



From mountain to sea

Aberdeenshire Throughcare and Aftercare

Supporting our young people to thrive, achieve and succeed through their transition into adulthood



Contents

Introduction	3
Who are we?	4
What is Throughcare and Aftercare?	4
Who can request Throughcare and aftercare Support?	5
How to access the Throughcare /Aftercare service	5
What will working with the Throughcare/Aftercare Service be like for you?	6
Reviews	7
Confidentiality	7
What can Throughcare & Aftercare do for you?	8
Where I Live	8
Housing Application Process	9
Practical Skills	10
Family & Friends	10
Lifestyle, health & wellbeing	10
Learning & Work	11
Money	11
Rights & Legal issues	12
When you no longer need Throughcare & Aftercare support	13
What can you do if you are unhappy about the service?	13
Other contacts	15

Introduction

Welcome to the Throughcare/Aftercare Team. We hope this booklet helps you to understand our service and how we support you to achieve your hopes and goals, as you move towards living more independently.

We look forward to working with you, and hope that you will choose to work with us during this next stage in your life. If there are any questions you would like to ask, or issues about which you are uncertain please ask

the person who gave you this leaflet for further details or call us on 01467 532727 and ask to speak to a duty worker who will be able to give you more information.

With all best wishes

**Everyone in Aberdeenshire's
Throughcare/Aftercare Team**





Who are we?

Aberdeenshire Council's Throughcare & Aftercare Team consists of team members who are based in various locations throughout the Shire. This includes Peterhead, Fraserburgh, Strichen, Inverurie and Portlethen. We also visit Banff and Turriff and offer support to young people from Aberdeenshire who live in Aberdeen City, or who are Looked After or have been Looked After in areas outside Aberdeenshire.

In our Team we have Social Workers, Support Workers, An Accommodation Officer, an Accommodation Coordinator and an Education, Training and Employment Co-ordinator

The team works closely with Social Workers, Carers, Education/Training providers, Housing providers,

Corporate Parents and anyone else who may be involved in supporting you. If you wish we can also work with your family.

What is Throughcare and Aftercare?

Throughcare is a service that you will receive whilst you are looked after and will help you to prepare for the time when you will leave care.

Aftercare is the support you receive when you leave care and get used to living more independently. It is available to you up until your 26th birthday.

If you move to Continuing Care when you stop being "looked After" you will be entitled to receive a service from the Throughcare/Aftercare Team

throughout your time in Continuing Care. When you leave Continuing Care, you will still be entitled to ongoing Aftercare support up until your 26th birthday.

Who can request Throughcare / Aftercare Support?

If you were, or are, care experienced on or around your 16th birthday you are entitled to a Throughcare/Aftercare Service. In this case Aberdeenshire Council has a duty to offer you support up until your 26th birthday.

If you are subject to a Compulsory Supervision Order at home on your 16th birthday you are also entitled to receive advice guidance and support from the Throughcare /Aftercare Team if you request it. You should discuss this with your Social Worker who can refer you to the Throughcare /Aftercare Team

How To Access the Throughcare/ Aftercare Service

Referrals to the Throughcare Aftercare Team can be made in a number of ways and will depend on your situation

1. If you are Looked After away from home on and after your 16th birthday

All young people who are Looked After away from home around their 16th birthday will be referred to the Throughcare & Aftercare Team. The age at which you should be referred will depend on when you are thinking about ceasing being “Looked After” and will depend on your future plans.

Your Social Worker will talk about this with you and the referral will also

be discussed at your LAC Reviews. Your Social Worker will be asked to complete a Pathways Assessment with you.

Whilst you and your Social Worker are completing the Pathways Assessment they may ask someone from the Throughcare/Aftercare Team for advice as to what resources, help or finances maybe available to you.

Once the Pathways Assessment is complete and is considered at your last LAC Review you will be allocated a Throughcare /Aftercare practitioner who will continue to work with you and your Child Care worker. When you feel you know your new worker they will gradually take over as your lead person. This change will happen at a pace that suits you.

2 If you are subject to a Compulsory Supervision Order at home on your 16th birthday

Your social worker should discuss the possibility of referring you to the Throughcare Aftercare service with you. If you both feel it would be helpful they will make the appropriate referral.

3. If you have stopped seeing a Throughcare /Aftercare worker but now feel it would be helpful to request assistance

It maybe that you decided you no longer wanted assistance from the Throughcare /Aftercare Team, but now feel it would be helpful to meet with someone from our team again. If this is how you feel you are welcome to contact us, and we will meet with you to assess how we can help you. Depending on your situation this

may be a small issue that you want assistance with or maybe something more complicated.

You can request support any time after your 16th birthday and up to your 26th birthday. You can also ask for assistance beyond your 26th birthday but we would need to consider whether other agencies would be better placed to help you at that point. To refer yourself you can call **our duty worker on 01467 532727**.

4. Continuing Care

Whilst you are in Continuing Care you will receive support from a member of the Throughcare /Aftercare Team. After you leave Continuing Care you will still be entitled to request Aftercare support.

What will working with the Throughcare /Aftercare Team be like for you?

You and your worker will arrange appointments to meet and talk about the issues with which you want support. Sometimes workers can help you in practical ways, for example making an application to Housing. They can also give advice about how to make applications for education, training, employment, accommodation, or provide support in relation to health, legal issues including settled status, or problems with family or friends.

At Throughcare and Aftercare we are always pleased to offer support and advice and will do our best to support you in the ways we have agreed with you. We will listen to you and work with you at your own pace, in a non-judgemental way. We will ensure that

your wishes are central to plans, and the support that is offered.

We ask that you remember to keep your appointments with us and meet regularly with us so we can work together to achieve your goals .If you cannot keep an appointment it would be helpful if you could text your worker and let them know.

In addition to the appointments system we run a duty service within the team which you can contact on **01467 532727**. The duty service offers support to eligible young people who might not have an allocated worker within the team. Young people with an allocated worker can also use this service if they have an urgent need.

Reviews

Legally, we have to review the support we provide in order to ensure it is right for you and that it meets your needs for the future. We hope you can say what you think you need, and together we can agree a plan for achieving the goals you have for yourself. We do this through Review meetings.

We try and keep the meetings as small as possible. If you want to meet with the person who chairs the review before the meeting, please let your worker know, and they can arrange this. Your worker will ensure that you are supported to present your views, and these will be given full consideration.

Pathways Assessments and Reviews take place twice a year. At these meetings we talk about issues such as where you live, money, lifestyle, family and friends, any health or legal

issues, and your rights. We look at how things are going for you. We also talk about the future and what you and your worker need to do for the next six months.

You can choose who you want to be present at your Pathways reviews. (So long as they will be helpful and will respect your right to confidentiality). We hope you will feel able to prepare the report that goes into the review with your worker and, if you wish, you are welcome to write down your views yourself.

If you disagree with the outcome of your review you have the right to challenge the decisions that were made. Your worker will be able to advise you how to do this.

If, at any time you have not had any contact with us for a while, but decide to ask for Throughcare/Aftercare support again, you can come back and ask for ongoing support .

Someone from the team will work with you to identify the help and support you require. This might be a short-term arrangement, or if you want us to be involved with you for a longer period of time we would need to hold meetings to review the support we offer. We always aim to work in partnership with you and to listen to your views about your needs.

You have the right to disagree with decisions made at these meetings. Your worker will be able to advise you how to do this.

Confidentiality

We promise that

- Staff will treat all of your personal information as strictly confidential.
- Records will be held electronically.
- Your electronic files are stored securely, and password protected.
- When working with you we will ask your permission to share relevant information with other services. This request will always be made in order to improve and extend the service that you receive. If you agree you will be asked to sign an information sharing agreement which will document the type and amount of information that you have agreed to share. However, if your safety or that of others is at risk, we may share information without your consent.
- If you wish to view your records you may make an appointment with your worker who will help you access them.

Some information in your file may be withheld from you.

This includes:

- Information which is likely to cause serious harm to you or any other person.
- Information given to us in confidence by other agencies, relatives or members of the public unless they have given permission for us to show it to you.

What can Throughcare & Aftercare do for you?

We aim to work with you to ensure that:

- You receive the right support as you prepare to move on from care.
- You have access to safe, secure, and appropriate accommodation.
- You have access to suitable training and/or employment opportunities.
- You are able to access health and dental treatment.
- You have access to appropriate financial support.
- You can access emotional support, advice, and guidance.
- You are supported to make responsible life choices.
- You have the level of contact you wish with your family and other significant people in your life.
- You have access to appropriate and constructive leisure and social activities.

All care experienced young people must have a clear plan that reflects the level of support they need and who will provide this. Your views and wishes will always be central to any plans that are made. (See section on Reviews)

Where I Live

Whatever your situation, eventually you will probably want to have a place of your own. Throughcare & Aftercare can help you access a range of accommodation options. We can help you think about which option is best for you.

1. Supported Lodgings

Supported Lodgings is an adult placement steppingstone scheme. You will live in a home setting with approved 'hosts' and benefit from practical and emotional support to build independent living skills.

When you move into supported lodgings, you are a 'tenant'. Your host will support you with day to day tasks such as learning basic cooking skills, budgeting, and advice on how to manage your relationships. You will have your own room and housekey and can come and go as you please. An occupancy agreement including 'house rules' will be drawn up at the start of your placement, so everyone is clear on what is expected from you and your host. Your individual support plan will also be reviewed regularly.

Supported Lodgings placements can last up to two years as you prepare for independent living. Some young people move on to their own properties, supported tenancies or student accommodation. Your social worker or support worker will work closely with you in making plans for this transition.



More information can be found on the Aberdeenshire Council Facebook page for supported lodgings at www.facebook.com/shiresupportedlodgings

2. Resource Flats

A stay at either of our resource flats will give you the opportunity to experience what it is like to live independently and will help you develop the skills you need to manage your own tenancy. This option is only available to a young person for a short time and is helpful as a step towards getting your own accommodation.

3. A Supported Tenancy

You will get a flat with a tenancy agreement with workers available to support you.

4. Access to Taizali

Taizali is supported accommodation which offers you the opportunity to have your own room but share a communal kitchen and living area. During the time you stay there you do your own shopping, cleaning and cooking. An identified member of staff will help you to develop the skills you need to manage your own tenancy.

In all supported accommodation there is an expectation that you are willing to accept the support provided. Failure to accept the support will result in the loss of your supported accommodation and may affect your chances of gaining a secure tenancy.

5. Private lets.

This option is not normally affordable or accessible to young people.

6. Local Authority Temporary Accommodation.

Aberdeenshire Council can provide limited emergency accommodation in various locations across the shire.

7. Local Authority and Housing Association Tenancy

Once the housing officers receive evidence from those supporting you that you are ready to manage a home of your own, and you are eligible within their points system, you will be offered a secure tenancy. This will become your permanent home and you will be assisted to understand and sign the relevant agreements.

Most housing providers try and accommodate you in a geographical area of your choice, however if this is not possible then you may have to consider other areas. A young person living alone will be offered a one bed roomed property or a bedsit. If you are a parent or are going to share your tenancy with someone else then a tenancy with more bedrooms may be offered.

Housing Application Process

When the time is right for you, you will be encouraged and assisted to complete housing applications for all housing providers. You will be given advice about accommodation options and the process involved. With your permission your name will be forwarded to the Youth Housing Forum to alert Housing to your needs. Prior to being offered accommodation you will be helped to gain the skills necessary for independent living. You will be encouraged to provide evidence of

this to submit to the Housing Officer in support of your application.

Housing providers will consider offering you a tenancy once you have demonstrated your ability to manage and have indicated that you are willing to accept the supports on offer to you.

When you are offered a tenancy, you will receive practical and financial assistance (if eligible) to make your home comfortable.

Practical Skills

Prior to the move into your own home you will be assisted by your Throughcare & Aftercare workers to develop budgeting skills that will help you manage all aspects of your finances.

Once you are in your own home we will continue to offer support until you have gained the knowledge and developed the skills necessary to manage your personal finances.

Running your own home will generate correspondence from a variety of sources. Electric/Gas suppliers, housing providers and others. Your Throughcare & Aftercare worker will encourage and assist you to deal with this correspondence.

Managing and running a home requires you to develop a range of practical abilities. In the years and months before you move onto live independently your carers and workers will have been helping you acquire many of the skills needed in order to maintain a home.

Your Throughcare and Aftercare worker can help you manage a range of practical tasks once you have your own place.

- Decorating
- Cleaning
- Gardening
- Shopping
- Cooking
- Budgeting
- Correspondence
- Good neighbour skills.

Family and Friends

Everyone wants to enjoy good relationships with family and friends, but often young people experience difficulties in these relationships. If you need advice or support in this area, you can talk to your worker.

Young parents can ask for help in accessing appropriate support and information on all aspects of parenting. Throughcare & Aftercare cannot provide a direct service to babies and young children, but we can support young parents in all Throughcare & Aftercare issues.

Lifestyle

Throughcare & Aftercare can help you maintain a healthy balance between work, study and leisure. Everyone chooses to live their life their way. Throughcare & Aftercare respect your right to choose but will help and encourage you to make choices that will keep you safe, well and happy.

Health and well being

Good health and feeling well is important to everybody. Throughcare & Aftercare can support you in accessing medical advice and treatment and other relevant services. Guidance is available on managing alcohol, smoking, diet, exercise, sexual health and mental health. This will include ensuring that you are aware of other services available to you.

Learning and Work

The Throughcare & Aftercare Team have a designated worker who has responsibility for assisting young people into education, training, or work. They do this by liaising with education, careers services and employment advisors.

Education

We will work with your teachers, career advisors, college lecturers and others to ensure that you are fully supported in your education.

When the time is right, careers interviews will help you decide on options for your future.

You could be entitled to financial support to help you get the most out of your time in education. We will support you to access your entitlement.

Training

Throughcare and Aftercare work closely with local training providers. These can assist you to gain skills that will increase the likelihood of you gaining employment in your chosen field.

Financial assistance may be available if you are in training or in employment, for specialist equipment, work clothes, transport, and other miscellaneous items.

Employment

Throughcare & Aftercare can offer practical help in finding a job and will encourage you to liaise with local employment agencies.

Ongoing support, encouragement and practical assistance is always available.

Throughcare & Aftercare will always ensure that appointments with your worker do not interfere with your education, training or work.

Money

If you are 16 or 17 years old, are a care leaver and are not in education, training, or employment, you may be eligible to receive Basic Living Allowance from Throughcare & Aftercare. To find out whether you are eligible you can speak to your Throughcare/Aftercare worker.

All Basic Living Allowance payments from Throughcare & Aftercare are needs assessed at the time of application and will only be granted if you are living independently of your family home.

The rate of Basic Living Allowance will correspond to the unemployment benefit rate paid by the Department of Works and Pensions.

In line with the Department of Work and Pensions conditions, you need to keep in touch with your Throughcare

and Aftercare worker on a fortnightly basis or notify your worker of any change of circumstances. Failure to do this may result in your payments being suspended.

Once you reach the age of 18 you will move to the DWP benefit system if you are not in employment/training. Young parents and disabled young people will receive their benefits from the DWP whatever their age.

Local Authorities have many responsibilities towards children and young people whom they look after under the Children's (Scotland) Act 1995, and the Children and Young People (Scotland) Act 2014. This includes financial responsibility for those who meet the above criteria and are assessed as in need of Basic Living Allowance.

Your Throughcare & Aftercare worker will explore all financial aspects of your aftercare support package with you.

You may be eligible for financial help in some of the following areas.

- Furnishing and decorating a tenancy.
- Financial support towards education.
- Costs related to training.

Applications for financial support will be made to the Throughcare & Aftercare manager. You will be assisted to do this by your workers.

Rights & Legal Issues

All citizens living in Scotland have rights and responsibilities.

Care leavers have additional rights under The Support and Assistance of Young People Leaving Care (Scotland) Regulations 2003 and the Children and Young People (Scotland) Act 2014.

You may ask to see these documents at your local Council office. Further information is available from your Throughcare/Aftercare Worker.

For more information go to:

Aberdeenshire Children's and Young People's Rights Service

See Contact details in Further Information Section at the end of this leaflet.

The Children and Young People's Commissioner

www.cypcs.org.uk,

Freephone 0800 019 1179 between 09.00 and 17.00 on weekdays.

Email: inbox@cypcs.org.uk

Who Cares? Scotland

Call 0141 2264441

Email hello@whocaresscotland.org

What about your responsibilities?

These are many and varied but young people can sometimes struggle when they find themselves with greater freedom than they have had before.

Throughcare & Aftercare staff are committed to providing you with the best possible service. Everyone is entitled to work in an environment that is free from verbal or physical abuse. Please respect your Throughcare &

Aftercare workers and workers from other agencies.

If you attend an appointment with Throughcare & Aftercare under the influence of illegal drugs or alcohol, your worker will not be able to work with you. You will be asked to leave and given an appointment for another time.

You should be aware that any evidence of illegal drug use or supplying of drugs will be challenged and you risk being reported to the police.

Throughcare and Aftercare can help you to access appropriate legal representation as/when necessary.

When you no longer need Throughcare & Aftercare Support.

The amount of time that a young person will receive support from Throughcare & Aftercare will vary according to individual needs. Supports will be available until you reach your 26th birthday. Even beyond this you can ask for assistance, but this will be provided at the discretion of the Team Manager.

Whatever your age, eventually you will reach a stage in your life where Throughcare & Aftercare supports will end. Our experience has been that young people generally feel confident and happy about this further step onto independence.

Many young people work closely with Throughcare & Aftercare to help in the development of the service and its resources. Their contribution is highly valued and greatly benefits young people who use the service after them.

If you need further assistance after your Throughcare & Aftercare support ends, we will liaise with other agencies, to try to identify another service for you.

Once you no longer require Throughcare and Aftercare your file will be closed and placed with your Child Care file. These will be archived for one hundred years from the date of closure whether you were looked after at the family home or elsewhere.

What can you do if you are unhappy with the service?

We hope that you will enjoy working with the Throughcare & Aftercare Service.

If for any reason you are unhappy you should speak to a member of the team or ask to speak to the Team Manager.

You might wish to contact Aberdeenshire Councils Children's and Young People's Rights Worker or the Who Cares Worker who is independent of Aberdeenshire Council. Both will be happy to help you. See contact details at the end of this leaflet.

Most problems should be sorted out at this stage.

However, if you are unhappy with how the member of staff answered your complaint you can contact Aberdeenshire Council and ask for advice on how to complain about the service. Advice about how to do this is available on the Aberdeenshire Council website, under "Have Your Say", where there is an electronic form to complete.

We hope that this booklet has answered some of the questions you might have about Throughcare & Aftercare. Remember, if there is anything you are unsure about you are always welcome to ask us.

And finally: - Look out for our Facebook page

[Visit Aberdeenshire Throughcare Aftercare Facebook Page Here](#)



Further information is available from the following websites and telephone numbers.

**Aberdeenshire Council
Through Care and After Care Team**

Telephone **01467 532727**

Out of Hours **03456 081206**

Email: tc.ac@aberdeenshire.gov.uk

[Visit Aberdeenshire Throughcare](#)

[Aftercare Facebook Page Here](#)

**Aberdeenshire's Children and
Young People's Rights Officers:**

Kate Ramsden

kate.ramsden@aberdeenshire.gov.uk

Mobile 07771958868

Laura Stewart

laura.stewart4@aberdeenshire.gov.uk

Mobile 07799505855

Laura Simpson

Laura.simpson4@aberdeenshire.gov.uk

Mobile 07876145209

Who Cares? Scotland

0141 22644441

www.whocaresscotland.org

Advocacy North East

Tel 01467 651 604

Email: admin@advocacyne.org.uk

**Scottish Throughcare & Aftercare
Forum**

0141 4657511

www.scottishthroughcare.org.uk

**Scotland's Commissioner for
Children and Young People**

Freephone Tel: 0800 019 1179

Email: inbox@cypcs.org.uk

ChildLine Scotland - 24-hour
telephone service for children and
young people.

Tel: 0800 11 11 Or go to the website
www.childline.org.uk to access online
chat facilities

Quit Your Way Scotland

- offers support and encouragement to
callers wishing to stop smoking or have
recently stopped. Tel: 0800 84 84 84

Alcohol and Drugs Action Aberdeen

- provides services for drug users,
ex users and their families.

Tel: 01224 594700 or

Freephone 03333 448 355

Samaritans - provides confidential
emotional support, 24 hours a day
for people experiencing feelings of
distress or despair.

Free phone number Tel : 116 123

Crimestoppers - an independent
charity working to stop crime.

Tel: 0800 555 111

Aberdeenshire Council
Through Care and After Care Team
Housing and Social Work
Oldmeldrum Business Centre
Colpy Industrial Estate
Oldmeldrum, Aberdeenshire
AB51 0BZ

Telephone: 01467 535735

Email: tc.ac@aberdeenshire.gov.uk

Facebook www.facebook.com/tcacaberdeenshire/

Opening hours: 9am to 5pm Monday to Friday

Emergency contact out with office hours: 0345 6081206