

Care Leavers Protocol

Updated April 2025

Protocol between:

**Stockport Jobcentre,
Preston Service Centre
and
Stockport Council
Leaving Care Team**

**Key Contact for updating these protocols will be: Jenny Stanton DWP Partnership
Manager Mobile : 07818 011707**

Care leavers often face significant barriers as they transition into adulthood, and national data shows they are over-represented in areas such as mental health challenges, housing instability, and limited access to education and employment. Recognising these challenges, Stockport Local Authority and Stockport Jobcentre have come together to develop a local joint protocol that ensures care leavers receive the tailored, coordinated support they need to thrive. This partnership promotes a more integrated approach combining practical employment guidance, skills development, and wraparound support to empower care leavers with the confidence, tools, and opportunities to build successful, independent futures.

Aim

Stockport Jobcentre and Stockport Leaving Care Team will work together to provide an enhanced service offer to support young people leaving care into education, employment and training. The provisions of service will be aimed at Care Leavers residing in Stockport.

This will ensure:-

- Co-ordinated support to engage young people into Education, Employment, Apprenticeships, Voluntary Work or Training
- An early entry system and a smooth transition for those young people leaving care and needing to claim benefits
- Prompt and accurate payment of benefits where these are required
- Young people are empowered and enabled to gain sustainable paid employment through individual route ways

It is hoped through this partnership with Stockport JCP and Stockport Leaving Care Team that more young people leaving care are empowered to have aspirations and reach their full potential, enabling improved outcomes and access to sustainable employment for this group of young people.



Signed on behalf of Stockport Leaving Care Team:

Jeanette Warburton
Principal Lead Social Care

Signed on behalf of Stockport Jobcentre Plus:

JS Stanton

Jenny Stanton

SUPPORT FOR EMPLOYMENT

Stockport Jobcentre Plus and Stockport Local Authority Council Leaving Care Teams will work together to maximise the opportunities for all care leavers.

Stockport Local Authority Leaving Care Team will:

- ensure that all care leavers have an effective and up to date CV
- prepare young people to engage with their Job Centre Plus work coach ensures that the appropriate data sharing form is completed in full and a copy is given to the relevant JCP work coach
- notify the JCP work coach when a young person makes a claim for benefit
- liaise with the named JCP work coach if the young person does not appear to be making progress
- Utilise bespoke job-seeking support provided by DWP at Central house, drop in dates are subject to change, discuss with your personal adviser

Stockport Jobcentre Plus Youth Employability Coaches will:

- Liaise with the Stockport Leaving Care Team/Jobcentre Leader if any issues or concerns arise and before any sanction activity is considered.
- Ensure that the LMS Care Marker is set OR the claimant's profile is clearly noted with 'care leaver' and that a meaningful discussion with the young person is held to promote the benefits of setting/noting this.

ADVANCED CLAIM PROCESS (for those approaching 18).

Stockport Jobcentre and Stockport Leaving Care Team will implement the national advanced process available for care leavers approaching their 18th Birthday, specific to Universal Credit Full Service.



CLFS Process.pptx

Please specifically detail:

- The local authority responsibility e.g. National Insurance Number, relevant ID documentation, letter to prove care leaver status
- Stockport LA will notify the Jobcentre of a care leaver approaching their 18th birthday; The LA will send details to the Stockport JC SPOC generic office email address and note the subject box as below:
 - PACSTOCKPORT.JOBCENTRE@DWP.GOV.UK "Subject: FAO Care Leaver SPOC"

Named Contacts

To enable this process to work efficiently named contacts are vital. The Named Contacts are detailed below and will remain the Point of Contact for queries or Issues Resolution.

Stockport Jobcentre SPOCs

Care Leaver SPOC Cluster Lead (Issues Resolution)

NAME	EMAIL	TEL NUMBER
Jenny Stanton	Jenny.stanton@dwp.gov.uk	Mobile: 07818 011707

Care Leaver SPOC Stockport Jobcentre Contact

NAME	EMAIL	TEL NUMBER
Damon Braithwaite	stockportjobcentre.careleaver@dwp.gov.uk	07553 736 081
Sairish Afzal	stockportjobcentre.careleaver@dwp.gov.uk	N/A

Care Leaver SPOC Stockport Family Community workers

NAME	EMAIL	TEL NUMBER
Stephen Grattan	Stephen.grattan@dwp.gov.uk	07500 123736
Vicky Williamson	Vicky.williamson@dwp.gov.uk	07503 200776

Care Leaver SPOC Stockport Team Leader

NAME	EMAIL	TEL NUMBER
Billy Holt	william.holt@dwp.gov.uk	

Preston Service Centre

Detail here Preston Service Centre contacts in case of benefit payment issues

NAME	EMAIL	TEL NUMBER
Dawn Nightingale	Dawn.nightingale@dwp.gov.uk	

Stockport Leaving Care Team

NAME	EMAIL	TEL NUMBER
Clare Bibby Service Lead	Clare.bibby@stockport.gov.uk	Mobile: 07356165758
Ruth McDonald Team Leader	ruth.mcdonald@stockport.gov.uk	07891 949296
Jack Harris Team Leader	jack.harris@stockport.gov.uk	07977 586628
Pauline Plaiter Team Leader	Pauline.plaiter@stockport.gov.uk	07866 999736
Elizabeth Dodd Team Leader	Elizabeth.dodd@stockport.gov.uk	07891949059
Jill Sherratt Team Leader	Jill.sherratt@stockport.gov.uk	07866999756
Advanced Personal Advisers		
Alex Horner	alex.horner@stockport.gov.uk	07527 387175
Dean Ellis	dean.ellis@stockport.gov.uk	07788 999965
John Slattery	john.slattery@stockport.gov.uk	07866999743
Anna Lewis	Anna.lewis@stcokport.gov.uk	0780061869
Francine Purcell EET Adviser	francine.purcell@stockport.gov.uk	01612181769
Matt Woodcock EET Advisor	Matt.woodcock@stockport.gov.uk	07356 308 779

Appendix 1

[Insert Local Authority Name]
[1st Line of Address]
[2nd Line of Address]
[3rd Line of Address]
[Postcode]

To

[Insert Jobcentre Plus Office Name]
[1st Line of Address]
[2nd Line of Address]
[3rd Line of Address]
[Postcode]

I am writing to confirm that the following young person will be leaving care on their 18th birthday and will be making an advanced claim to benefit.

Young person / claimant details:

Name:

Address:

Date of birth:

National Insurance number:

Benefit being claimed: [Please Select]

Personal Allowance has been paid to:

Current housing situation

- ☐ Local authority accommodation
- ☐ Private rented accommodation
- ☐ Other accommodation (please specify) [Insert details]

If further information is required please contact care leaver support worker:

Name:

Telephone number:

Care leaver – consent to share information

You have told Jobcentre Plus that you are no longer under the care of the local authority, but there may be times when you still need their support. To allow Jobcentre Plus and the local authority to work together so that the local authority can provide better support to you, we are asking for your permission to share your personal details with the local authority Leaving Care Team.

We can only do this if you agree that we can. You can change your mind at any time. If you do not agree then no information will be shared. If you do agree and then change your mind, we will stop sharing your information as soon as you ask us to.

It will not affect your entitlement to benefit and support from Jobcentre Plus or from your Support Worker if you do or don't agree to us sharing information.

We will only share your personal information to

- ☐ support you in managing your claim to Jobcentre Plus benefits
- ☐ help the Care Leaver Team improve its services to you to help you live independently.

Action

To allow Jobcentre Plus and the local authority Leaving Care Team to share information with each other, please read and sign the agreement on the next page and return it to your Jobcentre Plus work coach.

Care Leaver Consent to Share Information – Appendix 3 June 2015

Agreement

I agree that Jobcentre Plus and the local authority Leaving Care Service can share the following information for the purposes stated above:

- ☐ my name
- ☐ my address
- ☐ my National Insurance number
- ☐ my date of birth
- ☐ my telephone number
- ☐ a copy of my Claimant Commitment or Work Plan (This will help you and your support worker to prepare and share with the Jobcentre, an individual plan that reflects actions agreed with your work coach.)
- ☐ details of any time I do not go to my Jobcentre interviews. (This will help the Leaving Care Team to support you in any difficulties you have in attending interviews, and let the Jobcentre know of any reason that prevents you from attending an interview.)

I have read the information above, or have had it explained to me, and understand what information Jobcentre Plus and the local authority Leaving Care Service want to share, why they want to share it and how it will be used.

Name: (Please print name in full)

Signature:

National Insurance number:

Date: