

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

For youth homeless advice please contact us on 01904 553585 / 07891 853498 (Fiona) or 07733 290597 (Lexi). You can also email us on youthhomeless@york.gov.uk.

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.

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 Lewis Rodgers, the council's Resettlement Services Manager, on 01904 553318 or 07795 970789.

Other agencies we work with have their own procedures for complaints and improvement suggestions so contact them direct.

York's Children's Rights and Advocacy Service

If you would like the support of an advocate, please call/text 07769 725174 or email speakup@york.gov.uk

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Mental Health Support

Speak to your **GP** if you are struggling. They may refer you to counselling or discuss other options to help you to cope.

York Mind- Young People's Service provides **information** to young people about mental health and emotional wellbeing. 01904 643364

Kooth.com **online** mental wellbeing community- free, safe and anonymous support

Childline – A free, private and confidential service. Online and on the phone, anytime. 0800 1111

Samaritans - Telephone support for someone in crisis or having suicidal feelings. Call 116123 or 01904 655888

Health Service Crisis Line 0800 0516171

York College- **The Mental Health and Well-being Team** Access support via the student portal or contact Rebecca Mobile: 07483 006808 (Mondays-Wednesdays) Julie Mobile: 07971 235096 (Wednesdays-Fridays).

Money/ Benefits (Universal Credit)

Your Youth Homeless Worker can help you make a claim for Universal Credit. You will need your National Insurance number, Bank Account, ID, postcode and email address.

Drugs / Alcohol misuse

York Drug and Alcohol Service (Changing Lives) 01904 464680

Talk to Frank 0300 1236600 or www.talktofrank.com

Sexual Health

YorSexual Health- **information** about **sexual health** and **contraception** services, confidential, free and friendly. Monkgate Health Centre or ring 01904 721111.

Domestic Violence

IDAS- **Advice** line 03000 110110 or for **outreach** support 01904 646036.

Family Information and Support

Ring MASH 01904 551900 and select option 2 for early help.