



South Tyneside Council

OUR HOUSING COMMITMENT TO CARE LEAVERS

One of the most important decisions we will support you with as a young adult leaving our care, is where you are going to live.

Your social worker and personal adviser will help you with this, working through the options and support available, and helping you to decide what will be best for you.

Your **PERSONAL ADVISOR** supports you until you are twenty five.

The leaving care team will also be there for support, advice, and guidance after you turn twenty five if you need it.

There is a range of financial help available to support you when you leave care. This is explained in our Local Offer for Care Leavers.

Your Personal Advisor works with you to develop a **PATHWAY PLAN**. This must be completed before you can decide on a housing option.

Your Personal Advisor will also agree a back up plan with you. This will include what to do in emergencies.

WELFARE SUPPORT

There is a lot of help and support available to you if you need it.

Our Welfare Support Service provide debt, benefit, and money advice on the phone, in your local area or if necessary, in your home.

The service is free, impartial, and confidential.

Please contact us:

Phone: 0191 424 6040

Email: welfaresupport@southtynesidehomes.org.uk

Citizens Advice also offer confidential advice online, over the phone, and in person, for free.

YOUR PERSONAL ADVISOR WILL MANAGE THE PROCESS OF FINDING HOUSING FOR YOU.

They will discuss the options that you have for staying in the area where you want.

They will check that your new home is suitable for your needs.

Your housing options will be set out in your pathway plan and may include:

- Semi / supported accommodation
- Community flats
- Trainer flats
- Staying put
- Social housing (Council)
- Private tenancy
- Living with friends or family

Your Personal Advisor will help view homes and tenancy agreements to make sure they are suitable.





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KEY CONTACTS

If you want any help including:

- report an emergency repair
- paying your rent
- check your rent account
- Rubbish removal (South Tyneside Council)
- report an issue in your area
- contact South Tyneside Council
- make a complaint or give feedback

Please contact us:

Phone: 0300 123 6633

Email: connect2@southtynesidehomes.org.uk

If you need to contact us about homelessness, call us for free on 0800 141 2645 or email housing.options@southtynesidehomes.org.uk

Alternatively, you can have an online conversation with one of our Customer Service Advisers, 9am to 5pm, Monday to Friday

Start a live chat

CONTACT THE LEAVING CARE SERVICE

Our Leaving Care Service is here to support you until you are twenty five years old. We are also available after that if you need to get in touch.

Please contact us on 0191 427 2580 or by post:

MARKETPLACE
25-27 Market Place
South Shields
Tyne and Wear
NE33 1JF

If you have any problems with the Leaving Care Service, your Personal Advisor, or any positive feedback, please contact Lynne Kell by emailing Lynne.Kell@southtyneside.gov.uk or calling 0191 427 2467.

CONTACT HOUSING APPLICATIONS

If you have any questions about housing applications, please contact:

Phone: 0300 123 6633 (free)

Email: housing.solutions@southtynesidehomes.org.uk

CONTACT THE COUNCIL

If you have any general questions or concerns, the Housing Strategy Team can help. Please contact us on:

Phone: 0191 427 7000

Email: Housing.StrategyTeam@southtyneside.gov.uk

You can contact the Council from Monday to Friday, 8am to 6.30pm.

The emergency out of hours number is 0191 455 6111 and is to be used for emergencies only.

