

Welcome

Care Leavers Offer October
2024



- We understand you may have a mixture of emotions about leaving care. Some young people are excited about branching out on their own, taking the first steps to being fully independent, whilst other young people may feel anxious about new experiences. All these emotions are ok and we are here to support you on your journey to adulthood.
- We recognise that the help and support you receive from our 16-25 team is critical in helping you transition from care to independence (interdependence). We take our responsibilities very seriously and want to be the best corporate parents we can be. We have high aspirations for you and want you to have the support you need to achieve your goals.
- This offer has been developed alongside our young people and outlines all the support that our council provides for you. It will also highlight the practical support we will give you and the emotional and wellbeing support available for you too.

Our Pledge is a Promise to You....

You are wonderful – we will value you for who you are, celebrate your successes and always be there for you

Successful – we will support you to achieve your goals in gaining and keeping yourself in education, employment, or training

Housing – we will support you through the processes of deciding what accommodation you would like and then securing those. We will be open and honest about the options, decisions and processes relating to your independence skills and housing

Healthy – we will support you to achieve the best health and wellbeing that you can, both physically and mentally

We want the best for you – we will aim high for you, and help you to achieve the successes you want to

We will tell you what's going on – we will listen to you, our aim for you to make your own decisions, but when we need to, we will make decisions based on what you are saying, and we will tell you what decisions are made and the reasons why

You will be able to look after yourself well when you become an adult – we will support you to be ready for interdependence with life skills and with confidence to deal with the challenges that life and adulthood face

Who we are and what we do

We are your corporate parents. This means that it is our responsibility to be good parents to you, and all of our care experienced young people.

Team Manager



Katie

Deputy Team Manager



Kat

14 Personal Advisors within the team



**Wayne, Yamin, Amina, Lorraine, Adam, Adeola, Leigha,
Kamal, Sam, Suzie, Sabina, Callum, Lisa, Sue**

We also have a Head of Service, Sharon, who oversees the whole of the Corporate parenting service and have some specialist workers who can offer you more bespoke support. They include:

- **Careers Advisor ~ Kathy**
- **Milton Keynes DWP work coach ~ Frankie**
- **Substance misuse workers ~ Jimmy and Megan**
- **Independent domestic abuse worker ~ Beulah**
- **Mentor and co-Ordinator ~ Afehia**
- **Psychologist ~ Dr Sarah**
- **Nurses ~ Carol, Tara and Sue**
- **Parenting support youth worker ~ Dani**
- **Next steps youth worker ~ Precious**
- **Participation Lead ~ Richard**

How to Contact Us



**Our hub –
Westfield
Road,
Bletchley**

Address: Westfield Rd, Bletchley, Milton Keynes MK2 2RA

Telephone: 01908 253434

Email Address: 16-25TeamDuty@milton-keynes.gov.uk

Our website: <https://www.milton-keynes.gov.uk/children-young-people-and-families/care-leavers-hub>

Can you receive support?

The amount of support you get will depend on your age and circumstances. To get the full support of the Local Offer you must have been in care for at least 13 weeks between the ages of 14 and 16 (including your 16th birthday) or in care for 13 weeks after your 16th birthday, up until your 18th birthday. If you are unsure of your status or what support you are entitled to, please speak to your Personal Advisor (known as a your PA) or our duty team who can help you understand your rights and entitlements.

Understanding your rights and entitlements as a care experienced young person can be confusing. As well as speaking about this with your PA you can access this website which will can explain things for you. [Am I a care leaver? - Coram Voice](#)

You will be able to access support detailed in the local offer as a care experienced young person up to the age of 25, whether you are in education, training or not. This is to make sure care experienced young people receive similar support to young adults who live with their families. Your personal advisor is here to help you to prepare to live interdependently and to offer advice and support after you leave care.

Visits

You will be allocated your Personal Advisor when you are 16 years old or, if you come into care after the age of 16 years old you may be allocated a PA after you have been in care for 13 weeks. Your PA will spend time getting to know you, listening to your voice and understanding your goals and ambitions. They will visit you at least every 8 weeks and they will often maintain contact in between. If you would like more frequent visits during certain periods of time you can discuss and arrange this with your PA.

Next steps

Our youth workers runs a group which can support you in developing skills to prepare for your own tenancy. Everyone from the age of 16 years old is welcome to attend the group. You can request information via your PA or just email RYV@milton-keynes.gov.uk. If you are worried about attending a group session, your PA or carer can attend with you or we can look to deliver the sessions in a 1 to 1 setting.

- **Your Voice is Important!**

Advocacy

- It is important that you are included in planning for your future and any decisions that are made both whilst you are in care and care experienced.
- Advocates are independent and do not work for your carers or children's services. They are only there for you and are completely independent.
- Your Personal Advisor can arrange an advocate for you if you feel like your voice is not being heard, or you can access our advocacy service independently by contacting them on [0800 3891 571](tel:08003891571) or email advocacy@reconstruct.co.uk.
- More information about the advocacy service can be found here;
- [Children & Young People Advocacy - Reconstruct UK](#)

We value your views about the service we provide and take on board all ideas when looking at how we can work together to improve. Our participation team run a forum which focuses on service developments and improvements all whilst having fun together! This group meets regularly and they are called, Raise Your Voice.

To join Raise Your Voice, contact RYV@milton-keynes.gov.uk



Here For You

We have a new app that you can download from all app stores called 'Here for you' – the icon for this can be seen on this page.

This app is a useful resource that always you to:

- further your knowledge on topics relevant for your next steps towards independence such as Apprenticeships, Independent Living, Preparing for Employment and University Applications.
- promote topics that will support and extend your knowledge of the world around you, such as Investigating Our Economy, Volunteering, Campaigning and Policy Making, and Exploring the UK Government and Legal System.
- Access education resources including phonics, GCSE Maths, GCSE English, Step Up English, Step Up Maths and Sep Up ICT guides which can be accessed 24/7.
- Provide links to your rights and entitlements



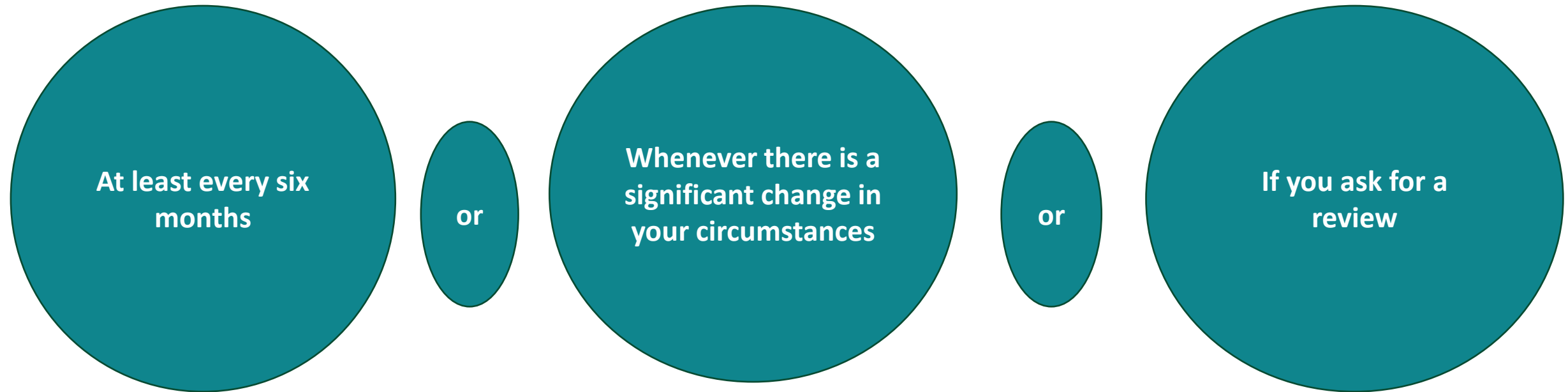
Preparing for Leaving Care

Pathway plans

Just before you turn 16, your social worker will complete an assessment of your needs with you. This will help to form your first Pathway Plan which will be in place on your 16th birthday. The Pathway Plan, through discussion with you, will highlight what your needs are and set out what your goals and aspirations are for your future alongside support you will need in achieving them.

When you turn 18 years old your Personal Advisor will take on the responsibility of reviewing your pathway plan with you. Your Pathway Plan has information on how we will support you towards full independence and you should always have an up to date copy of your pathway plan so that you can refer to it to ensure you are receiving all the support you are entitled to.

Your pathway plan will be reviewed at the following stages:



Support available

Over the next few pages you will read about some of the support that is available to you.

Education, employment and training (sometimes known as EET)

We want you to achieve the best in life and we have put in place support to help you do this. We will ensure that you can access up to date and impartial careers information, advice and guidance to help you make informed choices for your future. We want you to succeed in your education, training, and employment. We will ask you how you are doing, be ready to offer options and we will celebrate your achievements with you.

You will have access to a dedicated careers advisor who can offer advice, guidance and an action plan. Our careers advisor can also support you to access the following:

- work experience opportunities with employers who may be able to offer paid work following successful completion. We have links with organisations in construction, retail, hospitality, warehouses and child care. We are always working on expanding to other roles.*
- Opportunities for work experience, apprenticeships, and employment within the council.*
- The chance to attend and help organize celebration events when young people achieve education, training, and employment milestones.*
- Mentoring opportunities with the council senior leadership team.*
- We can offer you volunteering opportunities with organisations such as the NHS, youth services, YMCA and we will explore any interests you may have.*
- Careers fayres where local businesses come together to offer opportunities to care leavers.*
- CV writing, interview coaching, application writing and confidence building.*



Other EET support includes

- Milton Keynes City Council offers an interview for all Milton Keynes care leavers with relevant experience and qualifications for the job they are applying for.
- Sourcing roles within the council specifically for our care experienced young people.
- Initially we will support you to meet your transport costs when travelling to training, school/college, apprenticeships, or job interviews. This will be agreed and reviewed in your pathway plan
- Support to buy tools, equipment, essential clothing, and books.



Support if you attend university or further education

- If you attend University or further education / training you will get help with the cost of books and materials, in the form of a bursary payment of up to £350 a year.
- We can allocate you a mentor and will try to link you with someone who has a shared interest with you.
- We will provide somewhere for you to stay during university holidays, or will offer support for this if you would prefer to make your own arrangements, if you are in higher education (at university) or in residential further education.
- Each establishment has a different agreement as to how much bursary they will grant. Your PA can support you in speaking to establishments directly or you can find information about individual universities offers to care experienced young people here: [Propel - Become \(becomecharity.org.uk\)](https://becomecharity.org.uk)
- We will offer support if you choose to go to university and will help you obtain tuition fees and maintenance loans. We will assist you in choosing the right course and the right university to match your talents and interests.
- We will support you with a grant of up to £2000, paid in instalments, when you are studying for your first degree.



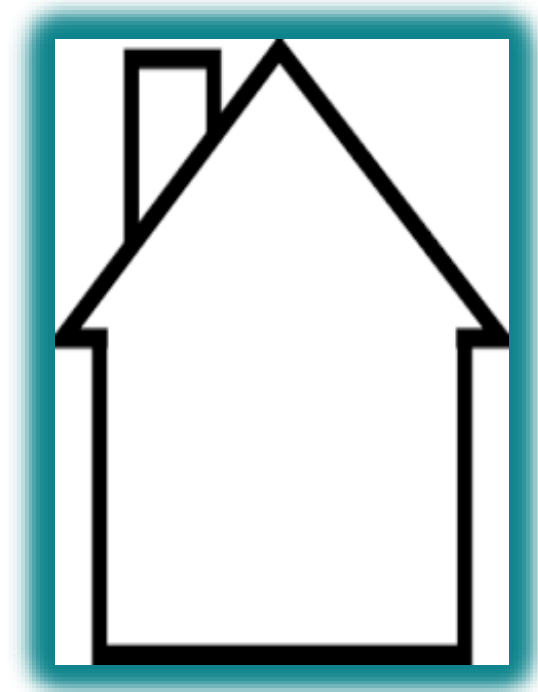
For more information on the financial support you could receive, relating to education, employment and training, please see [Care Experienced Young Peoples Financial Policy - FINAL.pdf \(milton-keynes.gov.uk\)](#)

Somewhere to Live

- We want to ensure that you have the right support with accommodation. Setting up your home is an important step for you. We want to help you be prepared for this to enable you to have every success. We will ensure you have the opportunity to learn and develop your interdependent living skills to prepare you for adulthood.
- We will begin discussions with you around your 16th birthday about where you would like to live at 18 years old and the options that are available to you.

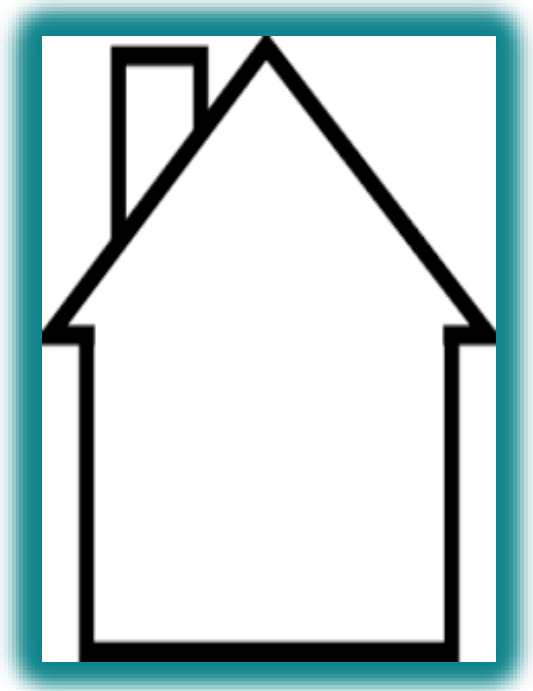
Options may include

- Staying in your **regulated supported accommodation** or moving to the **YMCA**. We recognize that not everyone feels ready to move to their own tenancy at 18 years old and some young people may need additional support to help get them ready. This can be discussed with your PA and Social Worker and be included within your Pathway Plan.
- We work closely with the YMCA and have some dedicated rooms & flats available there for our care experienced young people. Dedicated YMCA staff are also able to offer additional support in areas such as employment, wellbeing and health. To see accommodation options at the YMCA: [Homes for Young People - YMCA Milton Keynes \(mkymca.com\)](https://www.mkymca.com)



Somewhere to Live

- If you are living with a foster family, you and they made decide that you want to remain living with your foster family after you turn 18. This is called a '**Staying Put**' arrangement. We will arrange a meeting with you and your foster family to discuss these arrangements with you before your 16th birthday where possible to ensure it runs smoothly. A staying put arrangement can continue until you are 21 years old, and thereafter if you and your fosters carers are happy to continue the arrangement privately.
- A '**shared lives**' scheme is similar to staying put. It is arranged by adult social care and they would need to complete and assessment with you first to see if it would be suitable for you. Your PA can discuss this with you.
- We support all our young people to register for a housing application with Milton Keynes housing after your 16th birthday to secure your **own tenancy**. If you are not living in Milton Keynes at the time or do not intend to live in Milton Keynes when you are 18 years old we can explore all your housing options with you so you can make an informed decision about the route you wish to follow
- You may also wish to consider **privately renting** a property or **saving for a mortgage**. This can be discussed with your PA and reflected in your pathway plan.



Somewhere to Live

Your Personal Advisor will give you advice and support with the following:

- Advice about holding a tenancy, including avoiding rent arrears, paying bills and budgeting. We know it can be very hard having your own home for the first time. We will do whatever we can to ease the pressures on you.
- As a Milton Keynes Care leaver you do not have to pay council tax until your 25th birthday. Your PA will help you set up the relevant forms to ensure you do not have to pay this.
- Help to claim universal credit to cover your rent if needed. We will support you with appointments at the Job Centre if you need to make a benefits claim.
- Practical support with moving into and furnishing your new home. We will provide you with a setting up home allowance (details can found in our Finance Policy).
- Supporting you if you have a housing crisis, this includes helping if you are threatened with, or you lose, your tenancy.
- When ready to move to your first tenancy we will support you in getting together money for a deposit and first month's rent if needed.
- We will ensure you have a starter pack with many essential items and assist with the costs of your first week's shopping.
- Your PA will support you in setting up and paying for your first years TV license if you need one, as well as one year's home contents insurance.
- Your PA will support you in setting up and paying for your first year of WIFI in your new home.

Somewhere to Live

To help you prepare for your first tenancy we will

- Offer you workshops jointly with our housing colleagues within the council. These are called our 'Next steps' programme and they are co-ordinated by our youth workers. For young people not living in Milton Keynes, the information will be available through your PA, or you could attend a group virtually.
- Work closely with our housing colleagues to ensure you have all the right information to make an informed choice about your home.
- Ensure that if you are living in Milton Keynes you will have priority banding for housing. This means that housing will prioritise your application.
- Assist you if you are having a housing crisis. It is important that you tell us immediately so that we can help you. We may also be able to apply for additional tenancy support through adult services.
- Offer you floating support at home when needed. This would be in the form of a support worker who can visit you during the week to make sure that you are ok, offering advice and guidance. They can also help with some practical tasks such as helping you to pay bills.

The 16-25 team work closely with the Housing Team within Milton Keynes city Council. There is a joint housing policy in place for care experienced young people which can be viewed here [2.1 Joint housing protocol for care experienced young people.pdf \(milton-keynes.gov.uk\)](#)

Health and Wellbeing

We want to help you to stay as healthy as possible, physically, and emotionally and we will provide you with support to do so.

We will offer you:

- Advice and information on healthy living through the Next Steps programme and your PA.
- Support and guidance on getting help to pay for prescriptions.
- Support to register with a GP.
- Support to move from CAMHS to adult mental health services.
- Information about counselling services that are available locally.
- Help with transport costs if you need to attend health appointments
- Support and guidance if you have children of your own. We can help you arrange childcare if you need it.
- Support and guidance to financially start a hobby. Your PA will support you with a longer term plan for sustaining this.
- Information about health drop in centres.
- Access to our primary mental health worker.
- Access to a peri natal team for pregnant mothers or until your baby is one year old.
- Weekly football and cricket training sessions.
- Access to gym and leisure facilities at reduced or supplemented rates. Your PA will talk to you about the options available.
- A subscription to the ASK Jan counselling and wellbeing service where you can access specialised counsellors alongside wellbeing advice and guidance.
- Group work sessions with a focus on wellbeing, mindfulness, meditation, relaxation techniques and building self esteem.
- Cooking and healthy eating workshops are offered to all care experienced young people through our Next Steps programme.



Health and Wellbeing

When you turn 18 you will receive a letter from our nursing team. This is a personalised document (sometimes known as a health passport) which tells you about your health history, records, and assessments, as well as informing you of support services you can access. If you are unsure about the content of your letter or have any questions relating to it then one of our Looked After Children's nurses would be able to look at this with you.

Our substance misuse worker can support you in managing any substance misuse concerns you have. This may include education / training and / or support plans.

If you need emotional or practical support in making and attending a health appointment, your PA will be happy to discuss how they can assist you. In some situations, you may wish your PA to attend appointments with you which can be arranged.



Health and Wellbeing

All of our PA's have mental health and trauma informed training and they will be able to work with you on mindfulness techniques and coping strategies informed by our psychologist. However, sometimes you may need additional, more specialist support. We work very closely with mental health services in Milton Keynes. This means that if you feel like you are struggling with your Mental Health it is really important that you tell your PA so that we can access the support with you and escalate any concerns we have.

Dentist

We will help you to register with a local dentist.

You may be entitled to free or discounted dental care. We will help you to find more information on dental cost and available treatments.

Your social worker or PA will help you to explore these options.

Optician

You may be entitled to free or discounted optician care.

We will help you to find more information on free NHS eye tests and optical vouchers.

We will provide you with a financial contribution for prescription glasses and contact lenses, if this has not already been covered by the NHS.

This may be subject to further agreement by the Head of Service.

Your social worker or PA will help you to explore these options with you.



Sexual health services

Sexual health services are free and available to everyone, regardless of:

- sex
- age
- ethnic origin
- and sexual orientation

You can find more information here [iCaSH Milton Keynes](#).

You can also speak to one of our looked after children's nurses who will provide you with information.

Identification

Before your 18th birthday we will support you to obtain important identification documents, such as a passport and provisional driving license. We will support you to get your National Insurance number if you have not received one. Your National Insurance number is your own personal account number. It is unique to you and you keep the same one all your life. It makes sure that the National Insurance contributions and tax you pay are properly recorded against your name. It also acts as a reference number when communicating with the Department for Work and Pensions and HM Revenue & Customs (HMRC).



Immigration Status

For those young people who have ongoing claims, such as for asylum, we will continue to liaise with your solicitors and the Home Office to try and help progress these claims.

For young people who came to Milton Keynes as unaccompanied asylum-seeking children, we can support you to access groups such as 'New2UK' where emotional and practical support will be given by professionals and peers. If needed, we can support you to access counselling. We work closely with organisations such as the Red Cross and the Refugee council and we can assist you in accessing their services.



Supporting Your Relationships

We know that having a network of personal and professional support can really make a difference on your journey to adulthood and interdependence. As well as support from a PA, we may be able to offer you additional practical and emotional support in building and maintaining relationships.

Where appropriate we may be able to support you financially with visiting your support network, if they do not live locally, up to 4 times a year until you are 21 years old. This can be discussed and agreed in your pathway plan.

We can provide you with a mentor or peer mentor.

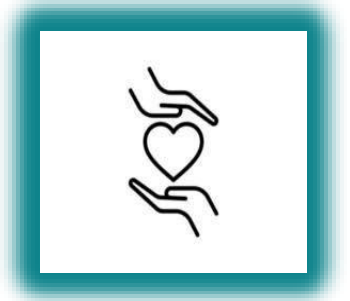
Where appropriate we can support you to stay in touch with your independent visitor.

We can help you to maintain or regain contact with people special to you or who cared for you in the past, like former foster carers, Social Workers and Independent Reviewing Officers.

Before you leave care, we will look at the support networks you have and how we can help you maintain and sustain these positive important relationships in your life.

We run a healthy relationships course. This supports you in understanding your relationship with yourself, building self esteem and confidence before moving on to what a healthy relationship looks like and how it can be maintained.

We run courses on domestic violence, understanding this, safety planning and knowing available services to support you in a crisis. We also have an Independent Domestic Abuse support worker who can meet with you to offer advice, guidance, risk assessing and safety planning.



Sharing Information

Whilst you have an allocated PA we will send out a monthly news letter to you to inform you of any service changes, events and activities, helpful links and some general advice and guidance. If you choose not to have a PA after your 21st birthday you can request to still receive the monthly news letter or we will send you a news letter every 6 months until your 25th birthday.

You can also keep up to date with information via our Instagram page. To stay up to date with activities, participation opportunity, ask question and interact and communicate with the leaving care team and other care experienced young people, make sure to follow the care leavers Instagram page.

@Leaving_care_mk

Access to Records

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. You can access your files mail to: data.protection@milton-keynes.gov.uk

If you chose to view your files, we would like to support you with this. Looking through reports written about you and your family can be difficult to read. It is important that you discuss the support you would like with a Personal Advisor so that you don't feel alone at this time. We do however respect that it is your choice how, if and when you choose to access your record and we will listen to your wishes.

Finances

Knowing how to manage your money is an essential part of becoming interdependent.

We recognize how difficult this is and we will help you learn how to do this. Your personal advisor, support worker or carer can help you access all benefits, student loans and bursaries available to you. Milton Keynes may also offer additional financial support where needed as set out in the care leavers finance policy.

Our aim is to support you to learn how to be financially independent. This includes being able to manage your money, understanding how to budget well, borrowing money safely, student loans and identity fraud.

We work closely with a work coach in Milton Keynes from the DWP. They can offer advice and guidance as well as a drop in session should you require it.

Our Finance policy can be found on our website [_Care Experienced Young Peoples Financial Policy - FINAL.pdf \(milton-keynes.gov.uk\)](#)

Having a good financial understanding will hopefully ensure you have the skills to manage your money independently.

'Young Money Matters' is a helpful guide to assisting young people manage and understand their money. Click on the link to access:

- <https://www.young-money.org.uk/sites/default/files/Your%20Money%20Matters.pdf>



Finances

Our help includes

- Providing a leaving care grant to help you buy essential things when moving into your own home, up to £3000.
- Giving you exemptions on paying Council Tax.
- Providing or telling you about relevant money management courses.
- Information on how to access your Junior ISA, if you have one (a fund of money set aside by the government and the council).
- Support to open a bank account.
- Considering requests for financial support to access training and work opportunities as detailed in the care leavers financial policy.
- Supporting access to many community groups offering services such as food bank, community fridges and larders.
- Providing a financial gift at birthdays and Christmas or other celebrations up to the age of 21.
- Offering support with budgeting and understanding your financial responsibilities. It is important that if you get in debt you share your worries.



When you turn 21 years old

After turning 21 years old some young people decide they no longer require their pathway plan to be regularly updated nor do they require regular visits from their allocated PA. If this is the case for you then you may decide you no longer want a PA at 21 years old. This is ok and will be respected. We will continue to contact you once a year, unless you request we stop, to remind you of the support we can offer, to see how you are and to share our contact details. We will also send you a news letter detailing service updates, social events, advice and guidance every six months. But you do not need to wait for us to get in touch. If you need help contact us.

For young people who wish to continue having a PA and pathway plan until they are 25 years old, this is ok also. We will encourage you to be actively involved in your pathway planning, working towards goals and accessing support identified.

Additional help and support can be made available if...

- **You are a young parent**

When expecting a baby you can attend our young parents group which will help you to prepare for becoming a parent. We have a youth worker who can work directly with you on a 1 to 1 basis or you can attend our weekly parenting group with your child. This is a relaxed group held at the hub and local children's centres and is an opportunity to talk with other parents, enjoy activities and seek advice and guidance if needed. Being a parent can be difficult and we want to make sure that you get the support you need when you are expecting a child and when you become a parent. We will provide an additional £200 to your setting up home allowance to help get your home set up for you and your child. We will also help you with advice on how to register your child's birth and claim any extra benefits you may be entitled to.

- **You are in custody**

We understand that for some young people there are difficulties and challenges which can result in negative outcomes. If you are a Milton Keynes care experienced young person in custody, we will maintain contact with you offering visits, phone calls and emails. We can work with your offender manager to ensure your needs are being met and we will help you prepare for your release in the community ensuring relevant services are also included.

We know how important it is to maintain contact with positive important people whilst in custody and if appropriate we can support you with a weekly allowance to maintain phone credit. This is detailed in the financial policy - [Financial Policy](#)

When we are worried about your safety

Although we hope there isn't, there may be a time where we are worried that you are at risk from serious harm and in these circumstances we want to do what we can to ensure that you have the right support services in place. As an adult we respect that you have the right to make decisions we may not agree with but if we are significantly concerned that you may come to harm then we will complete an adult safeguarding referral. We will ensure that we tell you about this and encourage you to be part of the process. If an effective safety plan can not be made between you and your PA then we will consider holding an 'Inter Agency Risk Management' meeting. This is something we would initially seek your consent to hold and invite you to. The purpose of this meeting is to ensure all services who can support you are supporting you effectively and to devise an effective safety plan. You can attend this meeting if you wish to. Further information on the process can be found here [Adults at Risk - Interagency Risk Management Protocol.pdf \(mktogether.co.uk\)](https://mktogether.co.uk/Adults-at-Risk-Interagency-Risk-Management-Protocol.pdf)

You are aged over 25

We understand that your needs do not suddenly disappear or change when you turn 25 and you may need somewhere to turn to for support. Once you turn 25 you can still contact us for information, advice and guidance either via your former PA if you are still in touch with them, or via our duty service. You will no longer have an allocated worker, although you may still be in touch with someone who was, there will be no more pathway plans and we won't chase you, but we will be here if you need us.



Qualifying Care Leavers

You will be entitled to support from the Leaving Care Team as a qualifying care leaver if you:

- Left care on or after your 16th birthday and were looked after for less than 13 weeks after your 14th birthday or had a Special Guardianship Order (known as an SGO)
- Had a SGO when you reached the age of 18 years old and were looked after immediately before the making of that Order
- Were in care over 13 weeks but returned home for six months or more and ceased to be looked after prior to turning 18

You will not necessarily have an allocated worker or be eligible for all the support outlined in this offer. However, we can offer advice and guidance and can work with you to assess and consider any additional needs you may have. We can also work with you to make a plan for how those needs will be met. We can also offer help with living expenses if you are in higher education, up to the age of 25 years old.



Key Contact Details

Our Instagram page - To stay up to date with activities, participation opportunity, ask question and interact and communicate with the leaving care team and other care experienced young people, make sure to follow the care leavers Instagram page.

@Leaving_care_mk

Our Website - <https://www.milton-keynes.gov.uk/children-young-people-and-families/care-leavers-hub>

Finance policy - [Care Experienced Young Peoples Financial Policy - FINAL.pdf \(milton-keynes.gov.uk\)](#)

Joint housing protocol – [2.1 Joint housing protocol for care experienced young people.pdf \(milton-keynes.gov.uk\)](#)

ICASH – sexual health support - <https://www.icash.nhs.uk/where-to-go/icash-milton-keynes>

Advocacy - <https://reconstruct.co.uk/children-young-people-advocacy/>

Raise your Voice / participation email - RYV@milton-keynes.gov.uk

The Care Leaver Covenant is a national inclusion programme that supports care leavers aged 16-25 to live independently.- <https://mycovenant.org.uk/>

Ask Jan has been developed to assist care experienced people of all ages, to access comprehensive, practical advice and support and additional benefits. <https://www.reesfoundation.org/ask-jan-membership.html>



Become is the national charity for children in care and care leavers.

The Care Leavers Association is a charity for improving lives of care leavers.

The Children's Commissioner promotes and protects the rights of children.

The Rees Foundation provides small grants to care leavers aged 18 to 25.

Propel provides information about the available support for care leavers at college and university.

Shelter provides advice, guidance and support to people with housing issues or are homeless.

Citizens Advice provides information and advice about benefits, money, employment, and housing rights.

Coram Voice supports children and young people to hold to account the services that are responsible for their care.

The National Leaving Care Benchmarking Forum is a forum of over 130 local authority leaving care teams working together to share good practice and improve services and support for care-experienced young people.

The National Youth Advocacy Service (NYAS) is the leading national provider of advocacy for young people in care.

Childline is a free, private and confidential service for anyone under 19 to talk to someone about any issues they are going through.

Money Helper offers free and impartial help with money and pensions.

Benefits

Visit GOV.UK for information about benefits you might be eligible for including:

- **Child Benefit**
- **Job Seekers Allowance**
- **Universal Credit**

Call the Department for Work and Pensions (DWP) on **0800 169 0310** if you have an enquiry about existing benefits you receive.

Call HM Revenues & Customs (HMRC) on **0345 300 3900** if you have an enquiry about tax credits you receive.

Making a complaint or paying us a compliment

Complaints, comments or compliments

All help us to improve the way we do things. You can tell us about a complaint, provide positive and constructive feedback or make a comment using our online form

<https://www.milton-keynes.gov.uk/your-council-and-elections/comments-compliments-and-complaints/complaints-and-compliments>

This will immediately log your complaint or comment onto our system. You will receive confirmation and a unique reference number and password which will enable you to track the progress of your complaint or comment online.

Alternatively, you can call our complaints line on 01908 253817.

Please do not worry that if you make a complaint, we will treat you unfavourably because of it, this will not happen. You have the right to tell us if something is wrong and we need to know.

Emergencies

In an emergency call 999 if you need immediate assistance from the police, fire, or ambulance service. In life-threatening situations, you can also go to A&E at your nearest hospital.

In non-emergency situations, call the police on 101 and NHS on 111.

[**Urgent treatment centres**](#) can help with many of the most common problems people go to A&E for.