

Moray Throughcare & Aftercare



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moraycouncil



contents

• Who are we?	4/5
• Referral	6/7
• Moray Throughcare & Aftercare Process	8
• Confidentiality	9
• What can Throughcare & Aftercare do for me?	10/11
• Accommodation	12/13
• Housing Application Process	14
• Family & Friends	15
• Lifestyle, Health & Well Being	16
• Learning & Work	17
• Income Maintenance	18
• Practical Skills	19
• Rights & Legal Issues	21
• Finance	22
• When you no longer need Throughcare & Aftercare Supports	25
• What can you do if you are unhappy with the service?	26
• Other contacts	27

Throughcare & Aftercare provides advice, guidance and assistance for young people who are being or were looked after and accommodated.

This information booklet is the result of close consultation with young people who are currently looked after, care leavers and professionals who are involved in their support.

The information contained in this booklet along with an accompanying DVD should provide the answer to many of your questions and give a general overview of the Throughcare & Aftercare Service.

We would like to thank everyone who helped in the development of this booklet.



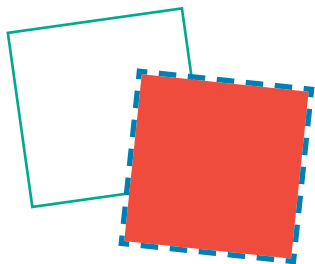


THROUGH-CARE & AFTER-CARE



WHO ARE WE?

- The team has a manager, a secretary, social workers and support workers.
- We are a small, specialised team who have a great deal of experience in supporting care leavers. We liaise closely with area social workers, carers, education providers and others who may be involved in supporting you.
- Throughcare & Aftercare are based in Elgin but cover the whole of Moray.
- Throughcare is the service that you will receive whilst you are looked after, and will help you to prepare for the time when you will leave care.
- Aftercare is the service that will support you once you have left care and are living independently.
- When you are allocated a Throughcare & Aftercare worker your contact with them will be by appointment.



- In addition to the appointments system we run a duty service at the office. You can ask at the office for the times of the duty service.
- The duty service provides assistance and support to eligible young people who might not have an allocated worker within the team. Young people with an allocated worker can also use this service if they have an urgent need.
- The team has built up excellent relationships with many of Moray's care leavers. These young people have supported events that have helped the wider community understand the many issues that face these young people today.
- Moray Throughcare & Aftercare continue to support young people to achieve their potential.





Referral

Local authorities have many responsibilities towards children and young people whom they look after under the children (Scotland) act 1995.



Throughcare

Section 17 of the act makes provision for young people who are looked after by the local authority. There is a duty to provide you with Throughcare in the form of advice and assistance that will prepare you for the time when you are no longer looked after.

Aftercare

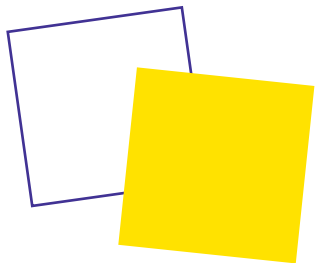
Section 29 of the act makes provision for you once you have left care and are living independently. Aftercare will provide you with advice, guidance and assistance in order to help you manage all aspects of your independent life.

Education

Section 30 of the act makes provision for assistance towards expenses connected with your education or training.

Referral Process

Moray Throughcare & Aftercare will provide a service to young people who are looked after and accommodated at their official school leaving date and who have been accommodated for a period of 13 weeks or more from age 14.



“ I started to change my mind about Throughcare & Aftercare when I got my own flat. They helped me to decorate, read a meter and lots of other exciting stuff!”

Once you reach the age of 14 you will be referred to the Throughcare & Aftercare team. At this time you will be allocated a Throughcare & Aftercare social worker who will become your Pathways Co-ordinator. They will ensure that your pathway views have been taken into account when producing your pathway assessment and plan. You might not work directly with your Throughcare & Aftercare worker but they will be aware of your needs and they will support and advise your carers as they help you prepare for independence. Your Pathways Co-ordinator will liaise with your area team social worker to ensure that you have a national insurance number, birth certificate, passport and bank account before you leave care.

When appropriate a Throughcare & Aftercare worker will attend your LAC reviews. Decisions about Throughcare & Aftercare involvement and the way that we will work along with your current supports will be made at your reviews.

Throughcare & Aftercare will support you until you are 19. If you feel that it is necessary, you can request further support and guidance until you are 21.





Moray Throughcare & Aftercare Process

You will be referred to TC & AC at age 14. At this point you will be allocated a Pathways Co-ordinator

A Throughcare & Aftercare worker will meet with your social worker and carer to discuss how TC & AC will be able to support you. Your social worker will continue to see you.

A Throughcare & Aftercare worker will meet with you, however we may not begin working with you directly at this time.

When the time is right, TC & AC will spend time getting to know you.

TC & AC will work with you and your carers to make an initial assessment of your needs and produce a Throughcare Support plan.

A planning meeting will be held to decide how you can be helped in your preparation for independence.

Your carer will receive support and advice from TC & AC so that they are best able to help you develop the skills that you will need.

When the time is right a full assessment will be made.

In most cases if circumstances allow, an aftercare support plan will be made prior to your moving onto independent living.

TC & AC will take responsibility for co-ordinating your supports once you are living independently. Usually we will be working alongside other agencies.

Supports from TC & AC will continue until everyone supporting you agrees at a review, that you are able to manage independently.



Confidentiality

- Staff will treat all of your personal information as strictly confidential.
- Your file will be stored in a securely locked location.
- You will be informed if staff must pass on information because your safety or that of others is at risk.
- When working with you we will ask for permission to share relevant information with other services. This request will always be made in order to improve and extend the supports that you receive. If you agree you will sign an information sharing agreement which will document the type and amount of information that you have agreed to share.
- If you wish to view your file you may request an appointment with your social worker who will help you access this. Parts of your file may have restricted access if a third party has provided the information contained.

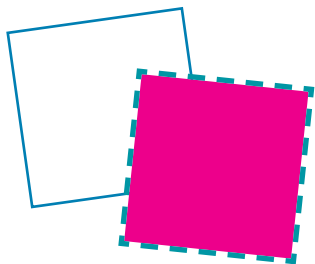




What Can Throughcare & Aftercare Do for Me ?

- Throughcare provides you with supports in all areas of preparation for independent living.
- Aftercare will support you as you make the move into your own accommodation where you will continue to be supported in all aspects of maintaining your tenancy.
- Your views and wishes will always be central to any plans that are made.
- We will work with you at your own pace, in a non judgmental way.
- You will be allocated a TC & AC social worker who will become your 'Pathways' Co-ordinator.
- Your Pathways Co-ordinator will ensure that you are supported to present your views and these will be given full consideration.
- You will be encouraged to document your views about your aftercare supports.
- An assessment of your needs will be undertaken by your Pathways Co-ordinator, they will do this by examining evidence of your capabilities. You will have provided this evidence by demonstrating your ability and by recording this. Those who support you on a regular basis will help you to provide this evidence. Consultation between your carers and Throughcare & Aftercare will also inform your assessment.





“ Throughcare & Aftercare helped me to fill in forms, they are also there for a general chat if you are worried.”

- Your assessment will then be used to produce a Pathway plan. This will detail the supports that you will need in all areas of your life.
- The plan is divided into sections, these are the same sections that will have been used to gather your views and form an assessment.
- Reviews will be held on a regular basis. This is an essential method of monitoring your support needs and progressing your development.
- The first pathway review will be held 3 months after you leave care, after that they will be held at least every 6 months. Informal reviews can be held as necessary.
- Supports will continue until age 19, in some cases 21.
- You can access further information on the Pathways process and other resources at the Scottish Throughcare & Aftercare Forum. www.scottishthroughcare.org.uk





Accommodation

Whatever your situation, your goal is probably to have a place of your own. Throughcare & Aftercare can help you to access a range of accommodation options.



Supported Lodgings

This is a great option as a temporary stepping stone onto completely independent living.

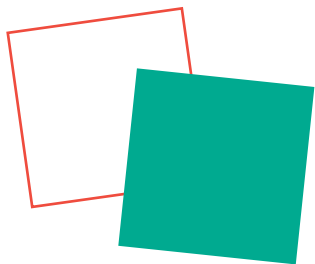
You will have your own room within a family home or be in a self-contained annexe attached to a family home. The supported lodging providers will have been trained to help you acquire all of the skills that you will need once you are living on your own.

"I live in supported lodgings with a couple who I get on really well with, I have my own bedroom and

buy my own food, it's a bit like foster care but with lots more independence."

Supported Accommodation

This is a short-term option to help you gain the skills that you need very quickly. You will be either in a shared flat with a worker available on site 24 hours a day, or you may be offered a short assured tenancy on a flat within the community.



"I was in and out of homeless accommodation, bed & breakfast, with friends or family. Throughcare & Aftercare were always there to help me, now I am settled in my own home"

In all supported accommodation there is an expectation that you are willing to accept the support provided. Failure to accept these supports will result in loss of your supported accommodation and is likely to affect your chances of gaining a secure tenancy.

Private Lets

You will see private lets advertised in estate agents and in local papers. This option is not normally affordable or accessible to young people.

Local Authority Temporary Accommodation

The Moray Council can provide limited emergency accommodation; it has hostels in Elgin, Keith and Buckie. If you qualify for emergency accommodation but these hostels are full you may be offered a room in a local bed & breakfast.

Local Authority and Housing Association Tenancy

Once the housing officers receive evidence from those supporting you that you are ready to manage a home of your own, and you are eligible within their points system, you will be offered a secure tenancy. This will become your permanent home. You will be assisted to understand and sign the relevant agreements.

Most housing providers try to accommodate you within a geographical area of your choice, however if this is not possible, you may have to consider other areas. A young person living alone will be offered a one bed roomed property. If you are a parent or are going to share your accommodation with someone else then a tenancy with more bedrooms may be offered.





Housing Application Process

At age 16 you will be encouraged to complete housing applications for all housing providers.

You will be introduced to the Moray Council's young person's housing officer. They will be able to advise you on accommodation options and of the processes involved. They will also attend any relevant reviews.

Relevant assessments of your requirements and support plans will be submitted to the housing officer in support of your housing application.

Prior to your being offered accommodation you will be helped to gain the skills necessary for independent living. You will be encouraged to provide evidence of this that will be submitted to the housing officer in support of your application.

Housing providers will consider offering you a tenancy once you have demonstrated your ability to manage and have indicated that you are willing to accept the supports on offer to you.

When you are offered a tenancy, you will receive practical and financial assistance to make your home comfortable.



Family and Friends

Everyone wants to enjoy good relationships with family and friends, however it is common for young people to experience difficulties in these relationships. If you need advice or support in this area, you can talk to your worker.

Young parents can ask for help in accessing appropriate support and information on all aspects of parenting.

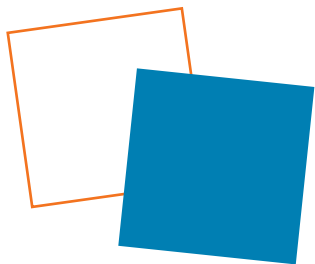
Throughcare & Aftercare cannot provide a direct service to infants and young children, however we support young parents in all Throughcare & Aftercare issues.

"Being a young mum and pregnant, I was worried that I would be judged but I never was"

"Since being independent I had my baby and got a house, everyone from Throughcare & Aftercare helped which was really good"

At Throughcare & Aftercare you will have the opportunity to meet young people who may have had experiences similar to your own, this can provide you with additional friends and supports.





"I was depressed and not in a good place, but the Throughcare & Aftercare Team have helped me so much, boosting my confidence and supporting me."



Lifestyle

Throughcare & Aftercare can help you maintain a healthy balance between work, study and leisure. Everyone chooses to live their life their way, Throughcare & Aftercare respect your right to choose but will help and encourage you to make choices that will keep you safe, well and happy.

Health and Well Being

Good health and feeling well is important to everybody. Throughcare & Aftercare can support you in accessing medical advice and treatment and other relevant services.

Guidance is available on managing alcohol, smoking, diet, exercise and mental health. This will include ensuring that you are aware of other services available to you.

"I found it easy to talk to them, I could phone at any time"

Learning and Work

Education

- We will work with your teachers, career advisors, college lecturers and others to ensure that you are fully supported in your education.
- When the time is right, careers interviews will help you decide on options for your future.
- You could be entitled to financial support to help you get the most out of your time in education. We will ensure that you access your entitlement.

“ When I was struggling a bit at college, my Throughcare & Aftercare worker helped me to speak to my lecturer.”

Training

- Throughcare & Aftercare will work closely with local training providers. These can assist you to gain skills that will increase the likelihood of you gaining employment in your chosen field.
- Financial assistance might be available if you are in training or in employment, for specialist equipment, work clothes, transport and others.
- **Employment**
- If employment is your goal, Throughcare & Aftercare will offer practical help in finding a job and will encourage you to liaise with local employment agencies. Ongoing support, encouragement and practical assistance is always available.
- Throughcare & Aftercare will always ensure that appointments with your worker do not interfere with your education, training or work.



Income Maintenance

- **If you are 16 or 17 years old, are a care leaver and are not in education, training or employment you will be eligible to receive income maintenance from Throughcare & Aftercare.**

The rate of income maintenance will correspond to the unemployment benefit paid by The Department of Work and Pensions.

In order to receive this payment you will have to sign an income maintenance agreement which will detail your responsibilities.

Once a young person is 18 they will move to the DWP benefits system. Young parents and disabled young people will receive their benefits from the DWP whatever their age.

Throughcare & Aftercare have a designated worker who has responsibility for assisting young people into education, training or work. They do this by liaising closely with education, careers services and employment advisors.

Please refer to the income maintenance information leaflet available from the Moray Throughcare & Aftercare service for further details.

“When I first moved into my flat the main thing I needed help with was budgeting. I could cook and clean but it was hard to live on £45 a week.”

Practical Skills

- Prior to the move into your own home you will be assisted by your carers and Throughcare & Aftercare workers to develop budgeting skills that will help you manage all aspects of your finances once you are living independently.
- Once you are in your home we will continue to offer support until you have gained the knowledge and developed the skills necessary to manage your personal finances.
- Running your own home will generate correspondence from a variety of sources. Electric/Gas suppliers, housing providers and others. Your Throughcare & Aftercare worker will encourage and assist you to deal with this correspondence.

“ Throughcare & Aftercare helped me with my gloss painting, got me carpets and helped me to get a new cooker when the old one blew up!”

- Managing and maintaining a home requires you to develop a range of practical abilities. In the years and months before you move on to live independently your carers and workers will have been helping you acquire many of the necessary skills needed in order to maintain a home.
- Your Throughcare & Aftercare worker can help you manage a range of practical tasks once you have your own place,
 - Decorating
 - Cleaning
 - Gardening
 - Shopping
 - Cooking
 - Budgeting
 - Correspondence
 - Good neighbour skills





Rights & Legal Issues

All citizens living in Scotland have rights and responsibilities.

Care leavers have additional rights under 'The support and assistance of young people leaving care (Scotland) Regulations 2003'.

You may ask to see these regulations at your Throughcare & Aftercare office.

Further information is available at your Throughcare & Aftercare office that will help you to understand what you are entitled to. For more information go to:

www.scottishthroughcare.org.uk - **Quick Links - Publications - Policy - Regulations and Guidance**

www.sccyp.org.uk - **your rights - leaving care-know your rights**

What about your responsibilities?

These are many and varied but can be summed up briefly...

You must live your life within the law

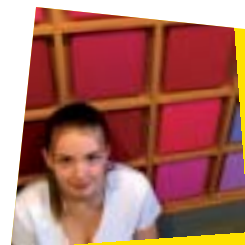
And... Respect those around you at all times

Sounds easy enough but young people can sometimes struggle when they find themselves with greater freedom than they have had before.

At this time your Throughcare & Aftercare worker will work with you and your housing provider to ensure that you manage your home in a manner that shows respect for your neighbours. They can also help if you feel that you are being discriminated against because you are young or for any other reason.

Throughcare & Aftercare staff are committed to providing you with the best possible service. Everyone is entitled to work in an environment that is free from verbal or physical abuse. Please respect your workers.

If you attend an appointment with Throughcare & Aftercare under the influence of illegal drugs or alcohol, your worker will not be able to work with you. You will be asked to leave and will be given an appointment for another time.





FINANCE

Local authorities have many responsibilities towards children and young people whom they look after under the Children (Scotland) Act 1995. This includes financial responsibility.




Your Throughcare & Aftercare worker will explore with you all financial aspects of your aftercare support package.

You could be eligible for financial help in some of the following areas.

- **Furnishing and decorating a tenancy**
- **Financial support towards education**
- **Costs related to training or employment**

Applications for financial support will be made to the Throughcare & Aftercare manager. You will be assisted to do this by your workers.

- **In addition to the above you will be eligible to apply for living expenses if you are 16 or 17 years old and a care leaver not in receipt of a wage, education or training allowance.**
- **If you are 16 or 17 years old, a care leaver and are a parent or are registered disabled your financial support will be accessed through The Department of Work and Pensions.**



“ When Throughcare & Aftercare was first offered I was not too keen, I thought it would be just another bunch of workers getting involved in my life but I gave them a chance and got to know the team better, they helped me through a patchy time.”



“ Throughcare & Aftercare are a great bunch of workers, I get on really well with all of them.”



When you no longer need Throughcare & Aftercare Supports

- The amount of time that a young person will receive support from Throughcare & Aftercare will vary according to individual needs.
- Generally supports will be available if necessary until you reach 19 years of age.
- If you are in full time further or higher education supports can continue until your course ends or you reach the age of 21.
- If you are not in education but you and your worker feel that you would benefit from further assistance past your 19th birthday, then you can request that Throughcare & Aftercare supports continue for a period up until you are 21. This request will be considered by the Throughcare/Aftercare manager and discussed with you at one of your reviews.
- Whatever your age, eventually you will reach a stage in your life where Throughcare & Aftercare supports will end. Our experience has been that young people generally feel confident and happy about this further step on to independence.
- Many young people work closely with Throughcare & Aftercare to help in the development of the service and its resources. Their contribution is highly valued and greatly benefits young people who use the service after them.
- If you need further assistance after your Throughcare & Aftercare supports end, we will liaise closely with our partners to try to identify another service for you.



What can you do if you are unhappy with the service?



We hope that you will enjoy working with Throughcare & Aftercare.

If for any reason you are unhappy you should speak to a member of the team

You might wish to contact the 'Who Cares' Worker or the 'Childrens and Young People's Rights Worker' They are independent of The Moray Council and will be happy to help you. You will find their contact details at the end of this booklet.

Most problems should be sorted out at this stage.

However, if you are unhappy with how the member of staff answered your complaint, you can contact the Moray Council's Corporate Complaints Officer. A Leaflet entitled "How to Complain A Guide for Young People" is available from all Moray Council offices.

**We hope that this booklet has answered some of
your questions you might have about
Throughcare & Aftercare.**

**Further information is available from the
following websites and telephone numbers.**

Other contacts

Scottish Throughcare & Aftercare Forum 0141 3574124
www.scottishthroughcare.org.uk

Scotland's Commissioner for Children and Young People 0131 558 3733
www.sccyp.org.uk

Who Cares? Scotland 0141 2264441
www.whocaresscotland.org

Moray Children's & Young People's Rights Officer 0800 169 4394
cooperpark@children1st.org.uk

The Moray Council Access Points

Buckie 01542 837200

Elgin 01343 563217

Forres 01309 694000

Keith 01542 885500

The Moray Council Corporate Complaints Officer 01343 563003





Moray Throughcare & Aftercare

6 Moss Street

Elgin

Moray IV30 1LU

Telephone 01343 563578

Fax 01343 563579

Email throughcare.aftercare@moray.gov.uk

Opening Hours:

8.45am to 5.00pm Monday to Friday

Emergency Contact outwith office hours please telephone:

08457 56 56 56