

Youth Homeless Scheme

Let us help you to avoid becoming homeless



City of York Council aims to support **young adults aged 16/17** who are homeless or may become homeless. This factsheet tells you about the Youth Homeless Scheme and how it can help.

This service is for you if you have officially finished Year 11 at school and are 16 or 17.

We aim to prevent young people from becoming homeless.

We'll work with you and your family to talk through issues and find a way to resolve things. If we cannot do this we will help you find other accommodation

To book an appointment call into the Council's West Offices or contact us on 01904 553585 / 07891 853498 / 07717 320102. You can also email us on youthhomeless@york.gov.uk West Offices are open Mon-Fri 8:30am – 5pm. Please come in before 3.30 if you are homeless or it is your first visit. After 5pm and at weekends/bank holidays, you can contact the emergency duty team: **01609 780780**

Can I trust you?

We're confidential - we'll only share information with other professionals working with you unless you or other people are at serious risk of harm.

We're professional - we have a code of conduct that sets out how we will behave with you. You can ask to see it at any time.

We're safe - we have guidelines on how to protect you from any kind of abuse. Ask to see our safeguarding policy.

We're led by you - we'll offer as many choices as we can so you're fully involved in planning the support you receive from us and others.

Give us a chance to show how we can help you avoid becoming homeless

What if I'm unhappy with something ? If you have any complaints, or any improvement suggestions, please speak to the youth homeless worker or contact Tim Carroll, the council's Resettlement Services Manager, on 01904 554124 or 07795 301006. Other agencies we work with have their own procedures for complaints and improvement suggestions so contact them direct.

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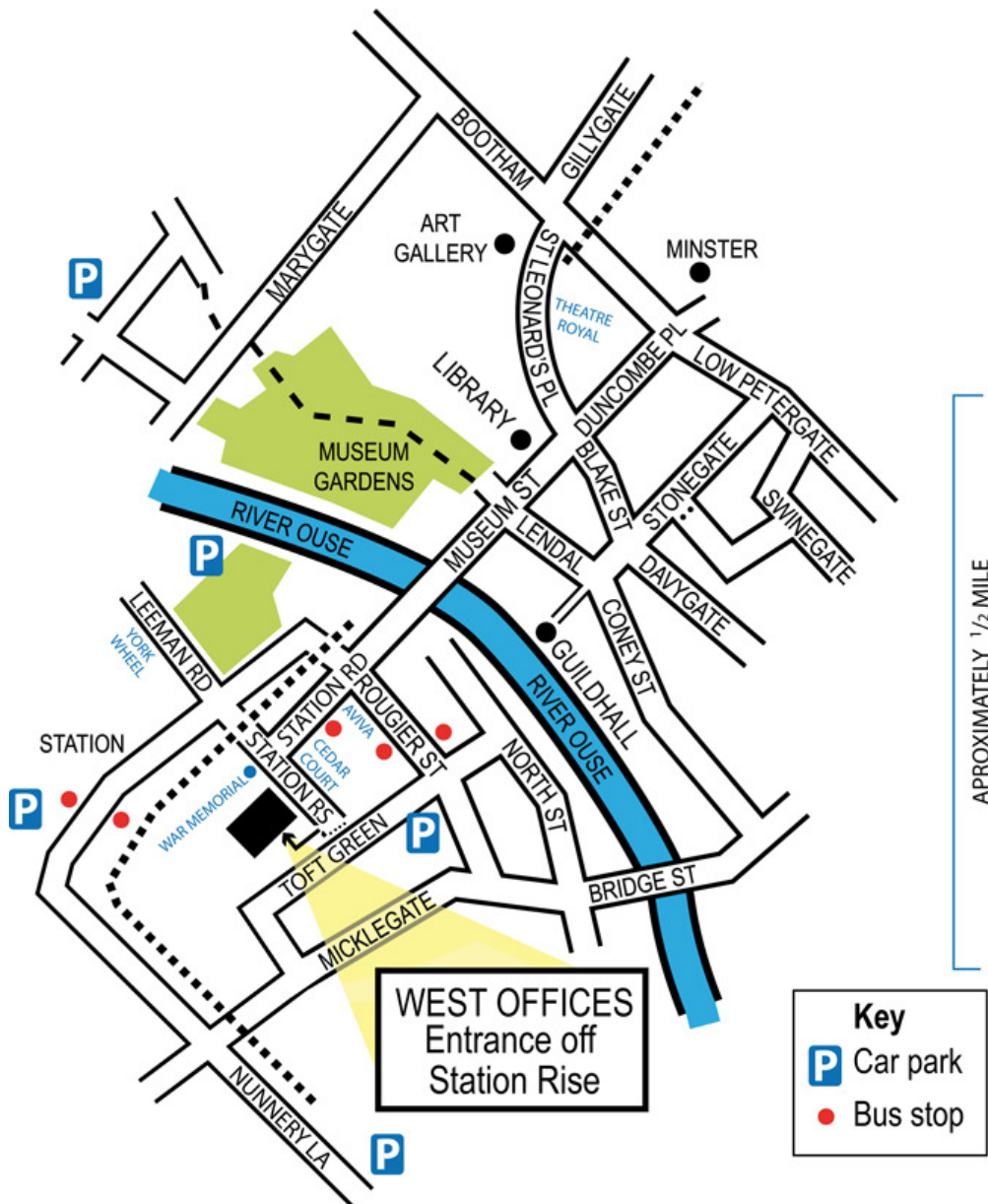
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CITY OF
YORK
COUNCIL

Factsheet: HO17

How to find us



Polish : To powiedzieć młodym ludziom, jak uniknąć bezdomności. Możemy dostarczyć te informacje w swoim własnym języku.

Turkish : Bu evsiz olma önlemek için ne kadar genç insanlara anlatmak. Biz kendi dilinizde bu bilgiyi sağlayabilir.

Cantonese : 这告诉年轻人如何避免成为无家可归。我们可以在自己的语言提供这些信息。