

**Cumberland Young Adults' Positive Housing Pathway**

# **Protocol for Care Experienced Young Adults**

**May 2024**

**Find out more at [cumberland.gov.uk](https://cumberland.gov.uk)**

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# 1

## Introduction

- 1.1 The purpose of this document is to set out how the Children's and Housing Teams within Cumberland Council will work with our Choice Based Letting partners to ensure that:
- care experienced young adults across Cumberland get a consistency of service; <sup>1</sup>
  - joint working between services is paramount and starts at an early stage;
  - as far as possible care experienced young adults are supported to make planned moves into accommodation, so they do not need to access the safety net offered through an emergency housing route; and
  - when care experienced young adults are homeless or threatened with homelessness, we have a clear understanding of what support can be offered and by whom. <sup>2</sup>
- 1.2 This document also details the housing options available to care experienced young adults, who are starting to live independently.

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<sup>1</sup> When we talk about care experienced young adults, we are referring to those young adults who are leaving care; young adults who are care experienced have told us that this is the language they prefer.

<sup>2</sup> Please note that Unaccompanied Asylum Seeking Children (UASC), who are of an age to be leaving care, will also fall within the remit of this Protocol and will be entitled to a full Leaving Care service.

## 2

### Children's Services Offer

This section sets out the support and entitlements owed to care experienced young adults by Cumberland Council, dependent upon their leaving care status. The Council's offer to care experience young adults is set out in detail [here](#) and this is regularly updated.

#### 16/17 Year old Eligible Young Adults

- The young adult will have a social worker and a Pathways Advisor (PA).<sup>3</sup>
- The young adult's PA will stay involved until the YP is 21 years old or potentially 25 years old, dependant on their needs.
- The young adult will either be accommodated under S20 (Children's Act 1989) or cared for and supported under S31 (Children's Act 1989).
- The young adult's social worker is the main point of contact.
- The young adult will have a pathway assessment and plan developed by the social worker, involving the young adult and other relevant involved people (including the PA). This will be reviewed every 6 months as a minimum.
- The young adult's pathway plan will be SMART. It will include accommodation, focussing on the young adult's needs and aspirations as part of a bigger picture linked to their health, education/employment plans, family and/or support networks.
- The young adult will have access to a "Setting up Home" allowance to cover essentials such as curtains, bed and bedding, white goods and television. This payment is to cover the whole period as a care experienced young adult and as such, spending is considered very carefully. Links to the up to date allowances can be found [here](#).
- The young adult will become "Former Relevant" at age 18.
- All Unaccompanied Asylum Seeking Children (UASC) who are cared for and supported, will be entitled to a full Leaving Care service, as outlined above.
- Those UASC, who are aged 18 years and still waiting for the outcome of their asylum application, will continue to be supported by the local authority for their accommodation and living costs until the outcome of their application is known.
- Those UASC, who are aged 18 years, have had all rights refused and have no right to remain and do not qualify under the Human Rights Assessment, would not be entitled to support from the Local Authority for their accommodation and living costs. These young adults would be referred to the Home Office Adult Services.

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<sup>3</sup> See Appendix 1 for additional information on the roles of the Social Worker and PA.

### **16/17 Year Old Relevant Young Adults**

- The young adult will have been cared for at least 13 weeks on or after their 14th birthday AND will have had time in care on or after their 16<sup>th</sup> birthday but are no longer cared for by the local authority.
- The young adult may have a PA but no social worker. <sup>4</sup>
- The young adult's PA will stay involved until the young adult is 21 years old or potentially 25 years old, dependant on an assessment of their needs.
- The young adult will have a pathway assessment and plan developed by the social worker, involving the young adult and other relevant involved people (including the PA). This will be reviewed every 6 months as a minimum. Once they become a relevant young adult, the PA is the plan writer.
- The young adult's pathway plan will be SMART. It will include accommodation, focussing on the young adult's needs and aspirations as part of a bigger picture linked to their health, education/employment plans, family and/or support networks.
- The young adult will have access to a "Setting up Home" allowance to cover essentials such as curtains, bed and bedding, white goods and television. This payment is to cover the whole period as a care experienced young adult and as such, spending is considered very carefully. Links to the up to date allowances can be found [here](#).
- The young adult will become "Former Relevant" at age 18.

### **16/17 Year Old Qualifying Young Adults**

- The young adult will have left care or Special Guardianship order and is not regarded as an "Eligible" young adult.
- The young adult will not generally have a named PA or Pathway Plan.
- The young adult will be able to request advice and assistance but this is at the discretion of the local team manager, dependent upon the needs of the young adult and capacity within the local team.
- The young adult remains "Qualifying" at age 18.
- The young adult may have been a relevant child but has successfully returned to parental care for over 6 months and therefore reverts to qualifying. If this has broken down pre 18 then consideration should be given to changing their status.

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<sup>4</sup> See Appendix 1 for additional information on the roles of the social Worker and PA.

## **18 Year Old Former Relevant**

- The young adult will have been either “Eligible” or “Relevant” whilst aged under 18.
- The young adult will have a named PA.<sup>5</sup>
- The young adult will have a Pathway Plan coordinated by their PA. The Pathway Plan will be reviewed every 6 months or if there is significant change in circumstances; this is done by the PA with the young adult and any other relevant professionals, family or any other person who is important to the young adult.
- The young adult will have access to a “Setting up Home” allowance to cover essentials such as curtains, bed and bedding, white goods and television. This payment is to cover the whole period as a care experienced young adult and as such, spending is considered very carefully. Links to the up to date allowances can be found [here](#).

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<sup>5</sup> See Appendix 1 for additional information on the roles of the Social Worker and PA.

## 3

### Housing Offer: Planned Move

#### **Housing Offer: care experienced young adults making a planned move into accommodation.**

It is important all services working with young adults deliver a consistent message around accommodation, so a young adult understands how we work together to support them and help them to develop the independent living skills needed to sustain a tenancy.

#### **Young adult aged 16+**

During the Pathway planning process when the young adult is aged 15½ – 16, the Children's Services' Youth Homeless & Housing Officer can be engaged in the planning process discussions around housing options to ensure that these are realistic. The relevant officers for Cumberland are:

[Lisa.williams@cumberland.gov.uk](mailto:Lisa.williams@cumberland.gov.uk) 07825 097991

[Helen.walker@cumberland.gov.uk](mailto:Helen.walker@cumberland.gov.uk) 07825 340628

At this point, if the young adult is aged 16 years and is planning to live in Cumberland, they should be supported by their Social Worker/PA, to register on-line with Cumbria Choice Based Lettings ([www.cumbriachoice.org.uk](http://www.cumbriachoice.org.uk)). When a young adult is making an online Choice Based Lettings application, they will be asked to choose which housing provider will administer their application. Once the young adult is registered, the Social Worker/PA should complete the Registration of Applicant for Care Experienced Young Adults' form (Appendix 2) in conjunction with the young adult, and upload this to the young adult's application.

From April 2022, Cumbria Choice will have a new platform/website enabling applicants to manage their own application and place bids more easily online. Notifications, such as review letters will be sent via email. PA's may want to consider adding their contact details (email address/contact number) if it is thought that the young adult may not act upon notifications.

Applicants under the age of 18 can register but will be made inactive until 2 months before their 18<sup>th</sup> Birthday, at which point the young adult or their PA must inform Cumbria Choice so their application can be activated. Providing all eligibility criteria is met (please note any outstanding arrears and ASB will be taken into consideration) and the following applies, Band A will be awarded and the young adult will be able to bid on properties.

<b>Band A: Additional preference for Cumberland Council Care Experienced Young Adults (Former Relevant children) as defined by the Children (Leaving Care) Act 2000 and need to move on</b>
Applicants must be a former “Relevant Child” as defined by the Children Leaving Care Act 2002 and be a young adult at risk of homelessness. The evidence to support this award will be provided by the council’s leaving care service and will consist of confirmation that:
a) All referrals by Children’s Services will be made following the provision of Westmorland and Furness’ Joint Protocol for Young adults
b) The care experienced young adult is ready to move to independent settled housing and is genuinely prepared for a move to independent living
c) The care experienced young adult possesses the life skills to manage a tenancy including managing a rent account.
d) The care experienced young adult has either long term or medium term tenancy support arranged, as required.
e) Ongoing support needs have been assessed and, where appropriate, a support plan is in place and
f) The CCP’s assessing officer agrees that due to the nature and extent of their vulnerability, accommodation in the private rented sector would, through its short-term nature, have a detrimental effect on their well-being
<i>Note: Care experienced young adults will be awarded Band A on proof of their status. If an application for housing is made before it has been determined by the CCP assessing officer that the individual is ready for independent living, taking into account information from the applicant’s support worker and other agencies, the application will not have any bid considered until the support worker presents the evidence to the CCP that the individual is ready to move on and the CCP agree with that evidence.</i>

Under the Choice Based Lettings Policy 16 and 17 year olds can be offered a tenancy however this would mean that they would be offered a tenancy “in trust”; someone, with legal authority i.e. parent, grandparent or Social Worker, would have to sign the tenancy on their behalf. This would only happen if the young adult’s PA provides a supporting letter stating that the individual is ready for independent accommodation.

Where applicants in Band A have not bid within 3 months of being awarded Band A

Band A is an award of additional preference based on an applicant’s very urgent need to be housed. The need to house someone urgently will be undermined if the applicant fails to bid because they may, for example, be waiting for the ‘perfect property’ to become available.

Therefore, an award of Band A will be reviewed after 3 months for any applicant who has not bid, or where the view is that bids have been made but are not realistic.



## **Young adult ready for move on to supported accommodation**

When a young adult is approaching their 18<sup>th</sup> birthday, they will be thinking about their next steps and where they would like to live. For some young adults who are turning 18, their next housing move may still be into supported accommodation to enable them to continue to develop their independent living skills. For young adults, who are aged under 18 years, their PA/Social Worker should complete a First Contact Script for 16 and 17 year olds, in conjunction with the young adult, in order to be referred into the Positive Housing Pathway. The link for the First Contact Script can be found on [this](#) page of the website. The scripts, which are online forms, are automatically sent to the Youth Homeless & Housing Team. All referrals into the Positive Housing Pathway are discussed at a Gateway Group (single point of access to the Pathway); these take place fortnightly via Teams video conference. Gateway Groups have a core membership and additional professionals, who know the young adult being discussed, are invited – these invites can be extended to anyone who is supporting the young adult and include someone the young adult asks to be their advocate. The purpose of these multi-agency discussions is to identify the next steps to progress the young adult's referral and include identification of the relevant services to support the young adult and actions will be allocated to relevant professionals to enable this.<sup>6</sup> The accommodation, which is commissioned as part of the Positive Housing Pathway, has three priority groups, of which care experienced young adults are one.

## **Young adult ready for move on to independent living**

For young adults who are looking to live independently aged 18 years with their current placement coming to an end on their 18<sup>th</sup> birthday, their social worker or PA should contact their local housing team a minimum 2 months before the young adult turns 18 years. Ideally (following best practice) contact should be made much earlier e.g. 6 months in advance of the young adult turning 18 years. This will enable the young adult, their PA and the Housing Options Advisor to explore accommodation options, carry out an assessment of their housing needs and plan accordingly.

When a care experienced young adult is turning 18 years, is ready to live independently and wants to apply for a property through Cumbria Choice Based Lettings, their PA will need to complete an Activation for Care Experienced Young Adults' Priority Band A (Appendix 3). This will confirm that the young adult is ready to start bidding through CBL, will provide relevant updates (as appropriate) and will give consent for their PA to be contacted and involved throughout the process. It is recommended that PAs attend property viewings and tenancy sign-up meetings (or ask a colleague to attend in their place), as far as possible. Young adults who are making the transition to live independently can be referred (or re-referred) back to the Positive Housing Pathway's Gateway Group to explore whether flexible support would be needed to help the young adult experience a positive start to their tenancy; this service can also help with sourcing basic items of furniture for those young adults in need. A First Contact Script for 18-24 Year Olds will need to be completed in conjunction with these young adults. The online form will be automatically sent to the Youth Homeless & Housing Team and the young adult will be added to the agenda for the next Gateway Group. The link for the First Contact Script can be found on [this](#) page of the website.

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<sup>6</sup> See Cumberland Young Adult's Housing Pathway Leaflet in the Related Documents at [Youth homelessness - information for professionals | Cumberland Council](#) for further detail on the Positive Housing Pathway.

## 4

### Housing Offer: Young Adult Homeless or Threatened with Homelessness

#### Housing Offer: care experienced young adults who are homeless or threatened with homelessness within 56 days

*If a young adult (aged between 16-24) is homeless or threatened with homelessness and they wish to apply for supported accommodation/emergency accommodation/Housing Intervention Support Worker, a First Contact Script must be completed. These are online forms and the links are can be accessed from our website here [Joint Protocol for Homeless Young adults in Cumberland](#).*

Following on from this, the young adult will be discussed at the next Gateway Group; these are multi-agency discussions to explore what services can be offered through the Positive Housing Pathway and will involve all relevant agencies including the young adult's PA and Social Worker, an officer/manager from the relevant locality's Housing Options Team, a representative from Riverside (as the provider of short-term and emergency accommodation within the Positive Housing Pathway), representatives from the Cumberland Youth Homeless & Housing Team, and any other relevant, involved professionals. These discussions will cover issues such as whether a Public Duty to Refer has been done and what can appropriately be shared from the young adult's Pathway Plan.

Care experienced young adults who are provided with temporary or supported accommodation, are responsible for managing their accommodation, and keeping to the conditions of the tenancy or accommodation agreement. This includes paying their accommodation charges, being responsible for their own behaviour, the behaviour of their visitors, and engaging with support providers.<sup>7</sup>

If a care experienced young adult does not keep to the conditions of the agreement, they are at risk of losing their accommodation. If a care experienced young adult is living in supported accommodation and is felt to be at risk of losing their tenancy, the Sustaining Tenancies and Eviction Prevention (STEP) Procedure will be followed. This focuses on early identification of tenancies which may be at risk, early intervention and early referral back to the Gateway Group for multi-agency discussions and identification of further support (for more information, see the STEP Procedure on our [Overview of the Positive Housing Pathway](#) page). If a care experienced young adult is in temporary accommodation, Housing and Children's Services (through the young adult's PA) will work together on all cases where a care experienced young adult is at risk of losing their accommodation to provide the necessary advice and support about future options; this can include requesting a Pathway Plan review, if a experienced young adult's tenancy is at risk.

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<sup>7</sup> In case of disagreement at any point in the process, we have agreed to use the Cumbria LSCB Escalation Procedure; this can be found at [http://cumbrialscb.proceduresonline.com/chapters/p\\_conflict\\_res.html?zoom\\_highlight=escalation](http://cumbrialscb.proceduresonline.com/chapters/p_conflict_res.html?zoom_highlight=escalation) .

The Homelessness Reduction Act came into force on 3<sup>rd</sup> April 2018; this gives housing authorities a duty to prevent and relieve homelessness where the threat of homelessness is within 56 days. The duty extends to addressing the causes of homelessness, as well as relieving the physical impact, in order to find a long-term solution and reduce repeat homelessness.

Where possible, best practice would be to make a referral well in advance of the 56 days of a care experienced young adult's 18th birthday. Discussions at this point will need to cover what work has been undertaken to date to secure accommodation and why this has not been successful. Temporary accommodation provided by Housing Options Teams should be a last resort for care experienced young adults, who ideally will be supported to move from care into a tenancy, with the key skills they need to live independently and support to build on their strengths.

We acknowledge and agree with the Guidance provided by Ministry of Housing, Communities & Local Government in that, "It is therefore essential that children's services and housing services work together to plan and provide services that are centred on young adults and their families and prevent young adults from being passed back and forth between services."<sup>8</sup>

In Cumberland, this means that:

- For young adults aged 16 and 17 years, who are open as care experienced young adults and homeless or threatened with homelessness within 56 days, actions relating to their Personalised Housing Plan will be incorporated into their Pathway Plan.
- For young adults aged 18 years+, who have an Early Help or Pathway Plan and who are homeless or threatened with homelessness within 56 days, a Personalised Housing Plan must be completed by the local Housing Options Team. However, the actions within the Personalised Housing Plan should, where possible, align with the housing related actions within the young adult's Early Help or Pathway Plan.

### **Local Connection**

- The definition of a 'local connection' for young adults leaving care was amended by the Homelessness Reduction Act so that a care experienced young adult has a local connection to the area of the local authority that cared for them (young adults for whom Cumberland Council is the corporate parent, can have a local connection to any of the 3 localities – Allerdale, Carlisle, Copeland). Following on from Local Government Reorganisation, it has been agreed that all care experienced young adults will retain a local connection to the whole of Cumbria. This means that when the First Contact Script is being completed, it would be useful to clarify where the young adult wishes to secure accommodation. A First Contact Script or homeless application should be completed by the area to which the young adult presents and

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<sup>8</sup> Ministry of Housing, Communities & Local Government, April 2018: Prevention of homelessness and provision of accommodation for 16 and 17 year old young adults who may be homeless and /or require accommodation. Guidance to children's services and local housing authorities about their duties under Part 3 of the Children's Act 1989 and Part 7 of the Housing Act 1996 to secure or provide accommodation for homeless 16 and 17 year old young adults.

submitted as normal. If this needs to be shared with Westmorland & Furness or other housing locality teams, this will be done by the relevant professional to whom the young adult presents, to ensure that the young adult is not required to repeat their story/have to complete 2 forms.

- Additional provision is made for care experienced young adults who have been placed in accommodation, under section 22A of the Children Act 1989, in a different locality to that of the children's services authority that owes them leaving care duties. If they have lived in the other locality for at least 2 years, including some time before they turned 16 years, they will also have a local connection with that locality until they are 21 years. In relation to care experienced young adults, for whom Cumberland Council is their corporate parent, efforts should be made (prior to Gateway Group discussions) to identify the localities where the young adult wishes to live, so that all Housing Options representatives can be involved in the Gateway Group discussions.

### **Duty to Refer**

The Duty to Refer element of the HRA came into force on 01 October 2018. This places a duty on public authorities to notify their local Housing Authority when one of its service users may be homeless or threatened with homelessness within 56 days and if they consent to the referral. The purpose of this is to prevent homelessness where possible. Authorities must ask the service user how they can be contacted by the local authority and this should be shared in the referral. The list of public authorities upon which the Duty falls, includes:

- Prison (public and private);
- Youth Offender Institutes;
- Secure training centres;
- Secure colleges;
- Youth justice teams;
- Probation Service;
- Jobcentre Plus;
- A&E services provided by hospitals;
- Urgent treatment centres;
- Hospitals in their capacity of providing in-patient treatment;
- Social services authorities.

For further information or to make a referral, please go to:

[Allerdale Locality](#)

[Carlisle Locality](#)

[Copeland Locality](#)

If a care experienced young adult has nowhere to stay, they may be eligible to be provided with emergency accommodation, however this will depend on their personal circumstances. The Homeless Teams do not have a duty to provide emergency accommodation to everyone who is homeless; care experienced young adults, their Social Worker or PA will need to contact the Housing Options Service for an assessment of whether they meet the criteria for accommodation to be provided.

If it is not possible to prevent the care experienced young adult from becoming homeless, they may wish to make a full homeless application. There are five tests that the law requires all Local Authorities to apply to a homeless application in order to determine what duty, if any, may be owed to them:

- Are they eligible for assistance?
- Are they actually homeless, or are going to be within the next 56 days?
- Do they have a priority need for accommodation?
- Are they intentionally homeless?
- Do they have a local connection to the Cumberland area?

### **Emergency Accommodation: Allerdale Locality Housing Options**

Allerdale Locality Housing Options Team offers temporary short-term accommodation options within their homeless portfolio; this includes a variety of bed spaces across the locality for families and single people aged 18+. This only becomes an option as part of a homeless application and should be used as a last resort rather than short term accommodation. Contact Allerdale Housing Options on 01900 702662.

### **Emergency Accommodation: Carlisle Locality Housing Options**

Carlisle Locality Housing Options Team has 50 units of emergency temporary accommodation included in their portfolio. This includes a variety of self-contained and shared properties in Carlisle accommodating single women and families, males and young adults over 16. Access is through Carlisle Homelessness, Prevention and Accommodation Services Team. Please contact 01228 817079.

### **Emergency Accommodation: Copeland Locality Housing Options**

For any child, who is cared for by the Council or care experienced young adult, who is at risk of placement breakdown or threatened with homelessness, an emergency review meeting is called. For those young adults who fall into this position and are aged 18+, this meeting should invite a Housing/Homeless Officer and should link to actions in their personalised housing plan.

### **Riverside Emergency Temporary Accommodation**

Riverside Emergency Temporary Accommodation is a Children Service's commissioned scheme to deliver emergency, temporary accommodation, which can:

- Be used to provide some respite for a young adult while alternative options are explored.
- Place some young people with a criminal record, history of substance misuse or previous aggressive behaviour. They do the risk assessment on an individual, case-by-case basis and will look into the young adult's current situation, the circumstances

around any past incidents, any possible triggers and other relevant information prior to them being offered the emergency accommodation. If any identified risks can be managed, and the young adult can safely abstain from using any substances while they are in the emergency accommodation, then they will still look to offer them a place.

- Offer a young adult their own room, access to shared bathroom with shower, washing machine, and cooking facilities.
- Prioritise a young adult who is already using emergency accommodation, for a placement the following night, if they or the referral agency contact them before midday the following day.
- Place a young adult without a local connection to a specific area.

In cases of immediate homelessness, and to refer to the Riverside Emergency Temporary Accommodation, please complete a First Contact Script, which can be found on [this](#) page of the Youth Homeless & Housing Website.

For further details, please contact: The Whitehaven Foyer on [ypswf@riverside.org.uk](mailto:ypswf@riverside.org.uk)

## 5

### Accommodation Options: Cumberland

#### Accommodation Reality Check

Support to identify appropriate accommodation options can be sought from:

Name	Role	Contact Details
Diane Harrison	Youth Homeless & Housing Team Manager	07876 650164 <a href="mailto:Diane.harrison@cumberland.gov.uk">Diane.harrison@cumberland.gov.uk</a>
Lisa Williams	Youth Homeless & Housing Officer	07825 097991 <a href="mailto:Lisa.williams@cumberland.gov.uk">Lisa.williams@cumberland.gov.uk</a>
Helen Walker	Youth Homeless & Housing Officer	07825 340628 <a href="mailto:Helen.walker@cumberland.gov.uk">Helen.walker@cumberland.gov.uk</a>
Holly Cosgrove	Allerdale Locality Housing Options	01900 702660 <a href="mailto:Holly.cosgrove@cumberland.gov.uk">Holly.cosgrove@cumberland.gov.uk</a>
Caroline Graham	Carlisle Locality Housing Options	01228 817089 <a href="mailto:Caroline.graham@cumberland.gov.uk">Caroline.graham@cumberland.gov.uk</a>
Gemma Coward	Copeland Locality Housing Options	01946 598431 <a href="mailto:Gemma.coward@cumberland.gov.uk">Gemma.coward@cumberland.gov.uk</a>

Any move is best done in a planned way and discussions around accommodation can begin as early as when the young adult is aged 15 or 16 years old as part of their pathway planning, even if the young adult does not plan to move on immediately.

***For further information around young adults' housing options in Cumberland and living independently, please check out: [Youth Homelessness | Cumberland Council](#)***

#### Pre-Tenancy Learning

Any young adult who is planning to live independently, can access the Digital Badge Academy and complete the Pre-Tenancy badges (this is free of charge). These badges can be completed online at a time and place to suit the young adults - either with their PA, other support worker or on their own. Once a young adult has registered with the Academy, they can undertake any of the badges; there are badges specifically aimed at care experienced young adults, pre tenancy badges as well as badges under the themes of relationships, mental health and health and wellbeing. The badges can be found at <https://www.credly.com/organizations/cumbria-county-council/badges>.

## Supported Accommodation Options: Young Adults (16-24 years)

### Homestays

Homestays is a county-wide service ran alongside Cumbria Fostering, the service is hosted by Cumberland and covers Westmorland and Furness and Cumberland Councils. It is a supported lodgings scheme primarily for young adults who are care experienced. The providers are assessed Homestay carers. Young adults are offered a room within the provider's home, with support to enable them to develop independent living skills. Providers may also be referred to as landlords. The plan would link with the accommodation section of the young adult's pathway plan and be regularly reviewed. The aim is to bridge the gap between foster or residential care through to living independently in a successful way. Homestays may also be able to offer some time limited outreach support to young adults in transition to their new accommodation. Contact details:

[ain.jamieson@cumberland.gov.uk](mailto:ain.jamieson@cumberland.gov.uk) 07876 577094

[Angela.owens@cumberland.gov.uk](mailto:Angela.owens@cumberland.gov.uk) 07881 002630

[Kamila.Sosnowy-Trzeciak@cumberland.gov.uk](mailto:Kamila.Sosnowy-Trzeciak@cumberland.gov.uk) 07876 035807

Requests for the service can be completed by Social Workers or Leaving Care Workers through LCS.

### Young Adults' Supported Accommodation

The provider of supported accommodation through the Positive Housing Pathway for young adults in Cumberland is Riverside:

- Whitehaven Foyer with 15 units;
- Carlisle (Freshfields) with 13 units.

Our ambition for young adults in the service is that:

- Young adults receive the right help at the right time.
- Young adults receive a service that is personalised to their needs, from a service offer which is consistent across the county.
- Young adults who access our services go on to experience a bright and fulfilling future, free from the threat of homelessness.

Our ambition for this service is that, from the first point of contact with a young adult who is experiencing homelessness/threatened with homelessness, everyone working in this service area sees the potential in that young adult and plays their part in shifting that young adult from a point of crisis, to give them hope for the future.

For 16 and 17-year-olds, the referral process requires completion of the First Contact Script with the consent element signed. The link for the First Contact Script can be found on [this](#) page of the website.

For young adults aged 18 years+, the referral process requires completion of the First Contact Script with the consent element signed. The link for the First Contact Script for young adults aged 18-24 years can be found on [this](#) page of the website.



Priority will be given to:

- Young adults for whom Cumberland Council has a statutory duty (16 and 17-year-olds, who are homeless or threatened with homelessness);
- Young adults for whom Cumberland Council has a statutory duty (formerly cared for children/care experienced young adults);
- Young adults aged under 18 leaving custody.

Eligibility will remain for young adults aged 18-24 years, dependant on capacity.

All referrals into the Positive Housing Pathway will be discussed by a multi-agency Gateway Group. If the young adult is wanting to explore supported accommodation, a Getting to Know You conversation will be held; these are done using a Signs of Wellbeing approach and adopt a strengths-based approach to discussions. Acceptances are dependent on voids, appropriateness of the referral/strengths with which the young adult presents plus the needs of other residents, as determined by the individual scheme.

## Young adult ready for move on to independent living

### Accommodation Options (Young Adults 18 years+)

#### Riverside

Riverside offer short term supported accommodation for young adults aged 16 – 24 years, with a total number of 15 beds in Whitehaven Foyer and 13 beds in Carlisle at (Freshfields). All referrals need to be done via a [First Contact Script](#) and discussed at the Gateway Group of the Positive Housing Pathway; contact Lisa Williams ([lisa.williams@cumbriand.gov.uk](mailto:lisa.williams@cumbriand.gov.uk)) or Helen Walker ([Helen.Walker@cumberland.gov.uk](mailto:Helen.Walker@cumberland.gov.uk)) in the first instance.

#### Key 2 Succeed (Riverside) – Lindisfarne Street, Carlisle

This is affordable accommodation for 18-25 years olds who may be moving on from supported accommodation, those who are studying at college/university or for those who are in work and don't require support. Although this accommodation is not supported, tenants are required to undertake a tenancy programme and a mentor will be available. Five single occupancy bedrooms across four flats. Each with its own lockable door. Contact: Diane Jukes (Riverside) [diane.jukes@riverside.org.uk](mailto:diane.jukes@riverside.org.uk) or [chris.smith@riverside.org.uk](mailto:chris.smith@riverside.org.uk).

#### Cumbria Choice-Based Letting Scheme

Cumbria Choice-Based Letting Scheme (Cumbria CBL) offers a range of social rented properties from housing associations. This can be accessed through an online bidding system, for young adults aged 18 years+. Available properties are advertised on the CBL website; young adults need to register on the website and have their application activated before they are able to bid on properties. Bids are prioritised based on bands A – C in line with Cumbria Choice policy. Band A is classed as "Urgent Housing Need To Move." Care experienced young adults are eligible to go into Band A (on confirmation of their eligibility and their readiness to live independently and tenancy skills). Offers for properties are made to applicants in order of their banding (so if no-one in Band A or B applies for a property, the property could be offered as a first choice to an applicant in Band C). <http://www.cumbriachoice.org.uk>.

#### Allerdale Locality

#### Turning Point

Turning Point offer short term supported accommodation (up to 6 months) for adults aged 18+ with a total of 12 beds based at 17-19 Falcon Street and Mossbay Road Workington. Contact number 01900 873301.

## **Stonham**

Stonham offer short term supported accommodation (up to 6 months) for adults aged 18+ with a total number of 11 beds based at Sandstones Harrington Road, and dispersed properties. Contact number 03001 317984.

## **Richmond Fellowship, Fell House**

The Richmond Fellowship's criteria for Fell House is adults aged 18+, who must have mental health issues and support, must have a Social Worker/CPN and no alcohol/drug issues. Contact: Lesley O'Leary on 0738 4248997.

## **Westfield Housing Association**

Westfield Housing Association also holds properties in Allerdale Locality however their properties are not available on-line. Applications are made via an application form, and these are available from Allerdale Locality Housing Options Team on 01900 702662 or from Westfield Housing on 01900 872579.

## **Copeland Locality**

### **Calderwood House**

Calderwood House is a local voluntary organisation based in Egremont, which provides 24 hours support for those aged 18+ in need of accommodation; in particular they prioritise ex-military personnel. Calderwood House is an abstinence-based project, which means drugs and alcohol are not allowed. They have regular drug and alcohol testing on site. Contact: Copeland Housing Options on 01946 598 300 for referral details.

### **Private Rented Sector**

Nearly all of Cumberland's privately rented housing is owned by individual landlords who advertise vacancies in the local press. A list of private landlords is held by local Housing Options Teams and they can be approached for advice on private landlords. It is also worthwhile looking at the advertisement postcard displays in the shops in the area where the care experienced young adult wants to live, especially newsagents and convenience stores. Adverts can often be found on social media e.g. Facebook or alternatively young adults can place an advert to say they are looking for a certain type of accommodation, however checks will need to be carried out to ensure this is suitable accommodation. If a young adult is wanting to rent a flat privately, it is worth doing a budgeting exercise to ensure that they can afford the rent as additional bills such as Council Tax, electricity, gas and water will also be payable.

More information on the Private Rented Sector can be accessed using the links below:

[Allerdale Locality](#)

[Carlisle Locality](#)

[Copeland Locality](#)

## Financial Assistance Available

**Allerdale Locality Prevention Fund:** The Allerdale Prevention Fund is a discretionary payment, which can be made by the Housing Options Team to a landlord to cover rent in advance or deposit costs. Decisions are made on a case-by-case basis and the council will need to be satisfied that the applicant:

- Is in housing need – the applicant is homeless or threatened with homelessness;
- Has a local connection to the district (please see below for further detail on what this means);
- Is aged 18 or over; and
- Has a vulnerability (people without a vulnerability may be considered, depending on circumstances).

In order to apply an appointment needs to be made with the Housing Options Team to discuss circumstances. Contact the Housing Options Team on 01900 702 660.

**Carlisle Locality Deposit Guarantee Scheme:** The Carlisle Deposit Guarantee Scheme comes in the form of a bond or deposit guarantee. The bond or deposit acts as a deposit to cover any uninsured loss or damage to a property for which the applicant is responsible. The bond is usually a fixed period between 6 and 12 months and is normally the equivalent of up to 1 month rent (up to a maximum of £450).

The council will need to be satisfied that the applicant is:

- In housing need – the applicant is homeless or threatened with homelessness;
- Has a local connection to the district (see below for what this means);
- Is aged 18 or over; and
- Is on a low income (including benefits or employment) therefore does not have the financial means to access private rented accommodation without assistance through the scheme.

The application form and additional guidance can be found on-line at <http://carlisle.gov.uk/Residents/Housing-and-Homeless/Information-for-the-homeless>  
Contact: Caroline Graham (Carlisle Locality Housing Options Team) on 01228 817089.

**Copeland Locality Rent Deposit Scheme:** The Copeland Rent Deposit Scheme comes in the form of a deposit guarantee. The deposit covers any uninsured loss or damage to a property for which the applicant is responsible and can also be used to provide an upfront rent payment (1 month). Decisions are made on a case-by-case basis and the council will need to be satisfied that the applicant:

- Is in housing need – the applicant is homeless or threatened with homelessness;

- Has a local connection to the district (see below for further information on what this means);
- Is aged 18 or over; and
- Is on a low income (including benefits or employment) therefore does not have the financial means to access private rented accommodation without assistance through the scheme;
- Has a suitable property - the property has to be inspected and passed by Copeland Housing Team's Inspectors; and
- Has not accessed the scheme before or, if they have, has fully complied with the terms and conditions to the extent that the Council has received the deposit back from the landlord.

For further information and to make an appointment to discuss this further, please contact the Housing Options Team on 01946 598 300.

### **What does it mean to have a local connection?**

#### **Local Connection**

- The definition of a 'local connection' for young adults leaving care was amended by the Homelessness Reduction Act so that a care experienced young adult has a local connection to the area of the local authority that cared for them (young adults for whom Cumberland Council is the corporate parent, can have a local connection to any of the 3 localities – Allerdale, Carlisle, Copeland). Following on from Local Government Reorganisation, it has been agreed that all care experienced young adults will retain a local connection to the whole of Cumbria. This means that when the First Contact Script is being completed, it would be useful to clarify where the young adult wishes to secure accommodation. A First Contact Script or homeless application should be completed by the area to which the young adult presents and submitted as normal. If this needs to be shared with Westmorland & Furness or other housing locality teams, this will be done by the relevant professional to whom the young adult presents, to ensure that the young adult is not required to repeat their story/have to complete 2 forms.
- Additional provision is made for care experienced young adults who have been placed in accommodation, under section 22A of the Children Act 1989, in a different locality to that of the children's services authority that owes them leaving care duties. If they have lived in the other locality for at least 2 years, including some time before they turned 16 years, they will also have a local connection with that locality until they are 21 years. In relation to care experienced young adults, for whom Cumberland Council is their corporate parent, efforts should be made (prior to Gateway Group discussions) to identify the localities where the young adult wishes to live, so that all Housing Options representatives can be involved in the Gateway Group discussions.

Local connection is about someone's links with an area. A care experienced young adult can have a local connection with a local council's area if they fall into one of the following categories.

- ***They live in the area***

If they have lived in the area for six months out of the past 12, or three years out of the past five, they have a local connection.

They will not qualify if they have only lived in an area because they have been in a prison or a hospital there. But they do have a local connection if they were posted there by the armed forces.

- ***They have close family in the area***

They have close family, who have lived in the area for at least five years. Close family is limited to their mother, father, siblings or grown up children. They won't have a local connection with an area any dependent children live in, if this is different to where they live. They may also have a local connection if they were brought up in the area by a different family member such as an aunt, uncle or grandparent.

- ***They work in the area***

Their employment doesn't have to be full-time; part-time work counts. Self-employed people can have a local connection if they mainly work in the council's area.

## Appendix 1: Role of Social Worker and Pathways Advisor

### Role of Social Worker and Pathway Advisor (PA) for an 'Eligible' young adult (aged 16-18)<sup>9</sup>

The Social Worker is responsible for preparing and ensuring a young adult's pathway plan is reviewed at least every six months, or when a significant change takes place (for example if they move accommodation). If the young adult is in supported housing accommodation, the housing provider should be invited to this review.

The local authority, represented by the Social Worker is responsible for where the young adult is living and for associated costs (there are cases where Health and/or Education are also involved in decisions around where a young adult lives and associated costs but this will all be clear in the Pathway Plan).

The Pathway Advisors' (PAs) role is to support the young adult to have their views heard and taken account of, to advise the young adult on their options and help them to understand the processes and responsibilities involved in moving toward independence. A PA will always listen to a young adult's views, but this does not mean they will promote them, if they are unrealistic or dangerous.

Between the ages of 16-18 years, the PA will assume a greater 'hands on' role with the young adult, for example accompanying them to housing appointments, helping them complete CBL forms etc. The PA works alongside the Social Worker, in alignment with a Pathway Plan that has been agreed with the young adult and by the Local Authority. Where a young adult has disagreements, these will be clearly documented in the plan, for example if the social worker and the PA agree the young adult lacks the skills and maturity to have their own tenancy at 18 years but the young adult thinks they do, this will be documented in the plan.

The young adult is entitled to have a named PA, who will see them at least every three months. Their Social Worker will continue to also see them regularly, between 6 weekly and 3 monthly, depending if their placement is seen as 'long term' and stable.

The Social Worker holds case responsibility for this young adult so it is important they are kept informed, but the PA is the person most likely to take forward any accommodation plans for young adults moving into semi or independent living.

This young adult is entitled to a Setting Up Home Allowance from Cumberland Council of up to £2205.<sup>10</sup> Unless there is good reason, this is not usually used before aged 18 years but

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<sup>9</sup> The terms 'Eligible', 'Relevant', 'Former Relevant' and 'Qualifying' are all legally defined in the Children (Leaving Care) Act 2000.

<sup>10</sup> For full details of financial entitlements, please click [here](#)

any purchases being considered need to be agreed in advance with the PA and have the approval of the relevant Team Manager.

### **Role of a Pathway Advisor (PA) for ‘Relevant’ young adults (aged 16-18) but no longer cared for (no Social Worker)<sup>11</sup>**

The PA is responsible for preparing and ensuring a young adult’s pathway plan is reviewed at least every six months, or when a significant change takes place, for example if they move accommodation. This review will be referred to as a Pathway Plan Review (PPR). Housing providers would often be invited to this review if the young adult is in supported accommodation.

For ‘Relevant’ young adults the young adult and the PA are the point of contact. The responsibility for associated housing costs for a young adult aged under 18 years, sits with the responsible local authority.

The PA holds case responsibility for this young adult and needs to be kept informed of any housing related issues for this young adult.

This young adult is entitled to a Setting Up Home Allowance from Cumberland Council; they will work with their PA on how and when this is spent.<sup>12</sup> Any purchases need to be agreed in advance with the PA and have the approval of the relevant Team Manager.

### **Role of a Pathway Advisor (PA) for ‘Former Relevant’ young adults (aged 18-21)<sup>13</sup>**

The PA is responsible for preparing and ensuring a young adult’s pathway plan is reviewed at least every six months, or when a significant change takes place for example if they move accommodation. This review will be referred to as a Pathway Plan Review (PPR). Housing providers would often be invited to this review if the young adult is in supported accommodation and the young adult wishes for them to attend.

For ‘Former Relevant’ young adults the young adult and the PA are the point of contact, consent to share information needs to be in place as this young adult is an adult. The young adult can withdraw consent to share information with the PA any point.

The responsibility for associated housing costs for a young adult aged 18+years sits with the young adult, often with financial support from the Benefits Agency (e.g. through Universal Credit).

The PA holds case responsibility for this young adult and needs to be kept informed of any issues relating to housing for this young adult, dependent on the young adult having given consent.

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<sup>11</sup> The terms ‘Eligible’, ‘Relevant’, ‘Former Relevant’ and ‘Qualifying’ are all legally defined in the Children (Leaving Care) Act 2000.

<sup>12</sup> For full details of financial entitlements, please click [here](#)

<sup>13</sup> The terms ‘Eligible’, ‘Relevant’, ‘Former Relevant’ and ‘Qualifying’ are all legally defined in the Children (Leaving Care) Act 2000.



This young adult is entitled to a Setting Up Home Allowance from Cumberland Council; they will work with their PA on how and when this is spent.<sup>14</sup> Any purchases need to be agreed in advance with the PA and have the approval of the relevant Team Manager.

### **Role of Leaving Care post 21**

The local authority is responsible to provide advice and assistance to care experienced young adults up to the age of 25 years.

The local authority will assess the needs presented by a young adult if they contact the service, and make a decision, based on assessed need whether a young adult needs a named PA and a Pathway Plan which is subject to regular review.

Young adults can continue to request access to any balance in their Setting Up Home Allowance, at the discretion of the relevant Team Manager up to the age of 25.

### **Role of Local Authority in relation to 'Qualifying' young adults<sup>15</sup>**

These young adults are entitled to advice and assistance, which can include financial assistance; this is at the discretion of the relevant Team Manager.

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<sup>14</sup> For full details of financial entitlements, please click [here](#)

<sup>15</sup> The terms 'Eligible', 'Relevant', 'Former Relevant' and 'Qualifying' are all legally defined in the Children (Leaving Care) Act 2000.



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## Appendix 3: Care Experienced Young Adults' Priority Band A Activation Form

This form should be used to activate the priority for a care experienced housing applicant, who is already registered through Choice Based Lettings and is ready to start bidding for properties (care experienced young adult aged 17+ years).

<b>Name of Applicant:</b>	<b>Date of Birth:</b>
<b>Correspondence Address for Applicant:</b>	
<b>Telephone Number:</b>	<b>Email:</b>
<b>Housing Registration Number:</b>	
<b>Name of Pathway Advisor (PA):</b>	
<b>Email:</b>	
<b>Mobile telephone number:</b>	
<b>CONSENT</b>	
<b>I do / do not consent for my PA to be contacted regarding my housing application and any on-going bids.</b>	
<b>Signed</b>	
<b>Print Name</b>	
<b>Date</b>	

**How can the applicant demonstrate they are ready to live independently?  
(For example, have they completed any pre tenancy training? Have they completed any Cumberland Council Digital Badges on Independent Living, if so please list which?)**

**Risk assessment/Evidence to show ready for move on**

**Please outline any risks/needs associated with the applicant moving into an independent tenancy.**

<b>Risk/Evidence</b>	<b>Date</b>	<b>Please give relevant details</b>
<b>Harm to others</b>  e.g. risk to child, violence to family, staff, friends or general public, sexual assault or arson.		
<b>Harm from others</b>  e.g. risk of physical, sexual, emotional or financial abuse, gang affiliation.		
<b>Communication issues</b>  e.g. literacy skills, preferred language or form of communication.		
<b>Support Plan attached YES/NO</b>  <b>If No please give reason</b>  (Please note the applicant must give consent for their plan to be shared and only relevant sections of a plan would be shared.)		

**Has there been any change in immigration status of applicant?**

**If yes, please include home office documents**

<b>Does the applicant have rent arrears? Yes/No</b>	
<b>If yes balance outstanding    £</b>	
<b>Is client making a regular pattern of repayment? Yes/No</b>	
<b>Any other relevant information/changes in applicants circumstances</b>	
<b>Form completed by:</b>	<b>Date:</b>

**Appendix 4**

# Cumberland Young Adults' Positive Housing Pathway:

## An Overview

**May 2024**

## Cumberland Young Adults' Positive Housing Pathway

### CONTEXT

In 2019, we undertook a service review of our commissioned supported accommodation services for young adults. We also looked at models of national best practice and choose to adopt a Positive Housing Pathway model as devised by St Basil's. From 1<sup>st</sup> April 2020, the Council's service response to young adults who are homeless or threatened with homelessness will be delivered through our Positive Housing Pathway model.

The purpose of this leaflet is to clarify the service offer at the different stages of this model.

### PATHWAY AMBITIONS

Our ambition for the young adults in our service is that:

- Young adults receive the right help at the right time.
- Young adults receive a service that is personalised to their individual needs, from a service offer which is consistent across the county.
- Young adults who access our services go on to experience a bright and fulfilling future, free from the threat of homelessness.

Our ambition for this service is that, from the first point of contact with a young adult who is experiencing homelessness/threatened with homelessness, everyone working in this service area sees the potential in that young adult and plays their part in moving that young adult from a point of crisis, to give them hope for the future.

### PRIORITY GROUPS

Priority will be given to:

- Young adults for whom the Council has a statutory duty (16-17 year olds threatened with homelessness);
- Young adults for whom the Council has a statutory duty (formerly cared for children);
- Young adults aged under 18 leaving custody.

Eligibility will remain for young adults aged 18-24 years, dependant on capacity.

## CUMBERLAND YOUNG ADULTS' POSITIVE HOUSING PATHWAY: STAGES

### 1. Universal information and Advice

We have a website [Youth Homelessness | Cumberland Council](#) which includes information targeted at 3 core groups:

- Young adults;
- Parents/carers; and
- Professionals.

The website features short film clips of young adults who have been in the service talking about their experience and giving advice to other young adults in their situation. All sections contain information about our Joint Protocol and contact details for the Youth Homelessness and Housing Officer(s), who will work to support young adults aged 16+ who are homeless or threatened with homelessness.<sup>1</sup>

The website has the most current version of the First Contact Script, this can be completed by any professional to help identify a young adult's needs and to start their referral into the Pathway; this must be completed by the referrer in conjunction with the young adult. There are two First Contact Scripts to be used dependent on the age of the young adult. The link for both First Contact Scripts can be found on [this](#) page of the website.

We have developed two "Tackling Homelessness" lesson plans, which have been accredited by the PSHE Association and are available free of charge on their [website](#). These aim to make young adults aware of the realistic housing options for young adults living independently aged 16+, talk about the financial aspects of living independently at an early age and signpost them to relevant support. We are happy to co-deliver these in local schools, colleges or to other targeted groups. For further details, please contact your local Youth Homelessness & Housing Officer.

### 2. Early Help (Targeted)

In addition to offering general advice and information, our Youth Homelessness and Housing Officers will work with young adults who are threatened with homelessness to explore their options and find an outcome that works for them. Our starting point is always that young adults are better off living at home or in the wider family network, if it is safe for them to do so. We have well-established partnership working to ensure that the right agencies are supporting young adults, based on their assessed need. If additional support is needed for a young adult or the risk around a young adult is felt to be escalating, we can take these young adults for discussion at one of our Early Help Panels (with their consent) to problem solve with a wide range of partner agencies.



### **3. Gateway Group (Single Point of Access)**

From 1<sup>st</sup> April 2020, we have a Gateway Group, this is our single point of access for Cumberland into the Young Adult's Housing Pathway. We discuss and allocate referrals into the Pathway; these referrals are for emergency accommodation, short-term accommodation, homeless prevention and/ or flexible support. The Gateway Group oversees all the stages of the Pathway from referral to termination of support, it is solution focussed and facilitates multi-agency discussions based around the needs of the young adult and the sustainability of the support. The Group meets fortnightly via Teams. The Group is chaired by the Service Lead for Youth Homelessness in Cumberland and core members include housing partners, short-term and emergency housing providers and other relevant local partners.

## **Positive Housing Pathway Process**

First Contact Script (FCS) completed (either 16-17 years or 18-24 years)

Online FCS can be accessed [here](#).

Young adult added to Gateway Group tracker and Gateway Group Agenda.

### **Public Duty to Refer:**

If Young adult is homeless or at risk of homelessness within 56 days, referrer to request consent for Public Duty to Refer:

[Carlisle](#)

[Allerdale](#)

[Copeland](#)

### **URGENT REFERRALS**

See Urgent Referral Procedure:

Referrer telephones Hub

Youth Homeless & Housing Officer progresses accommodation discussions including emergency accommodation.

### **GETTING TO KNOW YOU (Mapping)**

Completed by provider either:

1. Prior to Gateway Group as Urgent referral
2. Prior to Gateway Group as Non-urgent referral
3. After Gateway Group as action.

### **GATEWAY GROUP MEETING**

Attended by core members plus additional professionals, who know the young adult.

Actions agreed and recorded.

Cumberland has adopted a Signs of Safety approach and this has been built into the commissioned services; this will enable partners to adopt a strengths based approach with our young adults.

#### **4. Commissioned Accommodation and Flexible Support**

In the Positive Housing Pathway, young adults receive a package of support based on their individual needs, which is reviewed regularly. This support is designed to enable them to move on, able to manage their own tenancy. Young adults are discussed by the Gateway Group at the point of referral and providers are able to bring young adults, who are experiencing problems in their tenancy or who have unmet needs, back to the Group for discussion and/or identification of relevant actions/other sources of support. Providers are expected to fully engage in the Gateway Group discussions and to be proactive about bringing back those young adults experiencing problems so that we can actively manage tenancies and retain the young adult within the Pathway as much as possible.

In addition to the specialist support offered by the Youth Homelessness and Housing Officer, we also have a flexible support officer. The Housing Intervention Support Worker offers tenure neutral flexible support to young adults. This means that for older young adults (18+), who may not wish to live in supported accommodation, we work with our district partners to look at alternative housing solutions, including the private rented sector, and attach support to the young adult to give them the best chance of succeeding in their chosen tenancy. Flexible support is allocated via discussions at the Gateway Group and could even be used to offer additional support to a young adult in supported accommodation, based on their unmet needs.

#### **5. Range of Housing Options**

We work closely with our district partners and with our supported accommodation providers, to assist young adults to move on to suitable accommodation. The partnership working which has evolved through the past several years of developing and implementing our Joint Protocol has meant that we have good networks in place and can find creative solutions to enable our young adults to progress through to a home, whether that is in social housing, the private rented sector or whether that equates to a return home. Our flexible support offer means that we can offer young adults who are moving into their own independent tenancy for the first time, a period of support through that transitional period.

## **Cumberland Council Youth Homeless & Housing Officer Contact Details**

### **Allerdale & Copeland Localities**

Helen Walker

Contact number: 07825 340628

Email: [helen.walker@cumberland.gov.uk](mailto:helen.walker@cumberland.gov.uk)

### **Carlisle Locality**

Lisa Williams

Contact number: 07825 097991

Email: [lisa.williams@cumberland.gov.uk](mailto:lisa.williams@cumberland.gov.uk)

[Youth Homelessness | Cumberland Council](#)