



Local Offer: Care leavers

2018

Introduction

“We want our children and young people to have everything that good parents want for their children. In other words: to be happy and healthy, safe and protected, and supported each step of the way to adult life”.

We know that it is a big step to move to living on your own. We want to make sure that you know where and who to go to for advice and help.

The care leaver’s forum ‘I still matter’ (ISM) was consulted and helped design this local offer , we will continue to listen to care leavers views to make sure the services we provide are what you need.

To be able to get the support detailed here, you must have care leaver status with the City of York, this means you will have been in care for at least 13 weeks between the ages of 14 and 16 (including your 16th birthday) or for 13 weeks after your 16th birthday. If you are unsure whether you have, then ask your social worker or contact the Pathway Team.

This information is available on the City of York Council Web site, ‘I Still matter’ web page or you can email pathwayteam@york.gov.uk to request a copy. You can discuss the local offer with your social worker or pathway worker.

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The support we must give you by law

A Pathway Worker

Following changes introduced through the Children & Social Work Act 2017, you will be able to ask to have support from a pathway worker up to the age of 25 whether you are in education or training or not. This is to try to make sure care leavers receive similar support to young adults who live with their families.

We will try to let you keep the same pathway worker, though this will not always be possible. The amount of support that you receive from your pathway worker will depend on what you want and your circumstances.

A Pathway Plan

Your pathway plan is written by the local authority after consultation with you and important people in your life. Your pathway plan is unique to you, It sets out your needs, your views , your future goals, and exactly what support you will receive from us. We review your pathway plan with you regularly so that it is kept up to date.

Leaving care before turning 18

We will encourage you to stay in care until you are 18. Most young people still live at home with their families at this age.

If you choose to leave care before age 18, we must provide you with suitable accommodation.

Support to engage in education, training or employment (ete)

We want to make sure 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. In particular:

- We will provide you with a Higher Education (HE) bursary of at least £2,000 if you go to University.

- We will provide somewhere for you to stay during University holidays (or funding for this if you would prefer to make your own arrangements) if you are in HE or in residential further education.

Your right to be heard and taken seriously

You have a right to be involved in all decisions about your plans for leaving care. You have a right to support from an independent advocate if you are thinking about challenging decisions about the care we give you. You have a right to see the information we keep about you, including the files and records written about you when you were in care.

Glossary of main terms

A needs assessment

A needs assessment identifies the areas of your life where support and resources will help you in your transition to adulthood.

Your social worker will take account of your wishes, feelings & aspirations, and the views of the important people in your life. They will gather the information in a needs assessment which will then inform your pathway plan.

A Pathway Plan

We aim to fully involve you in the development of your pathway plan and will support you to express your wishes and views.

- For your pathway plan to be effective it will be based on the assessment of your needs. It will set out the support you will be offered and the actions required to achieve your goals & aspirations, including contingencies should your circumstances change
- It should cover how we will help you achieve the things you want in life; such as going to college, university or getting the job that you want, choosing where you would like to live, being healthy, and keeping in touch with people that are important to you.

Your pathway plan will be regularly reviewed with you, at least every 6 months. These meetings will check that your goals and milestones are still right and are being met.

The Pathway (Leaving Care) Team

The pathway team offer information, advice and support for you to access, accommodation, education and training, work experience, health services, financial advice, relationship advice and social opportunities. The team work with other agencies to help you achieve your goals and ambitions. The team is made up of, 5 pathway workers, an accommodation officer and an education training and employment officer (ETE) and a manager.

- **The Pathway Team provides a duty service Mon – Fri 1pm – 5 pm , so if your Pathway worker is not available you can ring for support or drop in at the office 136 Acomb Road, York, YO24 4HA . If we are busy leave a message and we will get back to you ASAP.**

Social Worker

Up until you are eighteen, whilst 'looked after' you will have a social worker from the Children in Permanent Placements team. As part of their statutory duties the social worker will be responsible for care planning and arranging child care reviews, which will be chaired by an Independent Reviewing Officer (IRO). Near to your 16th Birthday they will assess your needs and develop your 'pathway plan' offering support, advice and guidance . The social worker has lead responsibility for safeguarding.

Pathway worker

A pathway worker will be identified for you after you become 17, so you can build a relationship before they become your allocated worker when you turn 18. Your pathway worker will keep in contact and arrange meetings with you; they will visit you at home and also arrange to meet you in the community. Your pathway worker will provide you with advice, information and guidance to help you make the best choices and decisions. The relationship between you and your pathway worker is important; make the most of the support they can offer.

Accommodation officer

The pathway accommodation officer supports young people in care and care leavers with their accommodation options. The Pathway Accommodation Officer will offer information and advice on range of accommodation options to ensure your future accommodation is appropriate for your individual needs. The pathway accommodation officer can support you and your foster carer to set up a staying put

arrangement and as required make single access point (SAP) referrals to SASH Howe Hill and other accommodation projects.

Education, training & employment (ETE) officer

Whatever your goal or ambition or if you are unsure what you want to do in the future, the pathway ETE officer can provide 1:1 support and guidance to young people in care and care leavers. They have up to date knowledge of local provision, apprenticeships, training providers, colleges and universities. The ETE officers can also offer support to you if you are already in education, employment or training but may be wishing to change career or improve your prospects.

Independent Advocate

Independent advocates can inform you about your rights and help you to be heard in meetings.

As the title indicates they are independent / separate from social services

Care Leaver Charter

The City of York Care Leaver Charter was written in consultation with care leavers and the 'I Still Matter' group.

As a corporate parent;

To support you

- We will offer you with a named Pathway Worker until you are 25.
- We will provide you with the information you need, when you need it.
- We will be clear and honest about your options.
- We will help you to make the right decisions for you.
- We will support you with your move to independent life and will be there for you no matter how many times you come back for support

To listen

- We will take time to listen to you, give you information and advice and make sure you are in contact with the right professionals.
- We will make sure that you are aware of your rights and entitlements.
- If you are unhappy, we will support you to access independent advocacy.

To respect you

- We will respect your beliefs and culture and support you in whatever path you choose to take.
- We will not judge you.
- We will value and respect your important relationships and support you where possible to maintain these.

To help you plan for your future

- When you are ready to move into independent living we will do all we can to help you feel safe and secure. We will provide support and encourage your plans.
- We will help you to access education, training and employment including apprenticeships and help you to achieve your goals.
- We will always listen and offer advice and information whatever your age.

Explanation of Care leaver Status terms

(Eligible, Relevant, Former Relevant, Qualifying).

Eligible
<p>You are eligible if:</p> <ul style="list-style-type: none"> • You are currently looked after aged 16 or 17 and; • You have been looked after for 13 weeks since age 14 and you are still looked after.
Relevant
<p>You are relevant if:</p> <ul style="list-style-type: none"> • You are no longer looked after by the local authority, you have been eligible and are aged 16 or 17. • Immediately before being detained or in hospital you were eligible or • Lived for a continuous period of 6 months or more with a parent or someone with parental responsibility and where those arrangements broke down.
Former Relevant
<p>You are former relevant if:</p> <ul style="list-style-type: none"> • You are aged 18 years or above and either been a relevant or eligible child when under 18 • If at the age of 21 or before reaching the age of 25 you are in education or training you will remain former relevant until the end of the agreed programme. • You have been either been a relevant or eligible child when under 18 and requested support between the age of 21 and 25.
Qualifying
<p>You are qualifying if:</p> <ul style="list-style-type: none"> • You are 16, and • You were looked after immediately prior to the making of a special guardianship order which was in force when you reached 18. • If at any time after you reached 16 but while you were still a child was no longer looked after or accommodated or fostered. • You were privately fostered but considered to be a child in need.

If you are: Eligible

- Near to your 16th Birthday, your social worker will, after discussion with you and other important people in your life complete an assessment of your needs and write your pathway plan.
- Your social worker will be responsible for reviewing your pathway plan until your status as a Child or Young Person in Care (CYPIC) ends.
- You will be allocated a pathway worker from the Leaving Care Team at Age 17 ½ or earlier if your plan is to leave care before 18.
- Your Pathway worker will support you to age 21 or up to 25 if you feel you still require support in certain areas of your life.
- **'Eligible'** status also means that if you and your foster carers are agreeable, we will support you to continue to live with them at 18. This is what we call a 'staying put' arrangement and can be up to age 21. A staying put arrangement allows you time to focus on your education, training or employment and develop independence skills at a gradual pace, whilst having continued support from the people you know and trust. You can talk with your social worker or foster carer about staying put and the pathway accommodation officer can give you more details.

Relevant

- As a 'Relevant' care leaver you will be supported by a named pathway worker.
- Your pathway worker will be responsible for reviewing and keeping your pathway plan up to date every 6 months or more frequently if required.
- Your pathway worker will support you to age 21 or this can be extended to 25 if you feel you still require support in certain areas of your life.

Former Relevant

- As a 'Former Relevant' care leaver you will be supported by a named pathway worker.
- Your pathway worker will be responsible for reviewing and keeping your pathway plan up to date every 6 months or more frequently if required.
- Your pathway worker will support you to age 21 or this can be extended to 25 if you feel you still require support in certain areas of your life.

21 to 25 Support for Former Relevant

This new duty enables the City of York to respond positively to requests for support from care leavers aged 21-25 who may be continuing to require help in certain areas of their lives whilst they make their transition to adulthood and independent living. It also recognises care leavers growing stability and maturity between the ages of 21 and 25, during which, many care leavers are able to lead successful lives without pathway support and may not need continuing contact with their local authority.

Care leavers aged between 21 up to age 25 .

If you request leaving care support at any point after the age of 21 and up to the age of 25, we will assess your needs and depending on your identified needs;

- develop a pathway plan setting out the support to be provided,
- allocate a named pathway worker. (Although we will try, we cannot guarantee this will be your previous worker)

The amount of support and the frequency of contact that you receive from the pathway worker will depend on your individual circumstances.

Care leavers who reach age 21 after April 1st 2018.

- As you approach 21, your pathway worker will discuss support beyond the age of 21 with you. If you do wish support to continue, your pathway plan will be reviewed and updated to reflect your support needs. Support will continue to be provided for as long as it is required, or until you reach age 25. (Although we will try we cannot guarantee this will be your current worker)

The amount of support and the frequency of contact that you receive from your pathway worker will depend on your individual circumstances.

Qualifying

- Qualifying young people are entitled to an assessment of their needs, to establish whether they require advice and assistance. Where following assessment support is identified as required over a period of time, a pathway plan will be completed to detail the support to be provided.

What we offer:

Accommodation: We will encourage you to stay in care until you are 18. Many young people still live at home with their families at this age. Your social worker, pathway worker and the pathway accommodation officer will help you to plan for future accommodation.

We offer;

- Staying Put arrangements, if you are *eligible* and *both* agree, you can remain with your foster carer at 18 under a 'staying put' arrangement, which can last up to 21.
- Advice about a range of accommodation options including, taster & trainer flats, supported, semi supported and independent accommodation.
- When assessed as ready 'Gold Band' status on the CYC housing register.
- Practical support to paint / decorate your first CYC flat
- A setting up home grant (SUHG) for essential items and advice on how and where to get the best value for your money.
- Support with moving into and furnishing your new home.
- Support with managing a tenancy, managing your front door, budgeting to ensure your important bills are paid and you avoid rent or council tax arrears.
- If you are not in employment we will support you to apply for universal credit at 18 for housing costs.
- Support if you have a housing crisis or need emergency accommodation.

Tips from care leavers

Check out your options with your pathway worker. It is important you have the information you need to make choices about your future accommodation.

Prepare for your future, use the opportunity in your placement or staying put arrangement to develop your independence skills.

It's a scary time; use the support available from the Pathway team they know tons about housing stuff and they are really helpful.

Make sure you know how much your rent is and how it is paid. It will be your responsibility whether you are working or in receipt of benefits, it's really important.

Keep to your tenancy agreement. Your first year is an introductory one so remember "you are responsible for your self and the behaviour of your visitors"

"Its your place, be proud of it and be a good neighbour"

Education, Employment and Training We want to make sure every young person leaving care has the support they need to achieve their goals in life.

We offer;

- Careers information and advice.
- To write your CV.
- To prepare for interviews.
- To attend interviews in appropriate clothing.
- Transport costs when travelling to training, school/college, apprenticeships or job interviews.
- Tools, equipment, essential clothing, and books.
- Opportunities to explore work experience, apprenticeships and employment within the council.
- Informing you about voluntary work that we think you may be interested in.
- Information about courses that run at different times of the year; "not all courses start in September".
- Support to apply for FE bursaries. [NB: Care leavers are a priority group for the 16 to 19 Bursary Fund administered by FE colleges, which pays a bursary of up to £1,200 a year to support vulnerable young people to participate in education or if over 19 the discretionary bursary for costs associated with your course].

Tips from care leavers

"Aspire to more "

If you are unsure what you want to do the ETE officer can help you look at your options. Ask about taster and work experience opportunities

Your Pathway worker or the ETE officer can help you job search.

Make sure you have a good CV and are prepared for interviews

Voluntary work is good experience and good for your CV.

Make sure you attend college, training or your job, not just to learn, but so you receive your bursary or wage !!!.

For Higher education we offer

- If you plan to go to university we will help you choose the right course and university that matches your talents & interests.
- Support you to attend interviews and open days.
- Advise and support you to apply for tuition fees, loans and bursaries available from Student Finance, the individual HE establishment and Care Leaver trusts.
- Pay university accommodation costs for campus student accommodation or equivalent Student house

Tips from care leavers

Courses vary at each university so do your research make sure it's the right course for you.

Check out the University visit the city to make sure you will feel ok living there

Most universities have care leaver bursaries that you do not have to pay back so always apply for these!!!!!!!!!!!!

<p>arrangement*</p> <ul style="list-style-type: none"> • If you attend university, a bursary of £2,000 to help with the cost of books and materials spread over the length of your course. • We will support you with travel costs at the start and end of term and offer assistance to transport your belongings to and from University. • The Pathway ETE officer will liaise with tutors & support services over the period of your course to ensure you receive all possible support to successfully complete your degree. • We will on completion of your degree help with the cost of photographs and your cap & gown. • Gold band status on the CYC housing register if returning from your course to live in York. <p>* We offer financial support for one course of higher education. This will be paid in the same way as National Funding, e.g. the length of the course (plus one extra year if required).</p>	<p><i>Going to university can be scary, especially if you move out of area, so remember you are still entitled to Pathway support; speak to your pathway worker or the ETE officer if you have any worries, concerns or issues about university.</i></p> <p><i>Remember Study hard and enjoy your time at Uni!!!!</i></p> <p><i>Don't be afraid to use the support available for care leavers at uni, ask the ETE officer about it.</i></p>
<p>Post Graduate Courses</p> <ul style="list-style-type: none"> • A needs assessment, to identify financial support and resources to enable you to undertake post graduate studies. 	<p>Tips from care leavers</p> <p>Talk with your University and the Pathway ETE officer to fully research the requirements and to ensure it is the right course to support your future aspirations.</p>

Exceptions:

- Qualifying young people are entitled to an assessment of their needs, to establish whether they require advice and assistance to maximise their right to national grants, bursaries and student loans. Where, following assessment, support is identified as required over a period of time, a plan will be completed to outline the support to be provided.
- Qualifying young people will not as a right be entitled to higher education financial support such as the student bursary or accommodation fees.

Money / Finance

We will try to help you financially, in a similar way to how parents would support their own children.

We offer

- If you are age 16 to age 18 living independently and unemployed we will pay you a weekly allowance equivalent to the Universal Credit payment. (currently £60p/w)
- If you are age 16 to age 18 we will pay your accommodation rent costs if living in a placement agreed by the Pathway Team.
- Support you to access the childrens independent savings account (ISA) set up in your name by the department for education (DFE)
- Provide or inform you about relevant money management courses or one to one support to help you budget your income and prioritise your essential outgoings.
- Support you to gain knowledge about different bank accounts, savings, ISA's, loans and credit cards.
- Support to understand your wage slip when in employment
- Provide a leaving care grant to help you buy essential things when moving into your own home, which the government recommends should be a minimum of £2,000. In York we pay £2,250 which includes the purchase of your first TV licence.
- Pay for the first year's Home contents insurance when a young person moves into their own property.
- Provide a birthday present or gift voucher.

Tips from care leavers

It's always best to leave care in a planned and supported way, to know where you will live and how much money you will have to support yourself.

Make sure your accommodation is affordable and safe.

It's £200 you can keep adding to it or cash it in. Ask you pathway worker about it.

Keep on top of your bills! Pay the essentials first!!!!

Have a budget plan and stick to it.

It's great to save!!!! But.... so easy to get over drawn and into debt if you don't know enough about bank cards, credit cards or loans.

It's a great sense of pride earning your own income.

White goods (fridge, washer, cooker) and carpets are very expensive. Your pathway worker can support and advise you on how and where to get the best value for your money.

It's important to set up a payment scheme to insure your possessions in the second year.

To celebrate special occasions!!!!

<ul style="list-style-type: none"> • Provide a gift or voucher for religious celebrations e.g. Christmas & Eid. • We will support you with 10 driving lessons or to pass your CBT • Participation Work; Young People can be paid for their time when involved in consultation, recruitment interviews, designing publicity materials for CYPIC and care leaver events. • Young people in custody can receive up to £20 per month in the form of a postal order for personal needs and phone credit. 	<p>To celebrate more special occasions!!!!</p> <p>10 driving lessons are a great help in learning to drive but you may need more, so it is important to save in advance as you can often get a reduction if you book / pay for blocks of 5 or more.</p> <p>If you want to be more involved, contact details are on the SMTIM and ISM news letters and web pages. Or just speak to a member of the ISM, your social worker or pathway worker. Get in Touch!!!! Your views are important and really valued.</p> <p>We hope you never need this, but if you do, remember the Pathway team will continue to support you, visit you and plan for your release if you are in custody.</p>
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Important documents

We can support you to gain important documents & identification.

We offer

- Your social worker will support you to apply for your National insurance number (NINO).
- Pathway can support you with one passport or travel document
- One provisional driving licence
- One birth certificate
- To open a bank account

Tips from care leavers

Your National insurance number is very important, and you will be required to produce evidence of it for employment or benefit payments. "Keep it safe".

Passports & driving licences are very expensive Pathway provide one of each "keep them safe".

To open a bank account you need to provide ID.

Keep all your documents; tenancy agreement, bills and letters in a safe place. Keep your ID documents safe

Never give anyone your bank card or PIN.

Health and wellbeing

We want you to be happy and healthy.

We offer

- Support you to register with a GP.
- Give information on getting help to pay for prescriptions.
- Support you to register with a dentist
- Support to move from children's to adult mental health services

Tips from care leavers

If you move area when you leave care you may need to register with a different GP practice.

It is really important to attend your dentist every six months, if you miss your appointments you may have to apply to a new practice for NHS treatment.

Your mental health is important. Pathway can support you to arrange and attend appointments.

<ul style="list-style-type: none"> • Information about counselling services that are available locally. • Information on healthy living and where to get advice (including sexual health). • A bus pass • Free Gym membership • If you are a young parent, take an interest in your child/ren and support you to do the best for them. • Give you information about health drop-in centres 	<p>Its important to have know about your physical, emotional and sexual health to keep well and to be safe.</p> <p>Having a bus pass means you are not socially isolated, you can get to visit your family and friends and not have to worry about the weather or getting home at night.</p> <p>Care Leavers up to the age of 25 are entitled to a FREE gym and swim membership which you can use at Energise Leisure Centre and Yearsley Pool</p> <p>If you do not have a dentist or GP there are drop ins where you can get help, advice and emergency treatment.</p>
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Relationships

As well as support from a pathway worker, we may be able to offer you additional practical and emotional support, such as;

<p>We offer</p> <ul style="list-style-type: none"> • an advocate; available to care leavers up to the age of 21. • Peer mentor. • Independent visitor 	<p>Tips from care leavers</p> <p>An advocate can help you to have a voice, understand your rights and to make a complaint if things can't be sorted out any other way.</p> <p>Peer mentors are care experienced young people. They have great knowledge about the options and realities when leaving care.</p> <p>You may already have an independent visitor. They can continue working with you when you leave care.</p>
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<ul style="list-style-type: none"> • Help to maintain or regain contact with people special to you or who cared for you in the past, like former foster carers or social workers. 	<p>Its important to have people you know and trust in you life and to build a good support network. There are many reasons why we lose touch with people, we can help you get back in contact.</p>
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Being Involved

We want to hear your views, we want you to have the opportunity to enjoy social events and be a part of the great city you live in.

<p>We offer</p> <ul style="list-style-type: none"> • A bus pass from the age of 16 to the age of 21. • Participation and consultation meetings. • To invite you to care leaver social events. • To help you participate in positive leisure activities. • Support you to attend and have a voice at meetings about you. • To help you to enrol on the Electoral Register, so you can vote in elections. • Giving you advice and helping you to challenge any discrimination you face. • Inform you about voluntary work that we think you may be interested in. 	<p>Tips from care leavers</p> <p>Being involved usually requires having to travel. The provision of a bus means you can get to work, events, meetings, appointments and importantly, get home safely at night (especially in winter) This is great !!!!!</p> <p>Your views are important and you can help shape services to best meet the needs of care leavers in York.</p> <p>Social events are great and we get to choose and organise them e.g. summer trips, meals out, cinema, Christmas lunch.</p> <p>At 18 you have a right to vote on how the country is run, "have your say"</p> <p>No one should suffer discrimination for any reason, especially not for being a care leaver.</p> <p>Doing voluntary work is a great way to get to know people and contribute to the community you live in.</p>
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Who can help: Key contacts

<p>Achieving Permanence Social work Team</p> <ul style="list-style-type: none"> • Named social worker 	<p>West offices Station Rise York YO1 6GA. 01904 551550</p>
<p>The Pathway Team</p> <ul style="list-style-type: none"> • Pathway leaving care team • Pathway Workers • Pathway Accommodation officer • Pathway ETE officer • Peer mentors 	<p>Pathwayteam@york.gov.uk 136 Acomb Rd, York YO24 4HA . 01904 555389</p>
<p>I Still Matter (ISM) York Care leavers forum</p>	<p>www.showmethatimatter.com/i-still-matter.htm</p> <p>Speak with your pathway worker if you would like to attend.</p>
<p>Show Me That I Matter (SMTIM) York's children in care council</p>	<p>www.showmethatimatter.com/whohelpsyouleavecare</p>
<p>Advocacy for care leavers Advocacy support is now available for Care Leavers up to the age of 21 from the Speak Up Service</p>	<p>speakup@york.gov.uk For information please call / text Nikki 07769725174</p>
<p>30 Clarence Street 16—25 service including counselling</p>	<p>fis@york.gov.uk 01904 555400 / text 07624802244 The service also runs Drop in sessions at 30 Clarence Street on: Mondays 12:30pm-4:30pm Tuesdays 12:30pm-4:30pm Fridays 11am-3pm</p>
<p>The Haven Mental health, out of hours support 16-25</p>	<p>Haven.mhm@nhs.net The service is open from 6pm to 11pm, seven days a week, 365 days a year, including bank holidays, with no formal referral or appointment required</p>
<p>York District Hospital (YDH)</p>	<p>Urgent care centre at York Hospital based in the emergency department. 8.00am - 10.00pm daily. 01904 726066</p> <p>Out of hours GP service at York Hospital; phone NHS direct 111 for an appointment (this is not a drop in service)</p>

Dentist (NHS) (to locate/register with)	NHS direct 111 or www.nhs.uk nhsdentistlocator.co.uk for local dentists
Emergency Dentist	If you require emergency dental treatment when your dentist is closed, please call NHS Direct on 0845 600 3249.
York Sexual Health Centre	Monkgate Health Centre 31 Monkgate York YO31 7WA yorsexualhealth.org.uk or nhs.uk/worhtalkingabout .
Changing Lives (Drug & alcohol service)	york-info@changing-lives.org.uk 01904 464680
York College	www.yorkcollege.ac.uk
Askham Bryan College	www.askham-bryan.ac.uk
York Learning	yorklearning@york.gov.uk
YH Training, including Military Prep	www.yh-group.co.uk
Apprenticeships	<ul style="list-style-type: none"> • York.apprenticeships@york.gov.uk • www.gov.uk/apprenticeships-guide • www.gov.uk/apply-apprenticeship
Higher Education	<ul style="list-style-type: none"> • www.university.which.co.uk (help with choice of University) • www.ucas.com (UCAS – info about Universities and how to apply) • www.gov.uk/apply-for-student-finance (info about student finance and how to apply) • www.yorks.j.ac.uk (York St John) • www.york.ac.uk (York Uni)
Universal credit	www.gov.uk/apply-universal-credit 03456000723

<p>Citizens Advice (CAB)</p> <p>Mon, Tues, Thurs: 9.30-12.00 noo</p>	<p>www.yorkcab.org.uk advice line; 08444111444 Mon - Fri: 9.30-4pm West Offices, Station Rise, York</p>
<p>The survival guide</p> <p>Young peoples guide to services in York</p>	<p>https://yorksurvivalguide.co.uk</p> <p>Survival Guide to York—a little book full of things you might need to know or make decisions about</p>
<p>Police</p>	<p>National Non-Emergency</p> <p>Tel. 101</p>
<p>Supporting Victims</p> <p>If you have been victim of a crime</p>	<p>www.supportingvictims.org</p> <p>help@supportingvictims.org</p> <p>Tel. 01904 669276</p> <p>Out of these times: Tel. 0808 168 9293</p>
<p>IDAS</p>	<p>www.idas.org.uk info@idas.org.uk Tel. 0300 011 0110 24 hr advice line: Outreach: Mon–Fri: 9.00am–5.00pm Tel. 01904 646036</p>
<p>Traveler and Ethnic Minority Support Service</p>	<p>ruth.robson@york.gov.uk</p> <p>01904 554335 or: 07881 678062</p>
<p>Gov.uk</p>	<p>www.gov.uk information about benefits, crime and justice, student finance, job vacancies, tax and NI, careers advice, voting, employment rights etc</p>
<p>York Mind</p>	<p>office@yorkmind.org.uk 01904 643364</p>
<p>Kyra Counselling support for young women</p>	<p>contact@kyra.org.uk www.kyra.org 01904 632332 07587 155678</p>