



East Cambridgeshire District Council

16/17 YEAR OLD AND HOMELESS

What you need to do.

Large Print, CD
and other formats
are available on
request

If you need this leaflet to be translated in your language,
please contact us on: 01353 665555

Polish Jeżeli potrzebują Państwo tę ulotkę w języku polskim,
prosimy o kontakt pod numerem
01353 665555

Portuguese Se você precisa este folheto a ser traduzida na sua língua,
por favor entre em contato conosco
01353 665555

Romanian Dacă aveți nevoie de acest prospect pentru a fi tradus
în limba dumneavoastră, vă rugăm să ne contactați pe:
01353 665555

Lithuanian Jei jums reikia ši lapelį išversti į savo kalbą, prašome
susisiekti su mumis: 01353 665555

Russian Если вам нужна эта брошюра для перевода на ваш
язык, пожалуйста, свяжитесь с нами по: 01353
665555

If I am 16/17 what happens if I am homeless or threatened with homelessness

If you are 16 or 17 and you are homeless you should approach East Cambridgeshire Children's Social Services or East Cambridgeshire District Council.

You don't need to be sleeping on the street to be homeless. If you are staying somewhere that is not safe for you because someone has been violent toward you or you are staying somewhere where you don't have legal rights to stay, you could be considered as homeless.

Who can help you?

Children's Social Services

They can help 16/17 year old that are homeless. In an emergency they can help find somewhere safe for you to stay the night. They will do an assessment to see if you are a 'child in need' (this legal term covers young people too). If they agree you are, they can help you:

- Find a place to live (and they pay for it)
- Get into training and education
- Tackle personal issues like drugs or alcohol
- Be given an allowance
- Be given support

They are located at: Noble House – St Thomas's Place – Ely CB7 4EX. Their phone number is: 01353 618 200

Housing Services

If you approach the Council you will have an appointment with one of our Housing Advisers and a Social Worker. The reason

you'll be seen by a Social Worker as well as Housing Adviser is because at 16 and 17 years old by law you are still considered a child. A joint assessment will be carried out by social care and East Cambridgeshire County Council housing options will contact family to verify reasons you cannot return home.

Supported housing

If you are 16 or 17 you should approach the Council if you are threatened with homelessness and wish to apply for supported projects. The Supported Housing Projects will teach you the skills you need to be able to live on your own, such as how to budget your money, understand a tenancy, set up bills and even help you into work or education.

Floating Support Services

If you need practical support, we can refer you, to the Cambridge Housing Society.

Their website is: www.chsgroup.org.uk

They provide advice and support to:

- 16-64 year old in East Cambridgeshire who are homeless or at risk of homeless
- Homeless families with support needs
- Single homeless with support needs
- Teenage parents
- Offenders or people at risk of offending
- People with learning disabilities
- People who use drugs and alcohol

The aim of the Service is to support vulnerable people to improve their quality of life. Support can include:

- Finding a home and setting up a tenancy
- Keeping the home safe and secure
- Setting up a budget and paying bills
- Developing life skills
- Accessing education, training and employment
- Helping with literacy and numeracy
- Helping with accessing other services

Citizens Advice Bureau

They can help you understand your rights and challenge decisions you think are wrong. Their number in Ely is: 0344 245 1292

Shelter

You can also call Shelter's free helpline 0808 800 4444

Women's Aid

They provide crisis accommodation for women in abusive or violent relationship
Helpline: 08082000247

How can they help?

If you can stay with someone

Whoever is helping you may need to contact your parents/guardians/somebody from your family or friends to see if there is any way you can go back home or you can stay with them for a while when things are sorted out unless you're at risk of returning.

If you have been asked to leave by a landlord, we will negotiate with him/her as much as possible to prevent the eviction.

At all times your feelings will be taken into account and you will be listened to and no decision will be taken without your agreement and consent.

If you can't stay with anyone else

Children's Social Services will do their best to find you a place to stay. They may need some help from Housing Services. The accommodation could be in a hostel or supported accommodation, depending on what is available at this specific time. If they can't find anything in the area you preferred to be in, you would have to go in other areas outside the District. The main thing is to have a roof over your head and to keep you as safe as possible.

What will happen after?

The professional who is helping you will make an appointment for a joint assessment by a housing officer and a social worker to help you sort things out.

Make sure to bring some identification with you if you can, such as passport, National Insurance card, birth certificate, this will help you get benefits.

You can take someone you trust with you to this joint assessment.

The social worker and the housing adviser will try to find ways to help you and to do so they need to ask you some questions to find out about you and what support you may need.

Questions social worker and housing adviser may ask

You will be asked general questions such as:

- Your name, age and address
- If you have a medical problems or illness and the name of your doctor
- How you became homeless
- Whether you have family or friends living locally who can support you even temporary
- Your money situation. For example whether you are at school or college, working or claiming benefits
- Whether you have anyone to talk to when you have a problem

Don't be frightened to talk about any issues, difficulties in relationships, drug or alcohol problems or if you have been involved with the Youth Offending Service.

Important: Nothing will be done without your agreement, but you will be told what is or isn't available to you

How to contact us

You can contact us in any of the following ways:

- *By visiting our office*
East Cambridgeshire District Council
The Grange Nutholt Lane
Ely
CB7 4EE
By visiting our Drop-in Surgery's:
Monday, Tuesday and Wednesday between 8:45 to 12:00 (other interviews are appointment only)
Tenancy Support Thursday and Friday 8.45 to 12.00
- *By phone*
01353 665555
- *By email*
Housingmail@eastcamb.gov.uk
- *By writing to us*
Housing Services
East Cambridgeshire District Council
The Grange Nutholt Lane
Ely, CB7 4EE

Community Hubs

Ely Hub

Ely Lighthouse Centre
13 Lynn Road
Ely
CB7 4EG
Phone: 01353 662228
Every Tuesday 10am to 1pm

Littleport Hub

The Village Hall
Victoria Street
Littleport
Ely
CB6 1LX
First Thursday of every month 10am to 1pm

In emergencies

If you need to contact us outside of office hours in an emergency, please call: 07710978900

Complaint

If you need to complain, please use our separate “complaints” leaflet. You can get a copy from our office.

Advice from other sources

You may wish to take independent advice regarding your housing circumstances or on your homeless application:

Citizens Advice Bureau

70 Market Street
Ely
CB7 ALS
0344 245 1292

Shelter

88 Old Stree
London
EC1V 9HU
0808 8004444