

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

Cumberland Young People's Positive Housing Pathway:

Housing support for 18-24 year olds who are homeless or at risk of homelessness

Do you have nowhere to stay?

If you are 18-24 years of age, with nowhere to stay and in need of some help to look at your options. The agency you ask for advice will complete a First Contact Script with you and discuss your options as part of this. There is also a Youth Homeless and Housing Officer who can offer further advice and support:

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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 additional support outside of your family and friends. In order to do this, we will need to complete some assessments to get to know you better.

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 your local council Housing Options team, with your consent. 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. 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.

Accommodation is not free and you will be supported to understand about benefits and develop your budgeting skills. If you need support to apply for any benefits, this will be provided.

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 and tell them what you are good at. There will be a series of questions, these are to help them find out what you might need support with so they know how best to work with you. The Getting To Know You can be done over a number of appointments but this will be agreed between you and the accommodation provider. This will also be a chance for you to ask any questions.