



Sefton Local Offer

Cared For & Care
Experienced Young People
2025-2026



Introduction

We understand that the move from care to adulthood can be a difficult time when you will have lots of questions and concerns. As your Corporate Parents, we want to make sure that you have as much support and information as possible to make the best decisions for you.

We have worked with our council officers and lots of partners in the public and voluntary sectors to bring together in this guide, a wide range of information, advice, guidance and support that is available to you. This is your Local offer.

Please read it and if there is anything you don't understand or want more information about, speak to your Social Worker, Personal Advisor, or the Care Experienced Team Manager.

If there is anything you would like to see in it, or something you would like to change raise that too and ask for it to be brought to the Corporate Parenting Board so we can look into it.

We will continue as your Corporate Parents to work to constantly improve the support we give you to secure the best possible outcomes for you.



Councillor Diane Roscoe

Cabinet Member for Children, Schools and Families & Chair of the Sefton Corporate Parenting

About this Guide

This guide tells you about all the support that we have in Sefton for you as a care experienced young person. The transition from care to independence and adulthood can be a challenging time, where you will face many changes and have to make decisions about your future. We are here to support you with these.

As your Corporate Parents we have a duty of care for you, and as any good parent, we want to equip you with the skills you need to develop as you progress towards adulthood.

It has been put together with the help of local cared for children and care experienced young people and includes all the things that you are entitled to as well as contact details of other agencies or groups that can offer you additional advice, support and information.

Your Social Worker and Personal Advisor will be able to go through all the information in the guide with you.

Who is the Local Offer for?

To be able to get the support set out in the Local Offer, you must have been;

- Cared for, for at least 13 weeks between the ages of 14 and 18 and including at least 24 hours aged 16 or 17.
- If you have been cared for, less than 13 weeks, but with at least 24 hours aged 16 or 17, you are deemed a 'Qualifying Young Person' and parts of the 'Local Offer' can apply depending on an assessment of need.

How Can We Support You?

Depending on your circumstances and the time you spent being cared for, the regulations describe four different groups of young people who are cared for or care experienced:

- Eligible
- Relevant
- Former Relevant
- Qualifying

You are an **eligible** young person if:

- You are aged 16 or 17; and you are currently cared for.

AND

You have been cared for over a period of 13 weeks (or episodes which add up to 13 weeks) since your 14th birthday and at least one day whilst you were 16 or 17 years old.

You are a **relevant** young person if:

- You are no longer cared for, but you have been eligible and;
- You are 16 or 17 years old. (Some young people aged 16 or 17 who are detained in hospital or custody may also be relevant but may not have been eligible).
- You are a former relevant young person if:
- You are aged 18-25;
- Immediately before you reached 18 you were an eligible or relevant young person.
- You are a qualifying young person if:
- You are aged 16-21 (or up to 25 if in education) and were cared for, over a short time on or after your 16th birthday.

Named Care Experienced Personal Advisor

You will have a named Personal Advisor from age 16yrs to 21yrs with the option for this support to continue up to your 25th birthday and beyond if you are in higher education. We encourage all of our young people to remain open post 21yrs and can be flexible about the ways in which we keep in touch with you based on your preferences and individual circumstances.

Personal Advisors (PAs) will provide support, advice and guidance in all areas relating to your transition from being cared for to care experienced and into adulthood and independence. Your Personal Advisor will work with you, your Social Worker, Foster Carer or Keyworker and other people who are important to you to support you to develop your life skills and become more independent. We will try to keep you with the same Personal Advisor, though this will not always be possible.

The amount of support that you receive from your Personal Advisor will depend on what you need and your circumstances. Your Personal Advisor will aim to meet with you at least every eight weeks. After you turn 21 you may wish to review how often you meet with your Personal Advisor at a frequency that works for you. This needs to be carefully planned and any changes in visiting frequency post 21yrs needs to be agreed and authorised by a manager.

Your Personal Advisor will work with you to consider all the support you may need and if there are any extra areas of assistance that may be helpful. You might, for example, need extra support because:

- You have special educational needs or a disability;
- You are an unaccompanied Asylum-Seeking Child (UASC), and your immigration status is unclear;
- You are in or leaving custody or you have had contact with the criminal justice system;
- You are a young parent; or
- You are going through a difficult time in your personal life.

We also want to hear from you when things are going well and to have a cup of tea and a chat and just catch up. We also have Duty Personal Advisors that you can call on **0151 934 4583** if your Personal Advisor is not available. There is also support available daily Monday-Friday at the Care Experienced Hub (9, Crosby Road South, Liverpool, L22 1RG).

Meet the Care Experienced Team!

The care experienced team will be hosting quarterly events for young people as they approach their 16th birthday to meet the team, explore the Hub and find out more about rights and entitlements.

We understand that thinking about your future can sometimes be overwhelming, but we want you to know we are here to support you every step of the way! Please speak to your

social worker or Personal Advisor (if you already have one) who will support you to attend a future event.

Leaving Care (Ceasing to be Cared For) before turning 18

We will encourage you to stay cared for until you are 18. Most young people still live at home with their families at this age. If you choose to leave care (cease to be cared for) before age 18, the requirements say we must still provide you with suitable accommodation.

We will work with our Social Housing and Semi-Independent Providers to secure suitable accommodation to meet your needs. Our specialist accommodation coordinator will be available to support you to ensure this process is as smooth as possible and will advocate for your best interests.

Your Pathway Plan

A Pathway Plan is a written document that looks at what skills you have and helps to identify what skills you need as you progress towards adulthood. Your Pathway Plan helps you to set goals and identify what needs to be done, who will do the tasks and by when.

Your Pathway Plan will outline your achievements and any areas that you may need support with. Your Personal Advisor will work with you, and other people who are both important to you and who are supporting you, to develop your plan. Your Pathway Plan will be reviewed with your Personal Advisor every six months.

The Local Offer

Your Care Experienced Hub



9 Crosby Road South, Waterloo, Liverpool, L22 1RG

At the heart of the local offer is your care experienced hub. Situated within easy reach of transport links in Waterloo, the Hub is a one stop shop to enable you to connect with friends, (or make new ones!) access services, advice and support.

This Local Offer includes lots of services that are available directly at the Hub, including a daily breakfast drop in for advice and support. Look out for regular timetable updates to include a wide range of activities and drop ins. Additional spaces are currently being refurbished to enable us to increase our offer and deliver more bespoke support from our partners. You don't need an appointment to attend the Hub, a member of the team will be more than happy to assist you if you have a problem or even if you want to call in for a cup of tea or game of pool! You can email The Hub at TheHub@sefton.gov.uk

No Closed Door Policy

The care experienced service will provide an allocated Personal Advisor up to age 25 however we will always be here to support you if you need ongoing support and advice. We offer a no closed-door policy to our care experienced young people. You can always contact a duty PA for signposting, support or advice. We will also be hosting annual alumni events at the Hub from September 2025. Your PA will discuss the ongoing support available post 25yrs as you approach this special birthday.

Accommodation

"It is essential to keep your accommodation as homely and clean as you can, this really has a positive effect on your mood and motivation. Try talking to neighbours and get a good idea of the area."

Sefton Care Experienced Young Person

If you are aged over 18, your Personal Advisor will help you to find suitable accommodation. This might involve:

- Working with the Council's Housing Options Services to identify suitable housing options for you.
- Help to obtain supported accommodation if you are not ready or don't want to have your own tenancy.
- If this is what you and your foster carers want, we can support you to remain with your foster carers under what's called a 'Staying Put' arrangement. This can last until you are 21 (or until the higher education being undertaken on your 21st birthday is completed).
- Support to access social housing (this is accommodation managed by a housing association) by applying through Property Pool Plus (from age 16) with One Vision Housing).
- Sefton Landlords have signed up to a local charter that provides greater support and entitlements for you as a care experienced young person
- All care experienced young people up to age 25yrs will be given band A priority status upon registering for social housing (backdated to your 16th birthday) which will help you access social housing.
- We will start to plan your accommodation pathway when you reach 16 so that you can progress at a pace that works for you.
- One Vision Housing will provide you with:
 - An Independent Living Officer when you first start a tenancy with them. They will support you to settle into your tenancy and will stay involved for as long as you need them.
 - Advice about maintaining a tenancy, including avoiding rent or arrears, paying bills and budgeting.
 - Help you to claim housing benefit/universal credit.
 - One Vision Housing has now agreed to roll out the 'House to Home' project for all Care Experienced Young People to include full decoration, floor coverings and window coverings from Spring 2025
 - One Vision Housing will also increasingly support direct matching outside of Property Pool where possible in partnership with the Sefton Care Experienced team

We will also:

- Provide all care experienced young people who are the responsibility of Sefton Council (former relevant care leavers) and who are living in Sefton with a 100%

discount on their council tax bill from the age 18 to age 25. The Discount will be applied after any other discounts such as Sole Occupier Discount and Council Tax Reduction have been set up. Where there is shared liability for the Council Tax due, the discount will cover the share that the care experienced young person is liable for.

- If you are a Sefton Care Experienced Young Person living outside of Sefton, your council tax liability (after helping to apply for any council tax support) will be paid on a quarterly basis until your 25th birthday. Your PA will support you with this.
- Practical and financial support with moving into and furnishing your new home.
- Supporting you if you have a housing crisis, including helping if you are threatened with losing, or lose a tenancy.

Staying Put Offer

A Staying Put arrangement is an agreement between you, your foster carer and the Local Authority which enables you to stay with them when you reach age 18 and cease to be cared for. It is the duty of the local authority:

- To monitor the Staying Put arrangement; and
- To provide advice, assistance and support to the Former Relevant child and the former foster parent with a view to maintaining the Staying Put arrangement (this must include financial support), until the young person reaches the age of 21, or the end of a higher education course being undertaken at 21 (unless the local authority consider that the Staying Put arrangement is not consistent with the child's welfare).

Supported Lodgings Offer

Sefton Supported Lodgings (SSL) provide opportunities for care experienced young people to live within family homes throughout the Sefton area.

Semi - Independent Accommodation

Providers are available who offer shared housing with 24/7 staffing as the first step for young people moving out of care settings. This allows a period of assessment to ensure that you have the basic independent living skills required before you move on to a more semi-independent provision.

Providers offer semi-independent accommodation with differing levels of support that can be customised to your individual needs. Whenever possible, accommodation is identified that is affordable post -18 so that you have the option of taking over the tenancy when cared for financial support ends and you take over the rent.

The Here on Hand Project

We have ambitious plans for all our care experienced young people and want to continue to offer you a nurturing, caring and stable home life in a family or home environment up to age 21 and beyond. We are working hard to extend our offer to ensure that the majority of our cared for children and care experienced young people secure permanence and safe, suitable and settled accommodation following the age of 18 via:

- 'Staying Put' arrangements with former foster carers; or
- Transition to successful Supported Lodgings placements in a household setting

We do recognise, however, that for a small number of young people, these options will not always be possible, may not meet your identified needs or may not be what you want. Sefton's Care Experienced Service has made a commitment to ensuring that those in need* will have access to bespoke support packages that will continue to assist with the transition to successful independent living. Every young person is unique; therefore you should not experience a one size fits all approach to the support offered as you approach your later teenage years.

The Here on Hand Project offers bespoke packages of support that are reviewed at regular intervals to ensure that the level of support offered is proportionate, is being used, and is enabling you to further build on your independence skills and supporting you to achieve your goals and aspirations.

Examples of this could include (but would not be exclusive to):

- Extensions of Ofsted registered SAILS (supported accommodation) provision with comprehensive packages of targeted key work support (as set out in robust Independent Placement Agreements [IPA's]) until you have developed the necessary skills to manage your own tenancy successfully ;
- Changing the way floating support is offered i.e. your keyworker/significant staff members with whom you may have already built a good relationship are commissioned by Sefton to provide tailored packages of practical and emotional help and support
- In order for you to access this additional support, there is a requirement you will engage with your personal advisor regularly to ensure the support is right for you and is helping you to work towards your goals and aspirations.

The Asylum Planning Process

If you're an unaccompanied child or asylum seeker your pathway plan should include what will happen if your:

- Asylum claim is refused without a grant of leave
- Application to extend your leave is refused
- An appeal against a refusal is dismissed

If this happens, you'll become unlawfully present in the UK. This means you'll need to make plans to return to your home country.

You may also need to make a plan to return to your home country at any other point, if you decide to leave the UK.

Your Plan

Your plan may be based around short-term achievable goals while your entitlement to remain in the UK is being determined. If you have not yet received a decision about your immigration, your transition planning should include all potential outcomes. This will change once your immigration status is resolved.

It's important that you prepare for the possibility that your asylum claim or immigration application is not successful. If it is not successful, your plan must focus on your return to your home country. It must also include reducing the risk of staying in the UK without status and risk of exploitation. This type of planning will help you achieve the best outcome, whether you're in the UK or abroad. If your application or appeal is refused and subject to a human rights assessment, you'll no longer be eligible for care leaver support. If you return to your home country, you should be able to get practical and financial support from the Voluntary Returns Service, run by the Home Office.

Triple Planning

Unless you have been granted indefinite leave to remain (ILR) permanently in the United Kingdom (UK), a triple planning approach must be applied to ensure that your needs are identified, and the pathway plan covers all eventualities and possible outcomes.

If you are seeking asylum in the UK your personal advisor will support you in accessing and engaging with an immigration solicitor. This is so you have legal advice to help you throughout the process. Your solicitor will help you to understand the possible outcomes of your asylum application which will be included in your pathway plan and referred to as triple planning.

Your Finances

If you're an asylum-seeking care leaver you'll continue to get your personal allowance payment while you are waiting for a decision about your asylum claim. This means you cannot claim benefits or get a job. If you're deemed 'All Rights Exhausted', the support offered to you will be reviewed in line with the Immigration Act 2016 and you'll be referred to the Home Office. Financial support for you as a former unaccompanied child should reflect your needs and immigration status.

Your pathway plan should include job opportunities and funding arrangements for education and training. This should take your immigration status into account. If you have no recourse to public funds, you cannot get a number of welfare benefits and social housing.

Subject to the Human Rights Assessment by the local authority under Schedule 3 to the Nationality, Immigration and Asylum Act 2002, the provision of accommodation may form part of the leaving care support provided to a young person who has no recourse to public funds.

Asylum Support Services

You can get more support from the following organisations:

- Refugee Council: advice and support to unaccompanied and trafficked children. They also advise professionals who are involved in their care. Phone 0207 346 1134 or email children@refugeecouncil.org.uk
- The Children's Society: provide specialist services supporting refugee and migrant children and young people. Phone: 020 7841 4400 or email: supportercare@childrenssociety.org.uk

- The Migrant Children's Project: provides specialist advice to professionals, young people and families on the rights and entitlements of asylum-seeking, refugee, trafficked and migrant children and young people. Phone: 0207 636 8505 (Tuesday to Thursday, 10am to 4pm) or email: mcp@coramclc.org.uk

Finances

Finances can dictate how your calendar month goes. If you budget and spend money wisely you will be in a good cycle and better position long term. Whereas if you don't budget you can struggle tremendously, and this can be draining.

Financial Support

We will help you financially by:

- Access to a £3,000 Setting Up Home allowance to pay for essential items and furnishings when moving into your own home.
- Providing all Care Experienced Young People who are the responsibility of Sefton Council (former relevant care leavers) and who are living in Sefton with a 100% discount on their council tax bill from the age 18 to age 25. The Discount will be applied after any other discounts such as Sole Occupier Discount and Council Tax Reduction. Where there is shared liability for the Council Tax due, the discount will cover the share that the care experienced young person is liable for.
- If you are a Sefton Care Experienced Young Person living outside of Sefton, your council tax liability (after helping to apply for any council tax support) will be paid on a quarterly basis until your 25th birthday. Your PA will support you with this.
- Providing a deposit and rent in advance if you need private rented accommodation.
- Providing information about money management support and advice.
- Information on how to access your Junior ISA or Child Trust Fund.
- Support to open a bank/savings account.
- Support to obtain important identification documents, such as a birth certificate, passport and provisional driving license., before your 18th birthday and ensure your passport is renewed and valid up to 25.
- Support to get your National Insurance number.
- Support to undertake hobbies and leisure activities when you are 16 & 17.
- An introduction to driving package; including a driving license, a practical and theory test and 10 lessons (where young people also chip-in for an additional 5 lessons).
- Support with items needed for study, apprenticeships and employment.
- Support with travel costs when you are aged 16 & 17 and access to the Merseytravel free travel pass post 18 Offer.
- A prescription costs exemption certificate up to 25.
- Support to meet any religious or cultural needs when you are aged 16 & 17.
- Support with bills and the cost-of-living crisis when you move into independent living.
- Exceptional financial support in emergencies.
- Providing a financial gift at birthdays and Christmas or other celebrations.
- We will pay for your first TV licence.

- If not available in your first home we will provide two smoke detectors and one carbon monoxide detector and additional health and safety items such as secure door locks, fire blanket and first aid kit where appropriate. The total amount is just for furnishing and setting up your home and is not transferable - £3000.00 in total.

Birthday, Christmas and Festival Gifts

Birthday Gifts

You will receive the following;

- 18yrs - £50
- 19yrs - £25
- 20yrs - £25
- 21yrs - £50

Christmas/Festival Gifts

A Christmas/festival gift of £25 and young people living independently will additionally receive a hamper to the value of £25. The Christmas/festival gift can be accessed at a festival/celebration of your choice.

Universal Credit Claims

When claiming Universal Credit for the first time at 18 and whilst waiting for the first payment that takes five weeks, care experienced young people will continue to receive a maintenance allowance for the five-week waiting period to avoid you having to take a Universal Credit Advance (which you would have to repay).

Your Care Experienced Personal Advisor will ensure claims are submitted at the earliest date and processed quickly by the benefit agency. We have a protocol with the DWP to ensure claims for care experienced young people are processed quickly.

Job Centre Plus in Sefton have named work coaches for Care Experienced Young People who are familiar with the cared for and care experience process and can advise and assist you with any issues you face. They can be flexible and can arrange to meet you at the Care Experienced Hub if you would prefer.

Job Centre Plus work coaches will always try to avoid benefit sanctions and can work with you and Personal Advisors to prevent a sanction. However, if a sanction is unavoidable, we will try to ensure you receive support with basic living such as food, heating and travel costs but no money would be given directly.

Education, Training and Employment

“Continue your job and education search, this is the key to a brighter future and there are many benefits to being in a routine and this will also help financially.”

Sefton Care Experienced Young Person

You will have access to a specialist Employability Officer who can support you to access education, training, and employment opportunities. You will also be given priority access to Sefton@Work who will support you to develop your CV and provide advice and support when job seeking.

Further Education

Young people in education or training can access the 16-19 Bursary via the relevant education /training provider. Your Personal Advisor will provide guidance and support to access this. There is also a range of financial and practical support available to help you study, such as resources purchase books, equipment and software, some resources will be based on the course you are studying, and some will be assessed on an individual basis.

Higher Education

For young people over the age of eighteen entering higher education there is a range of financial support available to help prepare for university, whilst studying and when the course is completed. This includes a weekly allowance will be provided throughout the year, regardless of whether the young person accesses their student loan. This is intended to reduce the amount of student debt accrued and is in recognition that care experienced young people leavers are unlikely to have any significant family support. Additional allowances are available during the summer holidays to cover accommodation costs.

Your Personal Advisor will help you to apply for all grants, loans and allowances that all students can apply for and will also help to apply for the 'Fair Access' support (practical and financial) that all universities have for care experienced students. The allowances from Sefton are as follows:

- A grant to cover the UCAS application process.
- A Grant of £500 when commencing the course.
- A Weekly living allowance of £67.20 per week.
- Higher Education Bursary of £2,000 paid over the duration of the course to assist with equipment, textbooks and IT costs.
- Accommodation costs paid over the three vacation periods if needed.
- A £500 course completion grant.
- A £300 graduation grant to cover the costs of cap, gown & photos and the event/celebration costs.

Pathway to Employment Programme

The local authority has an initiative, 'Pathway to Employment', to help cared for and Care Experienced Young People to develop employability skills. The programme is in three supported stages leading to a full 12-month apprenticeship opportunity within Sefton Council. The programme offers an opportunity to gain structured and planned work experience, in 'protected' placements with wraparound support, to enable the development of your employability skills.

Local Authority Apprenticeships and Traineeships

You will be able to access all apprenticeship and traineeship opportunities provided by Sefton Council. Some of the apprenticeships on offer are only open to Sefton Care Experienced Young People and your Personal Adviser will make you aware of these and support you to apply for them.

Care Experienced Young People undertaking an apprenticeship get a bursary of £3000 after completing 12 weeks and the apprenticeship provider also gets £1000 to help provide additional support.

Career Connect Sefton

If you are 14- 18 years old Career Connect can support you to explore your career pathway, looking at your Education, Employment and Training choices and helping you to plan your post 16 options which will include ensuring you have access to Careers support within school. In Year 11 we will help you choose and plan your post 16 transition.

If you are 16-18 years old and Not in Education Employment or Training you will have a named advisor who will help you move into learning or employment, providing individual support this could include help with CV's, applications to College/Training Providers, Job Search, Interview tips.

You have access to a professionally qualified adviser who will help and support you to make informed decisions and if necessary, support you to access other specialist services.
Email Sarah.Vaughn@careerconnect.org.uk if you would like support or phone 07837418241

Access to Opportunities Panel and EET Drop In @ The Hub

If you are 18 and above and not in education, training or employment you can receive multi agency support to identify opportunities for you in the world of work, college or other training opportunities. The panel can support you to achieve your goals, unlock your passions and hidden talents and identify opportunities to enable you to thrive. This could also include working with employers from the caring business charter who can offer mentoring and work experience within a wide range of industries. The panel is also bolstered by a Thursday afternoon drop-in session at The Hub where you can meet the employability team and access 1:1 support in anything work/training/education related. This may range from support to complete a UCAS form for university, accessing funds for interview clothes, completing job application forms, carrying out role play interview prep and much more. Please speak to your Personal Advisor for more details.

Introduction to Driving Package

The Introduction to Driving package is available to young people aged 17 to 21 and is conditional on the individual young person having been engaged in education, training, or employment (full time) for at least 6 months, having no driving convictions and the young person also paying for 5 car driving lessons.

The Driving Package consists of:

- 1 provisional driving licence;
- 1 theory test;
- 1 theory test resource (booklet or App)
- 10 (1 hour) driving lessons;
- 1 practical driving test
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Volunteering and Work Experience Opportunities

We work with Sefton CVS to offer a wide range of volunteering and work experience opportunities to Sefton Care Experienced Young People. Volunteering in the community can be an excellent way of building your confidence while gaining valuable skills and knowledge. Opportunities are also available via Sefton's Caring Business Charter.

For 16- & 17-year-olds we will provide a £15 per week incentive if you are undertaking voluntary work that is helping to prepare you for an education or training course.

Health and Wellbeing

“Health is wealth and staying positive and healthy is the most vital trait you need. This can affect everything you do and decisions you make. Eat well, sleep well and live well.”

Sefton Care Experienced Young Person

We'll support you in lots of ways to stay physically and mentally healthy by offering:
A Health Passport (also known as a Health Journal) containing key information from your childhood (for example, when and if you have had immunisations) and your health needs, around the time you turn 18 years of age.

- Information on healthy living.
- Information on getting help to pay for prescriptions (for example, how to obtain a free pre-paid prescription exemption certificate if you are not already eligible for free 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 when attending health appointments.
- Free or subsidised access to the leisure centres we run.
- Information about health drop-in centres.
- Support to access LA Adult Social Care

If you are a young parent, we will support you to do the best for them. We will help you arrange childcare if this is what you want (please refer to the section below detailing support available from the Young Parents group, 'The Village'. There is a comprehensive pregnancy and parenthood offer available to all cared for and care experienced young people who are expecting a child. Please refer to the supplementary guidance or ask your Personal Advisor for more details.

The Village – Support Network Group for Cared for/Care Experienced Parents

'The Village' is a group where care experienced parents can meet and develop support networks and relationships with other parents whilst benefiting from practical support and advice. The group is based on the proverb 'it takes a village to raise a child' and seeks to build resilience and relationships. Care experienced parents have the opportunity to meet regularly at sessions in a local soft play centre. Support for transport, entry fees, drinks and snacks is provided. Please speak to your Personal Advisor for more details and to find out dates for the next available groups.

Rise Up - Substance Misuse Support from CGL

Rise Up Sefton is the commissioned service for young persons and family's drug & alcohol misuse support. Rise Up supports young people aged 10 – 18 who use or are at risk of using drugs and alcohol. They also support young adults aged 18 – 21 (up to 25 with a recognised Special Educational Need). They also support young people aged 6 upwards who have been affected by the parents drug or alcohol misuse. Rise Up provide free and confidential support to young people experiencing issues with drugs and alcohol and provide support to young people who have been affected by a parents or carers substance misuse.

Rise Up supports young adults aged between 18 – 25 to transition between the Young Persons and Adults treatment services, ensuring that they receive the support they need to make positive changes. Rise Up work with young people on their own goals, whether that's staying safe and healthy, making a small change or stopping an unwanted behaviour.

The service can offer specialist structured interventions, targeted brief interventions and universal support. In addition to supporting young people the service is available for consultation to professionals and is able to offer awareness sessions and workshops across settings including education and youth provisions. You can refer yourself or ask your PA or another trusted person to make a referral for you via Phone: 0151 318 2804
Email: seftonyp.info@cgl.org.uk Or look at socials: Instagram: RiseUpSefton (@rise.upsefton)
Facebook: <https://www.facebook.com/RiseUpSefton/>

Support to Quit Smoking or Vaping

Smokefree Sefton are here to support Sefton residents aged 12+ to quit smoking or vaping. Support from a stop smoking and stop smoking treatment combined means you're 4x more likely to stay quit! Support is free and clients who are entitled to free prescriptions can also access stop medications free of charge. All our advisors are friendly and professional, you can have appointments over telephone and face to face clinics across Sefton but we will also be available at a monthly drop in at The Hub for your convenience.

For more information on how we can support you to quit visit www.smokefreesefton.co.uk or call us on 0300 100 1000'

Sexual Health Support

The Care Leavers Hub Drop-In session provides advice, information and signposting to any young person being supported by the care leavers team. It is a safe and confidential space for young people to ask questions in relation to topics such as consent, condoms, relationships, STI testing as well as contraception choices. The aim of the project is to bridge the gap between community and sexual health services in order for young people to feel more confident in accessing services when they need to and to make informed choices that are right for them. Personal Advisors have been C Card trained to enable them to distribute free

contraception directly from the Hub. Please call in to the Hub or speak to your Personal Advisor to find out more information.

Mental Health Support

As a Sefton care experienced young person, you can be directly referred to counselling/emotional health and well-being support without having to go via a GP via the Sefton Emotional Achievement Service (SEAS). You can be referred to SEAS by your Personal Advisor and/or Cared for Children's nurses for a 6-week block of wellbeing sessions/counselling/therapeutic support with the option to extend beyond 6 weeks if required.

All Sefton Personal Advisors have made a commitment to becoming Mental Health First Aiders by December 2025 with many already completed this accredited programme. Please speak to your Personal Advisor to find out more.

Art Classes

Discover your creative expertise or improve your art skills in a safe space with one to one and group guidance and create your own unique pieces of art. Did you know that art is a relaxation aid? It can improve memory; problem solving abilities and reduce symptoms of anxiety and depression. Art also provides a powerful tool to express complex emotions that may be difficult to put into words. It also builds self-awareness, improves confidence, focus, observation skills and self-esteem. Equally important is the social side the workshops offer by bringing people together in a friendly environment where you can enjoy drawing and painting in good company. Art classes take place at the Care Experienced Hub every Friday 12-2pm – all abilities welcome. Please drop in or speak to your Personal Advisor if you would like to be supported to attend.

General Health Support and Advice

The Sefton Children in Care Nursing Team offer health advice, support and signposting to services to you, your PA or any professional working with you, up until your 25th birthday. The Sefton Children in Care Nursing Team can be contacted on **0151 295 9690**.

Free Leisure Pass and Choices Card

Active Sefton will provide all Care Experienced Young People in Sefton with a free leisure pass up to age 21yrs. Your Personal Advisors will assist you to apply for one. At age 22yrs the leisure pass will convert to a free 'Choices Card' which gives you 40% discount on any leisure activities and facilities provided by Sefton Council. If you are living outside of Sefton, we will look to identify a leisure pass for your local area.

Free Travel Pass

As a care experienced young person, you will be eligible for free travel across the Liverpool City Region transport network. The travel pass will entitle holders to free travel across all parts of the Merseyrail network, connecting care experienced young people with vital education, employment and leisure opportunities. The pass will be valid during both peak and off-peak periods, providing vital support. The pass will also be valid on local bus services, ferries and trains run by other operators for journeys within the Liverpool City Region. This scheme is currently being rolled out to all care experienced young people in Sefton. If you have not yet received your travel pass, please contact your personal advisor who will be happy to assist you.

Lifelong Links

Lifelong Links

Lifelong Links is a service offered in our Children's Services team that helps children and young people who are care experienced find people that care about them and broaden the network of people available to support them through life. This might be people children and young people know well or people they have not seen for a while like a family member or family friend, former teacher or a carer. It could even be relatives they have not met yet. It helps children and young people who are care experienced find out more about their family history and build connections with people.

How Does It Work?

A trained co-ordinator will speak to you and learn about who is important to you. They will then try to find these people and get in contact with them. The co-ordinator works together with you to develop a plan for how these connections can provide ongoing support based on your needs and preferences.

The co-ordinator will invite these people to a Family Group Conference. A Family Group Conference is a time for the whole family and wider support network to sit down together and talk about what a young person needs, what they want and their hopes for the future.

A plan is worked on together to decide how the group will support the child or young person and how they will all keep in touch. We will always try our best to find connections with people from a child or young person's past; however this is not always possible. We will always make sure the right support is in place throughout the process no matter what the outcome.

This video explains the process:

[Family Rights Group Lifelong Links portrait](#)

The team are available on:

Email lifelonglinks@sefton.gov.uk

Phone Number: 0151 934 2005

Having Your Say

“Giving feedback to your PA and services is important for all parties. The services get a good insight on things they need to change as nobody understands more than someone using the services. Keep in touch with you PA.”

Sefton Care Experienced Young Person

It is really important that you are involved in all decisions about your plans for moving towards adulthood and independence. You can be supported in doing this by an Independent Advocate who can help you to find out about your rights and have your voice heard in meetings. Advocates are separate from Children's Services.

Your Personal Advisor can help you to access an advocate. We commission NYAS to provide support to the following children and young people: NYAS is a rights-based charity who provide advocacy and legal representation to children and vulnerable adults when important decisions are being made about them. They can support a variety of issues including education, placement issues and moves, complaints, review meetings or whenever the young person feels unhappy about a decision or action. They aim to assist in the early resolution of potential difficulties and help you to understand the process.

Referrals can be made with consent of children and young people securely via our website NYAS Portal or ringing our Helpline on 0808 808 1001

Access to Files

You have the right to request access to your personal social care file. You can do this by contacting the Access to Files Officer on 0151 934 3760 or online at www.Sefton.gov.uk

Relationships

As well as support from a Personal Advisor, we may be able to offer you additional practical and emotional support, such as through:

- Help to maintain or regain contact with people special to you or who cared for you in the past, like former foster carers, Independent Visitors or social workers.
- Support to re-connect with family where it is in your best interests.

Participation in Society

We want our Care Experienced Young People to be active members of society, and to have all the chances in life that other young adults have. We can help you participate in society in the following ways:

- Providing information on groups and clubs you may wish to join.
- Informing you about relevant awards, schemes and competitions you can enter, in line with your talents and interests.
- Encouraging and helping you to enrol on the Electoral Register, so you can vote in elections.
- Informing you about voluntary work that we think you may be interested in.
- Support to access a free leisure pass or Choices Card for all LA leisure facilities in Sefton.
- Giving you advice and helping you to challenge any discrimination you face as a Care Experienced Young Person.

Sefton Cared For and Care Experienced Forum (7-11yrs, 12-17yrs, 18-21yrs and 21+ Legends Groups)

The Cared for and Care Experienced Forums are for all young people aged 16yrs plus who work closely with Sefton Council to support the improvement and development of services for our Cared For Children and Care Experienced Young People. If you are over 21yrs you will be eligible to attend the Care Experienced Legends group.

The groups will get involved in a variety of activities including staff interview panels / training foster carers & social workers / delivering training to university students / helping to develop new policies and procedures / members of the Corporate Parenting Board and working groups / designing and developing information for children and young people.

Members of our cared for and care experienced forums are paid for their contribution. If you would like to join the group or would like more information you can contact: **Cheryl Yates, Participation Officer, Cheryl.Yates@sefton.gov.uk**

Comments, Compliments and Complaints

Every young person receiving advice or assistance under the Children (Leaving Care) Act 2000 can make Representations about the services they receive.

Representations can be

- A comment – telling us what you think
- A compliment – saying thank you or well done, or
- A complaint – telling us when you think we've done something wrong.

Comments

If you make a comment or a suggestion, we will write to you to say what we are going to do with it. We might ask a manager or the Participation Officer to talk to you about it. We might ask if you want to help us to plan changes. If we do not reply to your suggestions, you can make a complaint about this.

Compliments

Most of the time, if you want to say thank you or well done you can do this face to face.

Sometimes you might want other people to know that someone has done a good job. If you contact us, we will pass on your good wishes. We will also contact you to let you know what we have done.

Complaints

We will try to sort out any problems as quickly as possible. Your Personal Adviser will be able to deal with most things, but if they can't do this, or if you want someone else to deal with it, you can contact the Complaints Officer. The complaints officer can advise you on how to make a complaint and will keep you informed of what is happening with your complaint.

Any young person who wants to make a complaint also has the right to an advocate. They can support you to speak up for yourself, or sometimes can speak for you. You can choose who you want to be your advocate. It could be someone you know and trust or you can ask for somebody independent.

If you want to make a comment, compliment or complaint, contact

Children's Social Care Complaints Officer Sefton Council

2nd Floor, Magdalen House 30 Trinity Road

Bootle L20 3NJ

Tel: 0151 934 3953

Or you can go to the Sefton Council Website using the following link:

<https://www.sefton.gov.uk/social-care-and-health/children-and-young-people/childrens-social-care-complaints/>

Useful Information

You can contact the Care Experienced Team on: **0151 934 4583**

From 5.30pm weekdays and weekends contact the Emergency Duty Team on: **0151 934 3555**

You can also email our team at any time on CareExperiencedDuty@sefton.gov.uk.

The Duty Officer for the day is responsible for checking the duty inbox.

External Support

The following agencies can provide you with additional support.

Accommodation

One Vision Housing / Property Pool Plus

www.ovh.org.uk / www.propertypoolplus.org.uk

Largest Housing Association in Sefton providing high quality, affordable homes in thriving communities.

All enquiries: 0300 365 1111

Email: enquiries@ovh.org.uk

Sefton Council Housing Advice

Housing Options Team Ground Floor Magdalen House Trinity Rd, Bootle L20 3NJ

Tel: 0151 934 3541

Opening Times:

Monday-Thursday 10 am to 4 pm Friday 10am to 3 pm

Whitechapel Centre

www.whitechapelcentre.co.uk

Working with people who are sleeping rough, living in hostels or struggling to manage their accommodation.

Committed to helping people find and maintain a home and learn the life skills essential for independent living.

Langsdale Street Liverpool, L3 8DT

Tel: 0151 207 7617

Fax: 0151 207 4093

The Basement Advisory Centre

Providing evening drop-in service for people experiencing homelessness.

56-60 Parr Street Liverpool, L1 4JN

Tel: 0151 707 1515

Fax: 0151 709 6572

reception@the-basement.org.uk

Education and Training

Career Connect Sefton

If you are 16-18 years old and Not in Education Employment or Training you will have a named advisor who will help you move into learning or employment, providing individual support this could include help with CV's, applications to College/Training Providers, Job Search, Interview tips. You have access to a professionally qualified adviser who will help and support you to make informed decisions and if necessary, support you to access other specialist services.

Kate.timmins@careerconnect.org.uk if you would like support or phone 07837418241

The Bridge

At The Bridge we believe that everyone is entitled to education, regardless of their abilities or experience. No matter what your age, background, skill level or interests The Bridge will have a course to suit you. We can provide that first step back on the learning path.

Tel: 0151 949 9710

201 Moss Lane, Litherland, Merseyside, L21 7NW

Email: chris.mcallister@bridgelearning.org.uk

Hugh Baird College

www.hughbaird.ac.uk

Further education college in South Sefton providing a range of courses for 14yrs plus students.

Hugh Baird College, Balliol Road Bootle Liverpool L20 7EW

Tel: 0151 353 4444

Fax: 0151 353 4469

Southport College

www.southport.ac.uk

Further education college offering a wide range of full or part time courses.

Mornington Rd Southport Liverpool, PR9 0TT

Tel: 01704 392 794

Thrive

Thrive Coffee Shop

21-23 Preston Street

Liverpool

L1 6DP

Email: info@thrive-cic.co.uk

Tel: 07375648622

Inside Connections

(Training Provider)

Inside Connections

Queens Dock Business Centre

Norfolk Street

Liverpool

L1 0BG

Tel: 0800 689 1676

Sefton Lifelong Learning Service

Tel: 0151 934 4546

E-mail: communitylearningservice@sefton.gov.uk

Employment

Sefton@Work

www.seftonatwork.net

Providing job seekers with free and confidential information, advice, guidance and resources to support job seeking activities.

Bootle Office, 286 - 288 Stanley Road, Bootle, Liverpool L20 3ER

Health & Wellbeing

To register with a doctor all you need to do is visit your nearest surgery.

SWAN Women's Centre

We provide a range of services that promote mental well-being such as Mindfulness, Yoga and Complementary Therapies such as Reflexology, Thai Yoga, Reiki, Tui Na, Body Massage, Indian Head Massage, Hopi Candles etc. We also run a Therapeutic Allotment that women can get involved in, support each other, build friendships as well as their confidence. For women who are affected by or experience anxiety, depression, stress, isolation or other mental health problems we provide a range of services such as a free Counselling Service, Outreach Service, Support Groups, as well as Craft and Activity groups. SWAN women's centre offer outreach at the Care Experienced Hub.

Phone: 0151 933 3292

Email: contact@swanwomenscentre.org

Swan Women's Centre Former Litherland Library Linacre Road, Litherland Liverpool L21 6NR

The Promenade Office Southport PR9 0DZ

Inclusion Matters Sefton

Inclusion Matters Liverpool is a free NHS Service providing a range of proven talking therapies for common mental health problems. They offer information, guidance and talking therapies. from over 65 GP practices and a further 13 easy- to-reach community locations across Liverpool, and our aim is to provide the help you need in convenient locations within easy reach of where you live or work.

Website: inclusion-matters-sefton.org.uk/ Telephone: 0151 955 3200

Unit 5 Stella Nova, Washington Parade Bootle, L20 4TQ

Samaritans of Liverpool and Merseyside

If something's troubling you, get in touch:

Telephone our branch: 0151 708 8888 (local call charges apply)

National telephone: 116 123 (this number is free to call)

Email Samaritans: jo@samaritans.org

Visit our branch: Samaritans Liverpool,

25 Clarence Street, Liverpool, Merseyside, L3 5TN

NHS 111 Service

111 is the NHS non-emergency number. It's fast, easy and free. Call 111 and speak to a highly trained adviser, supported by healthcare professionals.

They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Active Sefton

www.sefton.gov.uk/1267

Active Sefton offers a host of sport and fitness activities, regardless of age or ability. Whether you are new to sport and fitness or need professional coaching advice, we can help you on your way to a more active lifestyle.

With six Activate fitness suites, three swimming pools, hundreds of classes, cycling track and athletics track and a huge selection of other activities, we have something for everyone to enjoy.

CALM (Campaign Against Living Miserably)

www.thecalmzone.net

Tel: 0800 585 858

Our helpline is for men who are down or have hit a wall for any reason, who need to talk or find information and support. We're open 5pm– midnight, 365 days a year.

FRANK

Helpline: 0300 123 6600

www.talktofrank.com

Provides: help, support and information about all commonly used legal and illegal drugs including alcohol.

Alcoholics Anonymous

Helpline: 0800 9177 650

www.alcoholics-anonymous.org.uk Provides: Support and advice for alcoholics.

Gamblers Anonymous

www.gamblersanonymous.org.uk Provides: Support and advice for gamblers.

Sefton Sexual Health Service

www.seftonsexualhealth.co.uk Helpline: 01704 51330

Provides sexual health services across the communities of Sefton. Our service is free and confidential for everyone.

RASA MERSEYSIDE

RASA is here for anyone who has been sexually abused or raped, or who has been affected by sexual violence at any time in their lives. We have experience in working with adults who have been sexually abused as children. We offer emotional support, counselling, advocacy and

other services to help survivors in ways that work for them. We will also work with non-offending family and friends of survivors.

Our Helpline: 0151 666 1392

Tuesday 6-8 pm

Thursday 6-8 pm

Friday 12-2 pm

Sefton Women's and Children's Aid (SWACA)

166 Knowsley Rd Bootle L20 4NR

Tel: 0151 922 8606

Provides: Range of support services for women, children and young people experiencing domestic violence/abuse. Services include helpline, advice centres, outreach, refuge, counselling and children's workers.

Mon, Tue & Thu 9.30am to 5pm / Wed 9.30am to 7pm / Fri 9.30am to 3pm.

24hr National Domestic Violence Helpline:

0808 2000 247

Access Sefton

Finding it hard to cope, feeling low, anxious or stressed? Talking therapies can help. Our aim is to provide psychological therapies, sometimes called talking therapy, to help people who have common mental health problems such as feeling stressed, feeling low in mood (depressed) or very nervous (anxiety).

Anxiety and Depression / Relationship Issues / Low Self Esteem / Bereavement and Loss / Adjustment Issues / Stress / Low Mood / Generalised Anxiety Disorder / Post Traumatic Stress Disorder / Obsessive Compulsive Disorder / Post Natal Depression / Specific Phobia / Health and Social Anxiety / Panic

The service is confidential and free and available to anyone aged 16yrs plus.

The first step is to contact the service Mon to Fri between 9am and 1pm on 0300303 2708 to arrange and assessment appointment.

BEAT

www.b-eat.co.uk

The Beat Adult Helpline is open to anyone over 18. Parents, teachers or any concerned adults should call the adult helpline.

Helpline: 0808 801 0677 Email: help@b-eat.co.uk

The Beat Youthline is open to anyone under 18.

Youthline: 0808 801 0711

Email: fyp@b-eat.co.uk

Addiction

Providing drug and alcohol support and services to young people 10yr to 19yr olds and their families.

Landmark House, 43-45 Merton Road, Bootle, L20 7AP

Duty No: 07983430995

Ambition Sefton

Providing drug and alcohol support and services to those aged 19yrs plus.
Ambition Sefton, 8 Church Street Southport, PR9 0QT Tel: 01704 534 759
Ambition Sefton Canal Street Bootle, L20 8AH
Tel: 0151 944 5334

Participation in Society

Citizens Advice Sefton

The Citizens Advice service gives free, impartial, confidential advice to help people to solve their legal, financial, benefit, employment, housing, consumer and other problems. Citizens Advice Sefton covers the whole of Sefton. We provide drop-in advice in Bootle and Southport, and a telephone service.

Bootle Goddard Hall, Knowsley Road 0151 288 5683

Tues: 9.30 - 2pm / Wed: 9.30 - 2pm /

Fri: 9.30 - 2pm Southport, Wright Street 01704 38 5627

Mon: 9.30 - 2.30pm / Tues: 9.30 - 2.30pm

Thurs: 9.30 - 2.30pm

Refugee Action

Refugee Action is an independent national charity, working to enable refugees to build new lives in the UK. We provide practical emergency support for newly arrived asylum seekers and long-term commitment to their settlement.

Who to contact: Tel: 0151 214 3020

Email: notmanh@refugee-action.org.uk Website: www.refugee-action.org.uk

Southport Mosque & Islamic Cultural Centre

www.southportmosque.com

102a Sussex Road, Southport, Merseyside, PR9 0SL

Tel: 01704 539859

Muslim Youth Helpline (MYH)

www.myh.org.uk Helpline: 0808 808 2008

Merseyside Jewish Representative Council

www.liverpooljewish.co.uk

Tel: 0151733 2292

Somali Umbrella Group

The Somali Umbrella Group's (SUG) main purpose is to provide, maintain and enhance vital services to the whole of the Somali Community within Merseyside, combined with highlighting other Somali interests in the city. Subsequently, it looks to establish itself as a beacon and as an example for the other racial minority and community-based organisations both regionally, exemplifying best practice, innovation and initiative.

Toxteth Town Hall, 15 High Park Street Toxteth, Liverpool, Merseyside, L8 8DX

Tel: 0151 727 7744

Email: somaliumbrella@btconnect.com

Sefton Equalities Partnership

seftoncvcs.org.uk/areas-of-work/equalities

Sefton CVS Equalities Team

0151 920 0726

www.sefton.gov.uk

All General community or environmental enquires including refuse collection, play groups, libraries, leisure activities etc.

Bootle and Southport One Stop Shops

Most of our services can be accessed online at www.sefton.gov.uk. However, if you would prefer to make an enquiry face to face you can visit Bootle or Southport One Stop Shops where we can assist you with your enquiry in a face-to-face environment.

Bootle One Stop Shop

Sefton Council One Stop Shop, 324-342 Stanley Road, Bootle, L20 3ET

Southport One Stop Shop: Sefton Council One Stop Shop, Cambridge Arcade, Southport, PR9 1DA

Both One Stop Shops provide a drop-in service Monday to Friday between 9am and 5pm.

So we can be sure to deal with your enquiry successfully, please arrive half an hour before the One Stop Shop closes. Please note Monday and Friday are our busiest days.

Emergency Support / Sefton Social Care Emergency

Duty Team Tel: 0151 920 3555

Provides: Out of hours duty social work service. Focus on statutory duties that require a rapid response. The service covers the Sefton Borough.

Mon - Thu: 5.30pm to 9am

Fri: from 4pm to 9am Mon

Relationships

Access Sefton

Finding it hard to cope, feeling low, anxious or stressed? Talking therapies can help. Our aim is to provide psychological therapies, sometimes called talking therapy, to help people who have common mental health problems such as feeling stressed, feeling low in mood (depressed) or very nervous (anxiety).

The service is confidential and free and available to anyone aged 16yrs plus. The first step is to contact the service Mon to Fri between 9am and 1pm on 0300 303 2708 to arrange and assessment appointment.

Parenting 2000

Parenting 2000 offer a wide range of support and services to parents / carers of children and young people delivered from three locations across Sefton. Services include parenting courses, support groups and 1-2-1 support.

Contact us at:

Southport: 01704 380 047

Crosby: 0151 932 1163

Email: info@parenting2000.org.uk

New Beginnings LGBTQI project

<http://www.seftonyouth.co.uk/lgbtq>

New Beginnings is a youth group for young people who are LGBTQI aged 11 – 25 years. The aim of the project is to provide a safe place for young people to make friends, get support, have fun, and help other LGBTQI youth.

New Beginnings Crosby

Call or email for more information

Phone: 07974 267 767

Email: new.beginnings@sefton.gov.uk

New Beginnings Southport

Call or email for more information

Phone: 07974 267 767

Email: new.beginnings@sefton.gov.uk

Sefton Women's and Children's Aid (SWACA)

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Provides: Range of support services for women, children and young people experiencing domestic violence/abuse.

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24hr National Domestic Violence Helpline

0808 2000 247

Sefton Sexual Health Service

www.seftonsexualhealth.co.uk Tel: 01704 51330

Provides sexual health services across the communities of Sefton. Our service is free and confidential for everyone.

RASA - Rape & Sexual Abuse Support

www.rasamerseyside.org helpline@rasamerseyside.org Tel: 0151 666 1392

Provide confidential support and advice for women, children and men.