- Giving you advice and helping you to challenge any discrimination you face as a Care Leaver.

## Care Leavers' Week

Every October we celebrate our Care Leavers with a week of fun activities and engagement opportunities. There will be opportunities to engage in local activities for example Bowling, Cinema, Go-karting and Snowboarding. We welcome suggestions from our Care Leavers for future activities.

We also use this time to promote Education, Employment and Training opportunities and have held successful events targeting engagement.

We also undertake consultation throughout Care Leavers' week and will seek your views towards our on-going service development.

Please ask your Personal Adviser or Social Worker for further details.

## Young People's Care Council

The Young People's Care Council (YPCC) is a group of Young People aged between 11 and 25 who meet on the first Tuesday of every month. They raise issues that impact those in care and as a result help to shape service delivery. The YPCC is a statutory requirement for looked after children and young people to have their voices heard loud and clear by decision makers. The YPCC is represented at Corporate Parenting Panel

## Return Interviews for Missing Children Service:

This is a service that will meet up with you after a missing from home incident to complete a missing from home interview with you. It is important that we understand what made you want to leave and how we can assist you not to go missing. We also offer support for Young People that experience Child sexual Exploitation (CSE) and Criminal Exploitation (CCE) and feel caught up in County Lines Drug Running or involved with Gangs.

MET our Missing, Exploited and Trafficked Professional group meet regularly with Police, Health, NSPCC, Barnardo's and partner agencies to ensure we work together to understand the level of risk and what we can do collectively to reduce it.

You can be supported by:

- Talking about what is happening in your lives, sharing the things that matter and the reasons for running away
- Identifying ways to keep safe and understanding what needs to change to make this happen
- Helping you to understand what happens now you have returned and to recognise the support services available
- Concerns you have about behaviours of other people and risks that consider are around for you
- <https://www.nspcc.org.uk/>
- <https://www.barnardos.org.uk/>
- We also have a Wales National Project called Truth Project that will offer support and advice to all Young People in fear of or caught up in County Lines or " going Country".
- They are contactable on:
- <https://www.truthproject.org.uk/about-the-truth-project>

## Access to Records

You can request access to see your records (as held by Social Care). To do this you will need to make a formal request for access to the records and you will be asked to put the request in writing and your Social Worker or Personal Adviser will be able assist in doing this if necessary.

When an application has been received we aim to acknowledge promptly and in writing or other appropriate forms of communication if required. You will be informed about the process and procedure, timescales for dealing with such requests and the services that the authority is able to provide.

An acknowledgement should be sent to you within 10 working days, confirming that records exist. If we know that the care records do not exist we will seek to ensure no delay when informing you of this.

Your Social Worker needs to keep a record of your Health, Education, Family Members and Placement Arrangements etc. so that in the future you can look back and see what has happened to you and have a record of your time in care. If you have a change of worker your new worker can look at your file to find out about you.

Your Social Worker and Personal Adviser will take notes of their visits with you and meetings about you. We also keep notes on how we work with you so we can see how we need to improve. All records are kept on an electronic case file system, this is a secure database and only workers who have been provided security access can view your files and this ensures your records remain confidential.

More information can be found at: <https://beta.wreccsam.gov.uk/sites/default/files/2020-02/Young-People-Access-to-Records-w.pdf>

### Can I see my file?

Yes, the law says you have a right to see personal information held about you unless we think it would be emotionally harmful to you (before you are 18). If we decide you cannot see your records then your Social Worker will explain why to you. When you are 18 you will be able to see all of the records kept in relation to you and your Social Worker or Personal Advisers will talk to you about what support you will need to read and understand the papers. There may be circumstances in which reading your file even as an adult may be upsetting for you and this will be discussed as part of the access request.

## Exit Interviews

When you no longer require a service from Leaving Care you will be asked by your Personal Adviser to complete an Exit Interview Questionnaire. This can be completed in isolation or with the support of an impartial professional. The Exit Interview will seek your views on your entire journey through the Leaving Care Service covering aspects such as Education, accommodation support and post 21 planning. Your feedback into this document is vitally important to us to ensure that we continue to review progress and improve services for you.

## Complaints and compliments

### Who can make a complaint, suggestion or compliment?

If you receive a service from Wrexham Borough Council you can make a complaint, suggestion or compliment about that service.

What might you make a complaint, suggestion or compliment about?

You can make a complaint if you are unhappy with the way you are being treated and the services you are receiving. For example:

- if something has happened at your Foster Placement or
- if you feel you do not get enough support from your Social Worker or Personal Adviser

If you think that something about the service you receive could be improved, you may want to make a suggestion. For example:

- you may want more information about your rights in care, or
- You may want to be more involved in the planning of your care.

Alternatively, you may want to make a compliment about a service you have received. For example if you are happy about something your Social Worker or Personal Adviser has done for you or if you feel happy with your foster care placement.

### Who do you tell if you have a complaint, suggestion or compliment?

The Team Manager and Assistant Team Manager are happy to meet with you and listen to any complaints, suggestions or compliments you may have. We cannot promise we can make immediate changes but we aim to ensure that we work with all young people to continually improve the service we provide for you.

More information and access to a Comments, Complaints and Compliments Form can be found at: [https://www.wrexham.gov.uk/assets/pdfs/social\\_services/key\\_documents/ccc\\_form\\_cyp.pdf](https://www.wrexham.gov.uk/assets/pdfs/social_services/key_documents/ccc_form_cyp.pdf)

**A new form for children and young people to tell us what they think**

Ask for one here or find it on line at this web address:  
[wrexham.gov.uk/cc](https://www.wrexham.gov.uk/cc)

**Wrexham Council respects the Rights of Children and Young People**

[www.wrexham.gov.uk](https://www.wrexham.gov.uk) | [www.wrexham.gov.uk](https://www.wrexham.gov.uk)

**wrexham**  
BOROUGH COUNCIL  
WREXHAM

## Useful Information for you:

### My Planner

My Planner has been produced by the Children's Commissioner for Wales and designed to give help and advice to young people leaving local authority care.

**Web:** <https://www.conwy.gov.uk/en/Resident/Social-Care-and-Wellbeing/Children-and-families/Leaving-Care/assets/documents/My-Planner.pdf>

### Child Line

Get help and advice about a wide range of issues, talk to a counsellor on line or give them a call:

**Tel: 0800 1111**

**Web:** <http://www.childline.org.uk/>

### Meic

Meic is the helpline service for children and young people up to the age of 25 in Wales. From finding out what's going on in your local area to help dealing with a tricky situation Meic will listen even when no-one else will. We won't judge you and will help by giving you information, useful advice and the support you need to make a change.

You can contact them through online chat, on the phone or by text:

**Tel: 08088 023456**

**Text: 84001**

**Web:** <http://www.meiccymru.org>

### NYAS

The National Youth Advocacy Service (NYAS) is a UK charity providing Children's Rights and Socio-Legal Services. NYAS offer information, Advocacy, legal representation and advice to children and young people up to the age of 25 through a network of Advocates throughout England and Wales.

If you and need help information or advice please contact the Freephone helpline:

**Tel: 0300 330 3131**

**Email:** [help@nyas.net](mailto:help@nyas.net)

If you would like to speak with someone about a legal matter relating to an individual please speak to our legal team:

**Tel: 0151 649 8700**

**Email:** [legal@nyas.net](mailto:legal@nyas.net)

### Self-help - The Sanctuary

Helps people who are struggling to cope-experiencing depression, anxiety, panic attacks or in crisis.

**Contact: 0300 003 7029**

### Cruse Bereavement Care

Cruse offers face to face, phone and website support. We have a Freephone national helpline and local services <http://www.cruse.org.uk> for Young People

**Contact: 0808 808 1677**

**Mind – Mental Health:**

Mind offers support to anyone experiencing a mental health problem. They have an info line and a legal line which can offer support to all, carers and mental health related law to the public.

**Contact: 0300 304 7000**

**Samaritans:**

Samaritans.org operates a 24 hour service available every day of the year. If you are worried about anyone or anything and want to write it down rather than call you can email on [jo@samaritans.org](mailto:jo@samaritans.org)

**Contact: 116 123**

**Papyrus:**

A voluntary organisation supporting teenagers and young people who are feeling suicidal.

**Contact: 0800 068 41 41**

**The Care Leavers Association**

The Care Leavers Association provides advice and information and a range of useful information about leaving care and your rights and entitlements.

**Contact:**

Local Government Ombudsman  
PO Box 4771, Coventry CV4 0EH

**Tel: 01904 380 200**

**Email:** [enquiries.york@lgo.org.uk](mailto:enquiries.york@lgo.org.uk)

**Web:** <http://www.careleavers.com/leavingcare>

**Voices From Care Cymru**

Voices From Care Cymru exists to improve the lives of care experienced children and young people in Wales.

**Contact:**

45 The Parade, Cardiff CF24 3AB

**Email:** [Info@vfcc.org.uk](mailto:Info@vfcc.org.uk)

**Tel: 02920 451431**

