

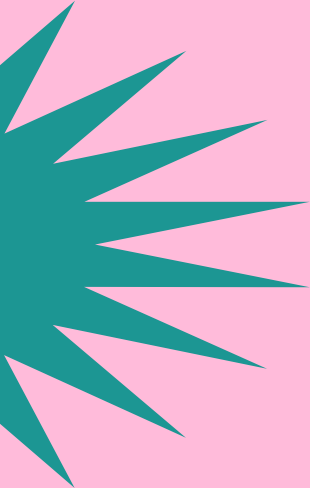
THROUGH CARE & AFTER CARE



WHERE TO FIND WHAT YOU NEED TO KNOW

- 01** Not Your Ordinary Team
- 02** Who Are We & What is Throughcare & Aftercare
- 03** How To Access the Throughcare & Aftercare Service
- 04** Introductions with a Throughcare & Aftercare worker / What will working with the Throughcare & Aftercare Team be like for you?
- 05** Reviews
- 06** Reviews in Continuing Care & Confidentiality
- 07** What Can Throughcare & Aftercare Do For You?
- 08** Where You Live
- 09** Housing Application Process & Practical Skills
- 10** Important People in Your Life, Lifestyle, Health & Wellbeing, Learning & Work
- 11** Employment Employment & Money
- 12** Rights & Legal Issues
- 13** When you no longer need Throughcare & Aftercare Support & What can you do if you are unhappy with the service?
- 14** Useful Contacts

NOT YOUR ORDINARY TEAM



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. You can also email us at tc.ac@aberdeenshire.gov.uk

With all best wishes
Everyone in Aberdeenshire's
Throughcare & Aftercare Team



1

Alone we can do so
little; together we can
do so much.

WHO ARE WE?

Aberdeenshire Council's Throughcare & Aftercare Team consists of team members who are based in various locations throughout the Shire. If you move out with the Aberdeenshire area, you will still be supported. 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 & 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.

2

It isn't where you came from,
it's where you are going that
counts

WHO CAN ASK FOR THROUGH-CARE & AFTER-CARE 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 or were on 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 THROUGH-CARE & AFTER-CARE SERVICE

Referrals to the Throughcare & Aftercare Team can be made in a few 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 when you turn 15 and a half.

Your Social Worker will talk about this with you and the referral will also be discussed at your Looked After Child 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.

Your Throughcare & Aftercare worker might attend some of your reviews so they give some support around your future options. They 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.



**Tough times don't last, but
tough people do**

2. If you are on 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 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 support 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 look at what supports you would like. Depending on your situation this may be a small issue that you want support 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.

INTRODUCTIONS WITH A THROUGHCARE & AFTERCARE WORKER

To support you moving over to Throughcare & Aftercare, you will be offered a chance to speak with one of our Senior Practitioners in the team, either in person or on a Teams call. This will give you an opportunity to find out what Throughcare & Aftercare has to offer and to determine if it's the right time for you to link in with the service. This will also give you the opportunity to gain an understanding of your rights and entitlements as a care experienced young person and for you to decide on how and when you want to access support from our Team.



WHAT WILL WORKING WITH THE THROUGH CARE & AFTERCARE TEAM BE LIKE FOR YOU?

You and your worker will arrange appointments to meet and talk about what supports we can offer you. 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 & 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, and you will be at the centre of the plans.

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.



5

**Do things at your own pace,
life's not a race**

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. You will be encouraged to write your own report or in partnership with your Throughcare and Aftercare worker so that you feel included and have full control over your own story and your views are being recorded. 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 Pathways 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 give your views in your report and at your Pathways review.

Pathways Reviews generally 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 attend your Pathways reviews (so long as they will be helpful and will respect your right to confidentiality).

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, you may ask for a Pathways Review to look at how best we can support you. We always aim to work in partnership with you and to listen to your views about your needs.

REVIEWS IN CONTINUING CARE

If you are living with your carers under a Continuing Care arrangement, you are entitled to have Pathways Reviews. Reviews usually take place every six months however, where things are settled at home with no, or minimal changes to your Plan, it may be agreed that Reviews can take place yearly. If you tell us that you don't want a review, this will be respected. The Kinship or Fostering Social Worker or Throughcare and Aftercare worker will continue to make contact with you and your carer at least on a six-monthly basis to make sure that you are happy with where you are living and to identify any supports you might need as you are supported to work towards independence. You can ask for a review at any time, and if there are any big changes, an early Pathways Review should be requested.

CONFIDENTIALITY

We promise that:

- Staff will treat all 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 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.



**You can, you should, and if
you're brave enough to start,
you will**



WHAT CAN THROUGH CARE & AFTER CARE DO FOR YOU?

We aim to work with you to ensure that:

- You get the right support as you prepare to move on from care.
- You have access to safe, and appropriate accommodation.
- You have access to suitable training and/or employment opportunities.
- You can 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 are supported to see your family and other people who are important to you.
- You are supported to take part in activities which you enjoy.

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 will always be at the centre of any plans that are made. (see section on Reviews)



WHERE YOU 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. TASTER PROPERTIES

A stay at either of our taster properties 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.

2. SUPPORTED TENANCY

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

3. PRIVATE LETS

This option is not normally affordable or accessible to young people but there might be times when this could be looked at.

4. LOCAL AUTHORITY TEMPORARY ACCOMMODATION

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

5. LOCAL AUTHORITY TEMPORARY ACCOMMODATION

Once the housing officers receive evidence from the people 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 supported to understand and sign the relevant agreements. Most housing providers try to house you in an 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.

6. STEPPING STONE

The Stepping Stone project is a short-term shared accommodation option with visiting support. You will have your own room and shared communal facilities. You will work alongside Aberdeenshire Council's Throughcare & Aftercare Team. The project aims to provide a 3-6 month stay that will enable you to develop your independent living skills before moving onto alternative accommodation.



Find the place where every single thing tells you to stay

HOUSING APPLICATION PROCESS

When the time is right for you, you will be encouraged and supported 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. Before being offered accommodation, you will be helped to build on 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

Before you move into your own home, you will be supported by your Throughcare & Aftercare workers to look at budgeting your money if you feel this would be useful,

Once you are in your own home, we will continue to offer support until you feel confident with managing your money.

When you have your own home, you will get letters from Electric/Gas suppliers, housing providers and others. Your Throughcare & Aftercare worker will encourage and support you to deal with these letters.

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
- Dealing with letters
- Good neighbour skills

10

You can't always have a good day but you can face a bad day with a good attitude



IMPORTANT PEOPLE IN YOUR LIFE

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 manage a healthy balance between work, study, and what you do in your spare time. Everyone chooses to live their life their way. Throughcare & Aftercare respect your right to choose and will help and encourage you to make choices that will keep you safe, well and happy.

HEALTH & WELLBEING

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 supporting young people into education, training, or work. They do this by linking in 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 care experienced bursary if you are entitled to this.

TRAINING

Throughcare and Aftercare work closely with local training providers. These can support you to gain skills that will increase the chances of you getting 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 link in 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. If you don't manage this, payments may be reduced until your Throughcare & Aftercare worker can link in with you.

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 supported to do this with your worker.



RIGHTS & LEGAL ISSUES

Everyone who lives 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 giving you 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 THROUGH-CARE & AFTER-CARE SUPPORT

The amount of time that a young person will receive support from Throughcare & Aftercare will vary depending on what you need. 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 link in with other agencies, to try to identify another service for you.

Once you no longer need 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 Council's 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.

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:

<https://www.facebook.com/tcacaberdeenshire/>

USEFUL CONTACTS

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

Aberdeenshire Council Through Care and After Care Team

Tel: 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:

Tel: 0800 917 8275

childrens.rights@aberdeenshire.gov.uk

Who Cares? Scotland Tel: 0141 22644441

www.whocaresscotland.org

Advocacy North East

Tel: 01467 651 604

Email: admin@advocacyne.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 03333 448 355

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

Free phone number: 16 123

Scottish Throughcare & Aftercare

Forum

Tel: 0141 4657511

15

**Don't wait for things to
happen, make them happen**



THROUGH-CARE & AFTERCARE

Aberdeenshire Council
Throughcare & Aftercare Team
Education & Children's Services
Wyness Hall, Jackson Street
Inverurie, Aberdeenshire
AB51 3BQ

Tel: 01467 532727

Email: tc.ac@aberdeenshire.gov.uk

Facebook:

www.facebook.com/tcacaberdeenshire

Opening Hours: Mon - Fri 9am - 5pm
Emergency Contact out with office
hours: 0345 608 1206

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