

If you need housing advice or are homeless: People leaving care

The Housing Advice Centre is part of Newcastle City Council and offers a free, confidential advice service to anyone that has housing problems. We aim to help people to keep their home or help them to find one that meets their needs. We can help you to understand the different options that are available in Newcastle to solve your housing problems.

Staff at the Housing Advice Centre can:

- prevent a homelessness situation from occurring, wherever possible
- explain the processes of homelessness prevention
- assist in locating alternative accommodation, such as a housing association, local authority or privately rented property
- provide you with information and advice on your options

There is a wide range of advice and support available in Newcastle. The Housing Advice Centre can help you, or the person you're working with, to understand the different options available to solve housing problems. The earlier you get in touch, the more likely it is that you can get help.

Phone: 0800 1707 008 (Monday to Friday, 8.30am to 12 noon and 1pm to 4.30pm)

Email: housingadvicecentre@newcastle.gov.uk

Website: www.newcastle.gov.uk/homeless

In person: Due to the coronavirus (COVID-19) pandemic, Newcastle City Council's Housing Advice Centre staff are only providing telephone or email advice. The Housing Advice Centre building will not be open for face-to-face advice until further notice. This will help us all to reduce the risk of spreading coronavirus. Please call or email using the contacts above

If you need to contact someone after 5pm or at weekends because it is an emergency and you have nowhere to stay that night phone the out-of-hours service on **0800 1707 008** (Press 2 for the Operator and ask for the Emergency Homeless Officer)

If you are a young person leaving foster or local authority care, Newcastle City Council has a duty to help and support you until you turn 21, or until you are 25 if you continue with your education or training.

People leaving care who are aged 16 or 17 years old

Newcastle City Council has a duty to help you make the move from care to independent living. It will usually be the council's 16+ Team who will help you with this. By the time you turn 16, they should have helped you to make a 'pathway plan' which is your plan for training or further education and what help and support you need after you leave care, including financial support. Your pathway plan should say:

- what accommodation you need
- how your needs will be met
- who will meet these needs

Most 16 or 17 year olds leaving care are not eligible for welfare benefits. You can usually only claim benefits if you are in this situation and you are also a single parent or unable to work because of a disability or illness.

The 16+ Team should help you by:

- supporting you to find and keep a place to live (this could be a place in supported accommodation or, occasionally, in a children's home or foster care)
- supporting you financially by paying to cover your rent, food, bills, travel costs for education and training, clothing, pocket money and childcare, if you need it
- giving you any other support you need, such as help with continuing your education, finding work or dealing with personal problems

You can find out more about the Newcastle City Council 16+ Team (sometimes called the Leaving Care Support Team) online at www.newcastle.gov.uk (search for 'leaving care information for young people').

People leaving care who are aged between 18 and 21 years old

If you are aged between 18 and 21 years old, you can get help from both the 16+ Team and the Housing Advice Centre. You are automatically classed as being in 'priority need' of housing until your 21st birthday if you spent at least one night in care when you were 16 or 17 years old. This means that the Housing Advice Centre will help you find a place to live.

People leaving care who are aged 21 years old and above

Some older care leavers can get accommodation if they are in priority need. For example, this may be the case if you:

- are vulnerable because of having been in care
- haven't had a stable home since you left care
- have slept on the streets in the past

Whatever your circumstances, the Housing Advice Centre will work with you to help you to find suitable accommodation.

Other support available

Your Homes Newcastle Young People's Service

This service supports young people aged between 16 and 25 years old to find a home, move in and manage their tenancy. They can offer you supported accommodation or floating support (regular appointments in your own home). They also give help in other areas, including parenting, budgeting, accessing training or employment, supporting your emotional and physical wellbeing, making lifestyle choices (on issues such as drugs and alcohol, relationships, crime and offending), getting independent living skills and becoming involved in your community.

If you are aged 16 or 17 years old and working with the 16+ Team, the Young People's Service may be asked to support you to find accommodation.

Phone: 0191 277 1190 (Monday to Friday, 8.30am to 4.30pm)

Email: youngpeoplesservice@yhn.org.uk

In person: Housing Advice Centre – Monday to Friday, 1pm to 4pm

This information was accurate at the time of publishing (February 2021)