

Support for 18-24 year old young adults, who are homeless or threatened with homelessness

Who to Contact

**Youth Homelessness & Housing Officers for
Cumberland:**

Allerdale & Copeland Localities:

Helen Walker

Contact number: 07825 340628

Email: helen.walker@cumberland.gov.uk

Carlisle Locality:

Lisa Williams

Contact number: 07825 097991

Email: lisa.williams@cumberland.gov.uk

Do you have nowhere to stay?

If you are aged between 18 and 24 years of age, with nowhere to stay and in need of some help to look at your options, please get in touch with us and we will talk you through how we can help:

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There are certain processes we need to follow to make sure you are getting the right support.

We are interested in hearing about your story and understanding whether you need any extra support outside of your family and friends. In order to do this, we will need to get to know you better, find out what life is like for you, what you are good at and what you might need help with.

Throughout this process you can be supported by a Youth Homeless and Housing Officer.

Your options

One of the first things you will be asked is whether you have anywhere to stay tonight, if you don't we could look into emergency accommodation and refer you to the Housing Options team, if you agree. If you do have somewhere to stay tonight but you are worried about where you are living or that it might not be for the long-term, we can still offer you support.

You may be referred to supported accommodation and this would mean living in one of the schemes run by Riverside. Supported accommodation is for those young adults who have no other options and there may be a waiting list for this. We will work with you to ensure that you have somewhere to live in the longer term and help you develop the skills you need to succeed at living independently.

You need to know that...

We will make sure you have all the information you need and that your views are recorded and considered.

Some accommodation is not free and we can help you to understand benefits and develop your budgeting skills. We can also help or support you to apply for any benefits you might be entitled to.

What happens next...

Once the First Contact Script has been completed with you to apply for supported accommodation, the accommodation provider will get in touch with you to arrange a "Getting to Know You" meeting. This will be arranged as a telephone or face-to-face appointment. This meeting is a chance for the accommodation provider (Riverside) to get to know you and for you to get to know them. There will be lots of questions, these are to help them find out what you are good at and what you might need support with so they know how best to work with you. You can ask them questions too.

The Getting To Know You can be done over a number of appointments; this is something that Riverside will arrange with you and you can choose to bring someone with you to support you. This will also be a chance for you to ask any questions. You can visit the accommodation before having a Getting to Know You, so that you can have a look round before you make a decision.

