

# A guide for young people 2023-2025



**Oldham**  
Council

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## Introduction

This leaflet tells you about all the support that is available to you as a care leaver. We know that it's a big step moving on into adulthood. We want to make sure that you feel supported and know who to go to for advice and help.

We are your 'Corporate Parents', which means that it is our responsibility to be good parents to all young people in our care. A good corporate parent should have the same aspirations for a child in care, or a care leaver, that any good parent would have for their own child. This means providing you with the stability and support that you need to make progress; helping you to access new opportunities and experiences that inspire you to set ambitious goals for yourself. It means celebrating your successes, but also recognising that you will sometimes make mistakes and may need our help to get back on track. It also means supporting you to gain the skills and confidence to live an independent life whilst letting you know that you have someone to call on for help if the going gets tough.

To be able to get the support detailed in this leaflet, you must have been in care for at least 13 weeks between the ages of 14 and 16 (including your 16<sup>th</sup> birthday) or for 13 weeks after your 16<sup>th</sup> birthday. Page 5 sets out the different types of status for care leavers, but don't worry if you don't understand them – just ask your Social Worker or Personal Adviser!

This leaflet and all the information you need about our offer for care leavers is available on our website: [Care leavers | Oldham Council](#) or you can ask your Personal Adviser to give you a copy and talk to you about it.

The rest of this booklet tells you about your entitlements as follows:

- The role of your Personal Adviser and how they can support you.
- Information of the support we provide to you after you turn 21
- How your Pathway Plan works and how important it is for you to be actively involved in it – it is **your** plan!
- What your rights and entitlements are as a care leaver, including financial information.
- How we can support you with all areas of your life, including Accommodation, Education, Training and Employment, Health and Wellbeing, your Relationships and Finances – more details on all this are available online on our website.
- Useful contacts and services that offer further support

## Who Is a Care Leaver?

**The Law states that you are a Care Leaver and entitled to the support detailed in this booklet if you fall into one the following categories:**

### **Eligible**

- Aged 16 or 17
- Looked after by Children's Services for a period of 13 weeks since the age of 14 – with some of the 13 weeks being after your 16<sup>th</sup> birthday
- Currently looked after

### **Relevant**

- Aged 16 or 17
- Looked after by Children's Services for a period of 13 weeks since the age of 14
- Looked after for a period of time after your 16<sup>th</sup> birthday
- No longer looked after

If you returned home to your parent(s) you will continue to receive support for a period of six months. If you turn 18 during this six-month period, you can receive support as a 'former relevant' young person. If this six-month period ends before you turn 18, you will be assessed as a 'qualifying young person'.

### **Former Relevant**

- Aged between 18 and 25
- Previously eligible and / or relevant

### **Qualifying**

- You are at least 16 but under 25 and:
- You were looked after immediately prior to the making of a Special Guardianship Order which was in force when you reached 18; or
- If at any time after you reached the age of 16 you are no longer looked after, accommodated, or fostered; or
- You were privately fostered and assessed to be in need

As a Qualifying Care Leaver, you can access advice and assistance based on a needs assessment completed by the After Care Team. Any financial assistance is dependent upon this assessment of need.

### **Support until you are 25 years old**

If you are under 25 years old and have previously had a service from the After Care service under the Children and Social Act 2017 you are entitled to return for support.

**For more information, contact the After Care Team – contact details are at the end of this document**

You can find out more at: [childlawadvice.org.uk/information-pages/services-for-children-leaving-care/](http://childlawadvice.org.uk/information-pages/services-for-children-leaving-care/)

## **The Support We Must Give You by Law**

**As your Corporate Parent, by law we must provide you with the following:  
A Personal Adviser (PA)**

Your Personal Adviser is there to help you to prepare to live independently and to offer advice and support after you leave care. They should talk to you about what you need and record it in your Pathway Plan.

**More info on Personal Advisers can be found in the next Chapter  
Pathway Plan**

Your Pathway Plan is written by the Local Authority (Oldham Council) in consultation with you and the important people in your life. It sets out what your needs and goals are. It identifies exactly what support you will receive from us.

**More info on Pathway Plans can be found in the next Chapter  
Your Right to be Heard and Taken Seriously**

You have the right to be involved in all decisions about your plans for leaving care. You also have the right to an independent advocate and access to the information we keep about you, including files and records written when you were in care.

**More info on contacting the service, advocates and accessing files can be found on page 23**

**Support to Engage in Education, Employment or Training**

We want to make sure that every young person leaving care has the support to achieve their goals in life. The law says we must provide you with assistance with expenses linked with employment, education, and training.

**More info on education, employment and training can be found on page 14  
Leaving Care before 18<sup>th</sup> Birthday**

You can choose to leave care before your 18<sup>th</sup> birthday, but we do not encourage this as you would lose some of the benefits you are entitled to while in care. The Director of Children's Social Care must sign off all decisions to allow a 16- or 17-year-old to leave care.

**If you do choose to leave care before your 18<sup>th</sup> birthday, we will ensure that you are in suitable accommodation and provide you with assistance to meet your education, training or employment needs as set out in your Pathway Plan.**

# Personal Advisers (PAs) & Pathway Plans

## Personal Advisers (PAs)

**Personal Advisers (or PAs) act as your main point of contact with the After Care service and will provide support to help you make a successful transition to adulthood.**

- When you are 17 and half, you will be allocated a named PA from the After Care Team. All Care Leavers should know who their PA is and how to contact them. **If you do not, please contact the After Care Team via the contact details at the back of the booklet.**
- You have the right to PA support up to the age of 25.
- The role of a PA is to help prepare for independent living and to support you after you leave care.
- The PA will work alongside your Social Worker and will be able to assist you in preparing for your life transition to adult life.
- PAs are responsible for ensuring that your Pathway Plan is developed and kept up to date until you reach 21.
- Where possible, we will try and ensure that Care Leavers keep the same PA until the age of 21, or beyond if necessary.
- Until you reach 21, your PA will see you at least once every two months and keep in touch with you between visits.

If you are a Child Looked After and have specific, identified additional needs your Social Worker will support your transition to Adult Social Care. When you are 17 1/2, the After Care Team will allocate you a named PA to work alongside your Social Worker. Your PA will take over responsibility for the preparation of your Pathway Plan when you leave care at 18.

## Pathway Plan

**We develop a Pathway Plan with you to help your transition from care to living independently.**

- Your Social Worker will start developing the Pathway Plan while you are still in care – within three months around your 16<sup>th</sup> Birthday.
- The Pathway Plan sets out how we will help you to achieve the things you want to do.
- You will be fully involved in preparing and reviewing the Pathway Plan – it is your plan.
- We must review your Pathway Plan with you at least every six months until you reach 21.
- In your Pathway Plan we will include information on education, training, employment, wellbeing, accommodation, family and social relationships, finance, mental and physical health, self-care skills and identity.

**It is important that you talk to your PA about any needs or plans you have, and that they are included in your Pathway Plan.**

### **Our Promise to You as Care Leavers**

- We will make sure that we recognise all those important life moment of achievements with a call, an email, or a catch-up celebratory occasion
- We will never forget your birthday
- We will link into the Greater Manchester forums and support you to attend annual celebration events – we will be there to cheer you on!
- We will treat you with respect and ask ourselves “would this be good enough for my child?”
- We will have a Corporate Parenting Conference each year so that all adults who make decisions about your care and who provide services for you can find out what they can do help you reach your goals. We will challenge and champion your cause.

### **Accommodation**

**If you are an ‘eligible’ or ‘relevant’ Care Leaver, we will pay for appropriate accommodation for you until you reach the age of 18 as part of your multi-agency Pathway Plan.**

**If you are aged over 18, your PA will help you to find suitable accommodation.** This might involve helping you complete applications, working with housing services, coming up with suitable housing options for you, attending housing interviews, etc. There is a range of different accommodation options, including:

- Staying Put
- Supported accommodation
- Shared Lives
- The House Project
- Independent living

We want to help you find what’s right for you.

We will support you to make a Universal Credit claim, or to access local housing allowance if you are in private rented accommodation.

You will receive high-priority access to social housing in accordance with our housing allocation policy.

If you choose to seek private rented accommodation, the Council will support by acting as your Guarantor and pay your deposit or first month’s rent.

We will support you to remain with your foster carers under what’s called a ‘Staying Put’ arrangement if this is what you and your foster carers want.

If you fall into the Eligible, Relevant or Former Relevant category, your PA will support you to access your **Setting Up Home Allowance (or Leaving Care Grant), which**

**can be up to £3,000.** This will help you to furnish your first property and pay for things such as furniture, a cooker, crockery, insurance, etc. Payments will be worked out according to your needs and reasonable cost.

We will support you with a £20 Move In Pack for your first home move including cleaning and household essentials.

We will support you with moving into your first independent property including £75 towards removal van support for **one move only**, which will come from your Leaving Care Grant.

When you move into new accommodation, your PA will visit you within seven days of the move.

We will give you advice about maintaining a tenancy, including avoiding rent arrears, paying bills etc.

If you are living in Greater Manchester, we will exempt you from council tax until you are 25.

**We aim to ensure that no Care Leaver accessing the service will be found intentionally homeless. We'll put you in touch with the Homelessness Service if needed.**

All your benefit entitlements will need to be confirmed with the Benefits Agency. Visit [jobseekers.direct.gov.uk](http://jobseekers.direct.gov.uk) for info

## **Finance**

Our aim is to help you feel secure and become financially independent. We will provide support with relevant budgeting, accessing relevant money-management courses, opening a bank account, and accessing your Junior ISA, if entitled.

Remember – when most young people leave home to live independently, they can't always afford everything straight away or to buy everything brand-new. Your savings are there for you to use in your transition to independence and into later adulthood. Spend them wisely!

Your Social Worker / PA will help you to gain appropriate identification documents, such as a passport and / or provisional driving licence. They will support you to get a National Insurance Number.

**You must keep all your documents safe, as we will be unable to fund replacements.**

### **Oldham After Care Financial Entitlements:**

- Support to access advice and claim benefits up to four weeks before your 18<sup>th</sup> birthday, including if you are in education or on a low income. Bridging payments



can be considered if required. We have a dedicated team in Oldham with the Department of Work and Pensions (DWP) who will make sure your application is looked at quickly and given priority.

- A Maintenance Allowance of £67.20 per week for 16 and 17-year-olds, and relevant care leavers living independently or semi-independently.
- Provision of a clothing allowance for 16 and 17-year-olds living in semi-independent accommodation
- If you are in higher education or university, you will get financial support. This may include money towards your accommodation, your personal needs, and all the support you to encourage you in your studies (see Education, Employment and Training section)
- Birthday / festival allowance for 16 and 17-year-olds living in semi-independent accommodation. All 18-year-olds will receive a birthday allowance. On your 21<sup>st</sup> birthday you will receive a £25 one-off payment.
- Financial support in exceptional circumstances at the discretion of a management decision
- If you have a baby, you apply for a **Maternity Grant worth £500** for you to buy essential items for the baby. (You can apply up to 11 weeks before the baby is due, or up to three months after the baby is born). **The After Care Service will provide you with a**

**£15 top-up weekly payment for your first baby for the first 12 months up to your 21<sup>st</sup> Birthday.**

- We will also provide you will additional money in your leaving care grant to purchase items like a cot, bedding, a pushchair etc. If possible, try to save some of the Maternity Grant for when the baby gets bigger and you need items like larger clothing, safety equipment and toys.
- Free Bus Travel for 18 – 21-year-olds across Greater Manchester
- Driving Lessons (and driving licence) – the service will pay 50% of costs if you are in education, training, or employment up to 10 lessons
- Warmer home scheme – <https://www.oldham.gov.uk/WeCanHelp>
- Cost of one birth certificate and passport for a 16 – 25-year-old young person
- Council Tax Exemption – all care leavers living in Oldham will be given 100% exemption from Council Tax until you turn 25. This is a reciprocal arrangement should you live in another Greater Manchester Local Authority.
- Home contents insurance – your PA will encourage you to take out basic contents insurance when you move into independent living and support you to budget to renew this insurance.
- Storage Costs – where possible, the After Care team will support you to store furniture and also keep personal possessions such as photographs securely for a

minimum time limited period, usually three months. This would come from your Leaving Care Grant.

### **Useful websites**

- Universal Credit - [www.direct.gov.uk/universalcredit](http://www.direct.gov.uk/universalcredit)
- Money Advice Service for help with budgeting - [www.moneyadvice.org.uk](http://www.moneyadvice.org.uk)
- Benefits - [www.citizensadvice.org.uk/benefits](http://www.citizensadvice.org.uk/benefits)

## **Education, Employment & Training**

We want to make sure every young person leaving care has the support to achieve their goals in life and succeed in their chosen education, training and employment. We will support you by offering specialist advisers within the Virtual School and Get Oldham Working.

### **Education and Training**

- Support to access a bursary if you stay in full-time education, go to university or choose to do an apprenticeship. This includes access to Education Trusts, Discretionary Learner Support Funds, the Further Education Bursary, and the 16 to 19 Bursary Fund
- Support to buy equipment, essential clothing and equipment and books via the above bursary
- Money-based incentives for attendance in education or training, or for achieving certain qualifications. You will receive £50 as a well done if you gain six or more passing GCSEs. If two of these grades are in English and Maths, we will increase this to £100. We'll cover the cost of travel to and from a course if no other option is available.
- With your consent, your PA can have a relationship with your tutors or support services.

### **Higher Education**

If you decide to go to university, we will assist you with your housing during holiday periods and provide you with extra financial support – there should be no reason stopping you going to university!

This offer is in place to support you over a three-year degree course (funding will only cover one three-year period). There is no financial support in relation to this Offer when accessing Foundation or master's Courses, which will need to be financed by alternative methods, which we can support you in accessing. Part-time, blended learning and distance learning courses will not qualify for this additional funding. In addition, non-attending students (i.e., those completing outstanding coursework or examinations from a previous academic year) will not be eligible for financial support.

Support if you choose to go to university between the ages of 18 and 21 includes:

- Support to attend open days and admission interviews
- Support with accessing tuition fees, maintenance loans, the National Scholarship Programme, and possible bursaries

- Providing a laptop and software in conjunction with the Virtual School to an agreed amount.
- Travel costs at the start and end of term, via Leaving Care Grant or Student Finance
- Accommodation costs up to £7,000, paid 52 weeks a year
- Holiday accommodation
- A weekly allowance of £67.20 for the duration of the studies if you are not working
- Money towards the cost of graduation
- Guaranteed access to the internet if it's not available in your accommodation.
- You will be eligible to apply for a student loan and we will support you with this.

There will be a contract of expectations that you will be asked to sign, so everyone's roles and responsibilities will be clear. You will be asked to give permission for your PA to contact your university to ensure you are supported.

## **Employment**

- Ring-fenced opportunities for work experience, apprenticeships, and employment at Oldham Council
- Access to organisations that will provide support with interview preparation and appropriate clothing
- Support with writing CVs, job applications and personal statements, plus interview preparation
- Support with travel costs to job interviews, if there are no other means to get to the appointment
- Provide advice and support to get onto a college course, which may increase work opportunities.

**We will celebrate your achievements at an annual celebration event and in a personal way when you gain significant qualifications.**

## **Studying & Childcare**

- Lone parents can apply for a Parent's Learning Allowance and Childcare grant
- If you are a parent of a young child and on a college or training course, you will probably be eligible for the Care to Learn scheme
- To qualify for Care to Learn, you must be under 20 years old on the day the course begins
- Care to Learn will contribute towards childcare costs until the course has finished (up to £160 per child, per week)
- If you are over 20 years old when the course begins, you could get help with childcare costs from the Sixth Form College Childcare Scheme or from the college's Discretionary Learner Support Fund.

**Speak to your PA about the options available. If you do not qualify for any other scheme, we might be able to offer you support to help you achieve your goals.**

## **USEFUL CONTACTS**

For any Care Leavers thinking of going on to higher education:

- Propel: [Propel.org.uk/UK](http://Propel.org.uk/UK)
- The Scholarship Hub: [thescholarshiphub.org.uk](http://thescholarshiphub.org.uk)
- UCAS: [ucas.com](http://ucas.com)
- Greater Manchester Higher: [gmhigher.ac.uk](http://gmhigher.ac.uk)
- Student Loans Company:  
<https://www.gov.uk/government/organisations/student-loans-company>

## **Health & Wellbeing**

**We will help you get the support you need around your physical and mental health by offering:**

- A Health Summary for you when you leave care, which will including your health history
- Contributions towards the costs of prescriptions in order to ensure necessary health needs are met, including prescriptions for glasses and hearing aids
- Support for you to register at health services and / or access mental health services
- Advice and information about healthy living
- Additional support if you are a young parent
- Ongoing support beyond your 18<sup>th</sup> birthday, and involving Adult Social Care if this is needed

**A member of the After Care Team can accompany you to medical appointments if required.**

### **GP**

If you are not already registered, your PA will support you to register with a GP and will help you to attend health appointments. Any Care Leaver registered at a GP in Oldham will have priority to gain an immediate appointment.

Any Care Leaver up to the age of 25 who currently pays for their prescriptions and lives in Oldham can now get an annual free prescriptions card. Your PA can help you apply for this, or it is easy to fill in the online form at:

<http://www.oldhamccg.nhs.uk/careleaversprescriptions>

### **Dentist and Opticians**

If you are receiving benefits, then you will have access to free dental health care and opticians.

### **Sexual Health Support – Virgin Sexual Health Support Oldham**

**[Sexual Health & STI Clinics in and near Oldham | HCRG Care Group \(thesexualhealthhub.co.uk\)](http://thesexualhealthhub.co.uk)**

Free contraception, pregnancy checks and check-ups are available alongside a drop in. There is also advice that can be accessed from the Looked After Nurses available via email [oldhamlac@nca.nhs.uk](mailto:oldhamlac@nca.nhs.uk). There is a dedicated under 19 Midwife for young people looked after and care leavers. Your PA can help you to access this.

**Mental Health Support**

**Child and Adolescent Mental Health Services (CAMHS)**  
**[gmmh.nhs.uk/child-and-adolescent](http://gmmh.nhs.uk/child-and-adolescent)**

**Early Break**

**[www.earlybreak.co.uk](http://www.earlybreak.co.uk)**

**Drug and Alcohol Support**

Oldham offers a range of specialist substance misuse services

Turning Point – 0300 55 0234

OASIS at Positive Steps – 0161 621 9600

ADS (Addiction Dependency Solutions) – 0161 624 9595

Oldham substance misuse is a single, integrated drug and alcohol recovery service for adults.

Email address: [ROARreferrals@turningpoint.co.uk](mailto:ROARreferrals@turningpoint.co.uk)

FRANK (friendly, confidential drugs advice)

**[www.talktofrank.com](http://www.talktofrank.com)** – 0300 123 6600 / SMS to 82111

**Kooth**

Online support and advice for young people

07930 532 639

**QWell**

Free, safe and anonymous mental health wellbeing support for adults across the UK

**[www.qwell.io](http://www.qwell.io)**

**Samaritans**

**<https://www.samaritans.org/>** 116 123 (free)

0330 094 5717 (local call charges apply)

**NSPCC / Childline**

**<https://www.childline.org.uk/>** 0800 1111

**Greater Manchester Mental Health Crisis Care**

**[gmmh.nhs.uk/crisis-care](http://gmmh.nhs.uk/crisis-care)**

0800 953 0285

**Papyrus – Suicide Prevention**

0800 068 4141

**Mind Oldham**

**[www.togmind.org](http://www.togmind.org)** – 0161 330 9223 – drop-in sessions available

## Participation in Society

**We will do everything we can to help you reach your potential and to help you be an active member of society.**

- **Specialist Talents and Hobbies:** If you have a special talent in music, sport, the arts etc and need extra money to pursue it, we can consider providing you with extra support
- **Volunteering:** Share details of voluntary work or opportunities to gain work experience
- **Mentors:** Work to accessing a trained mentor as you make the transition into adulthood
- **Signposting:** Provide information about attending groups, clubs or activities you may wish to get involved in
- **Events:** Hold regular events for Care Leavers
- **Exercise:** Access to reduced-cost gyms and leisure centres
- **Vote:** Help you register to vote
- **Your Life Story:** Assistance to access records and support to cover fees to access them
- **Celebrate:** Mark your achievements at Oldham Children's Services award events and the Greater Manchester Care Leaver Awards
- **Keeping In Touch:** We want you to be able to maintain relationships that are important:
  - If you have significant relationships with family and friends in the UK, we may provide a travel warrant for you to visit your loved ones
  - We could provide a monthly international calling card up to the value of £10 for young people not from the UK who have family and friends in other countries
- **Voice and Influence:** We want to list to you and take into account your views about how we support you. We have opportunities for you to get involved with the service and have your say:
  - Be part of interview panels when we recruit new staff
  - Be part of our online community and join the After Care team closed Facebook group

### There's an App!

The Bee Connected app provides help and support for Care Leavers. It has been created to provide you with useful links and services across Oldham and Greater Manchester.

Search for "Biconnected" in the App Store and Google Play Store.

## Support for Specific Groups

### Over 21 Years Old

Oldham Council has a clear offer to support all Care Leavers up to the age of 25.

We will gradually 'step-down' the service to you as and when you need us less.

### **We recognise that:**

- The level of support each Care Leaver will need will differ depending on their circumstances
- Some Care Leavers may face a number of continuing challenges and require support access across different aspects of their lives, and some may return for support due to a specific issue
- Some Care Leavers may not want or require support on an ongoing basis, so they can stop accessing support until they would like further assistance. We recognise that circumstances change.

### **What We Will Do:**

- The PA that supports you from 17 to 20 years old will discuss with you whether you need to receive support beyond age 21
- If you do want PA support to continue, your Pathway Plan will be reviewed and updated.
- Support will continue for as long as you request it, up to the age of 25.
- You can request PA support at any point between the ages of 21 and 25; this includes any Care Leaver who may have earlier declined the offer of PA support.

### **Care Leavers with a Disability**

A disabled Care Leaver has the same rights as any other Care Leaver. Between the ages of 16 and 18 we will start the transition process from Children's to Adult Services. Your Social Worker will present at the Transitions Hub where the transitional services will be agreed and formalised.

We can support you to access independent advocacy if you would like this.

### **Unaccompanied Asylum-Seeking Young People**

- We will provide equal opportunities for young people who have come to the UK from other countries, as far as the law permits.
- If you have an ongoing asylum claim that may affect your entitlements to benefits and financial support, even once you are over 18 years old, we will provide financial support until your asylum claim is determined. **Speak to your PA for more information.**
- Unaccompanied asylum-seeking young people who have been granted leave to remain only until they are 17 ½ or 18 years old should be supported to ask their legal representative if an application for further leave to remain can be applied for before the original period of leave granted expires.

- You will only be able to claim benefits after your 18<sup>th</sup> birthday if you have made an application for further leave to remain before the original period of leave has expired.
- If you are entitled to apply for British Citizenship before the age of 18 then we will support you to do this. This also applies if you are an EU citizen, we will support your application for naturalisation.
- If you have exhausted all your immigration appeal rights and you are unlawfully present in the United Kingdom, you will not be able to claim welfare benefits after your 18<sup>th</sup> birthday. It may become unlawful for the Council to continue to support you financially. We will carry out an assessment to decide whether that is the case.
- If you turn 25 while awaiting the outcome of your asylum claim, then you'll be referred to another service, such as the National Asylum Support Service, which supports young people to apply for financial assistance and suitable accommodation.

## **LGBTQ+**

We are committed to the genuine acceptance of difference and the right for everyone to be who they are and who they wish to be.

We will support young people to access specialist groups such as the LGBTQ+ Youth In Care organisation and intend to work with you to source your own support within our own care leaver network.

[LGBTQ+ Youth in Care \(lgbtyouthincare.com\)](http://lgbtyouthincare.com)

## **Custody**

If you are in custody and eligible for services, we will keep in touch with you and work with professionals to ensure you are supported whilst in custody, as you prepare for release and upon release, we will ensure you are in suitable accommodation and have access to education, employment and training opportunities at all times.

## **Armed Forces**

If you join the Armed Forces we will make sure that we keep in touch with you and will support you with postal boxes each month, with some of your favourite treats.

## **Compliments, Complaints and Suggestions**

We want to know what you think about our services so we can make them even better. Please send us your comments – good or bad.

You can contact the After Care Service on 0161 770 7777.

If you are unhappy about something, this can usually be resolved by speaking to your Social Worker, Personal Adviser or Team Manager in the After Care Service.



If you're still not happy, there's a formal complaint procedure you can follow –  
Complaints Team: -

- By telephone: 0161 770 1129
- By email: [customer.feedback@oldham.gov.uk](mailto:customer.feedback@oldham.gov.uk)
- 

Children's Rights <https://oldhamchildrensrightsandadvocacy.co.uk>

There are also charitable organisation that will give you advice, show you what to do and make sure you are listed to.

Coram Voice

coramvoice.org.uk, phone 020 7833 5792, or email: [info@coramvoice.org.uk](mailto:info@coramvoice.org.uk)

National Youth Advocacy Service: web: [nyas.net](http://nyas.net), phone 0808 808 1001, or email <https://www.nyas.net/>

### **Access to your information**

Under the Data Protection Act 1998, you have a right to access your care records, to better understand your care history. We will facilitate any request made and have a transparent policy in place to support this.

## **Useful Contacts**

### **Oldham After Care Team Contact Information**

Metropolitan Place

Hobson Street

Oldham – OL1 1TT

Tel: 0161 770 1191

**Out of Hours** emergency number: 0161 770 6936

### **National Youth Advocacy Service (NYAS):**

[www.nyas.net](http://www.nyas.net)

Tel: 0808 808 1001

**Benefit enquiries:** <https://www.gov.uk>

**Child and Working Tax Credits:** 0345 300 3900

**Child Benefits:** 0300 200 3100

**National Insurance number** helpline: 0300 200 3500

**Citizens Advice Bureau:** 03444 111 444

[citizensadvice.org.uk](http://citizensadvice.org.uk)

**Police** (non-emergency): 101

**Homeless** team (emergency): 0161 770 4605

**Shelter:**

[england.shelter.org.uk](http://england.shelter.org.uk)

emergency: 0808 800 4444

**Refugee Action Manchester:** 0161 831 5420

**The Prince's Trust:**

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

0800 842 842

**Catch 22:** [catch-22.org.uk](http://catch-22.org.uk)

**The Rees Foundation:**

[reesfoundation.org](http://reesfoundation.org)

0330 094 5645

**The Care Leavers' Foundation:**

[thecareleaversfoundation.org](http://thecareleaversfoundation.org)

01678 540 598

**Become:**

[becomecharity.org.uk](http://becomecharity.org.uk)

0800 023 2033