

# LUTON CARE LEAVERS CHARTER



## THIS IS WHAT YOU CAN EXPECT FROM THE LEAVING CARE SERVICE

### 1 WE WILL SUPPORT YOU TO HAVE SKILLS TO BE INDEPENDENT

- We will make sure you are actively involved in decisions that affect you. We will ask you what you want to say and listen to your views and give you feedback on what we have done about them
- We will support and help you with your housing needs and work with you to ensure that your accommodation is of an appropriate standard.
- We will help you to stay in touch with friends, family or previous foster families / key workers at semi-independent accommodation, if this is your wish
- We will support you to continue to develop the skills you need to be independent
- We will support you to access information to enable you to understand your own finances
- We will support you to develop coping strategies to deal with life's challenges
- We will support you to access your records with us when you are ready, should you need them.
- We will give you support to access Universal Credit, if so required for your financial independence

### 2 WE WILL HELP AND SUPPORT YOU TO BE SAFE AND TO SORT OUT ANY PROBLEMS OR WORRIES YOU MAY HAVE

- If you are unhappy about something and you feel you can't resolve this informally, we will support you to make a complaint
- We will know you well enough to recognise when you are unhappy about something or have a comment, compliment or complaint to make – the link is provided at the bottom of the page
- We will make sure you can speak to who you need to about your concerns or issues you may have. We will make sure you have the relevant contact details to get hold of them
- All care leavers will have a named Personal Advisor
- We will support you to address any issues with your accommodation. We have good links with other agencies, which helps us to do this
- We will support you to purchase essential items to set up your own home through your leaving care grant
- We will support you to access appropriate information to enable you to understand risks and make the right choices

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## WE WILL RESPECT YOU AS INDIVIDUALS

- We will respect and promote your rights in relation to disability, sexuality and race
- We will support your right to follow your culture and religion if that is your wish
- We are committed to Lesbian, Gay, Bisexual, Transgender (LGBT) equality and will support you to feel safe and happy to be who you are, without judgement or fear
- We will appreciate and understand that now you are over 18 your needs and wishes may change
- We will make sure everyone is encouraged to participate at a level they are comfortable with
- We will make sure that everyone is actively listened to, whatever their ability or circumstance
- We will respect your rights to privacy
- We will only share information with authorised persons or agencies that need to know as and when they need it
- We will support and help you to access extra support from Adult Social Care, if you have additional needs

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## WE WILL HELP YOU TO ACHIEVE YOUR FULL POTENTIAL AND AMBITIONS IN EDUCATION, TRAINING AND EMPLOYMENT

- We will recognise your strengths, talents and ambitions and will celebrate your achievements
- We will support you to pursue your goals and career aspirations
- We will listen to your views about college, university, training or employment choices and wherever possible help you to access one that suits you
- We will support you whilst you are in further education and training beyond 18 up to potentially 25 including going to college and university and your Personal Advisor will help you plan for the future
- We will support you to access mentoring opportunities
- We will tell you about your rights and entitlements in the service or elsewhere including local and national resources and, if so required, help you to apply for them
- We will put you in touch with an Educational Personal Advisor to support you

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## WE WILL SUPPORT YOU TO KEEP HEALTHY AND WELL

- We will help you to access your health history (health passport) from the NHS Looked After Children's Health Team
- We will support you to access local services so that you can maintain your physical and sexual health
- We will support you to access mental health services
- We will support you to access your health records from NHS professionals
- Your Personal Advisor will encourage you to attend all your health appointments
- We will let you know how and where to get confidential health advice, if so required

This space is for you to keep useful telephone numbers, addresses and names of people who you think you may need to speak to again.

FOR MORE INFORMATION PLEASE VISIT

[www.luton.gov.uk/leavingcare](http://www.luton.gov.uk/leavingcare)

TELEPHONE

01582 547820

THE LEAVING CARE (18+) SERVICE

Luton Council • 1st Floor Town Hall Extension  
Upper George Street • Luton • LU1 2BQ

EMAIL

[18plusduty@luton.gov.uk](mailto:18plusduty@luton.gov.uk)

EMERGENCY DUTY TEAM (EDT) - OUT OF HOURS

☎ 0300 300 8123

✉ [edt@centralbedfordshire.gov.uk](mailto:edt@centralbedfordshire.gov.uk)

If you wish to make a comment, compliment or complaint about our service please visit [www.luton.gov.uk/complaints](http://www.luton.gov.uk/complaints)