

# THROUHCARE & AFTERCARE

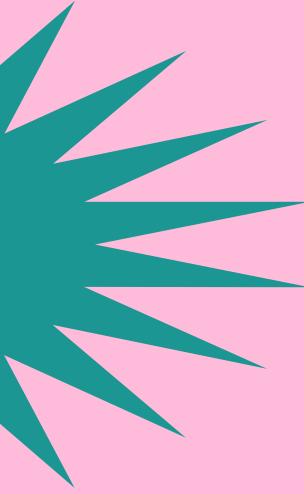


DISCRETIONARY  
SUPPORT

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# 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](mailto:tc.ac@aberdeenshire.gov.uk)

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. 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.



**It isn't where you came from,  
its where you are going that  
counts**

# WHO CAN ASK FOR DISCRETIONARY THROUGHCARE & AFTERCARE SUPPORT?

If you were, looked after away from home, but left care before your 16<sup>th</sup> birthday, you are entitled to discretionary support from Throughcare & Aftercare Service.

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 THROUGHCARE & AFTERCARE 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 but return home before you turn 16**

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.

If you return home before your 16<sup>th</sup> birthday, you will be able to access discretionary support from Throughcare & Aftercare however you will not be allocated a worker. You can access support via the duty service.

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**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 or use the Microsoft link: [Pathways Duty Assessment](#)

# **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.

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**One step at a time, you'll get there**

# WHAT CAN THROUGHCARE & AFTERCARE DO FOR YOU?

Discretionary Support can include the following:

- Referrals to Youth Housing Forum for you if you are risk of homelessness
- Support from the team to complete housing applications
- Referrals to Youth Financial Forum to ensure that you are receiving all financial entitlements and managing rent, bills etc.
- Referrals to our Taster Properties for short trial stays of independence prior to moving on.
- Referrals to our Education/Training/Employment coordinator to support with college/job applications, bursary applications, CV writing, support to access training courses. This may also include being referred to the College Forum where we can highlight needs or vulnerabilities to college staff who can ensure all possible support measures are put in place to support you to manage your course.

All care experienced young people must have a clear plan that reflects the level of support they need and who will provide this including signposting to other services.

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**The best thing about the future is that it comes one day at a time**



# WHAT CAN THROUGHCARE & AFTERCARE DO FOR YOU?

## 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.

## 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.

## 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 advisers. If you attend college, 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.

## 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.

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



## RIGHTS & LEGAL ISSUES

Everyone who lives in Scotland have rights and responsibilities.

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](http://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.



**Be the person you need right  
now**

# 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.

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/>

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**There is a past version of you  
who is proud of how far  
you've come**

## 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](mailto:tc.ac@aberdeenshire.gov.uk)

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

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

Tel: 0800 917 8275

[childrens.rights@aberdeenshire.gov.uk](mailto:childrens.rights@aberdeenshire.gov.uk)

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Who Cares? Scotland Tel: 0141 22644441

[www.whocaresscotland.org](http://www.whocaresscotland.org)

Advocacy North East

Tel: 01467 651 604

Email: [admin@advocacyn.org.uk](mailto:admin@advocacyn.org.uk)

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Scotland's Commissioner for Children and Young People

Freephone Tel: 0800 019 1179

Email: [inbox@cypcs.org.uk](mailto:inbox@cypcs.org.uk)

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

Tel: 0800 11 11 or go to the website [www.childline.org.uk](http://www.childline.org.uk) to access online chat facilities

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

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Alcohol and Drugs Action Aberdeen

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

Tel: 01224 594700 or 03333 448 355

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

Free phone number: 16 123

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Scottish Throughcare & Aftercare

Forum

Tel: 0141 4657511



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



# THROUGHCARE & 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](mailto:tc.ac@aberdeenshire.gov.uk)  
Facebook:  
[www.facebook.com/tcacaberdeenshire](https://www.facebook.com/tcacaberdeenshire)

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

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