

# Emergency help for young people leaving home in a hurry



If you have to leave home in a hurry, try to arrange a place to stay before you leave. To survive on your own, and be able to claim benefits, it is very important that you take as many of these things with you as you can:

- |   |   |
|---|---|
| <input type="checkbox"/> passport and birth certificate                               | <input type="checkbox"/> cheque book, bank and credit cards |
| <input type="checkbox"/> national insurance number                                    | <input type="checkbox"/> change of clothes/warm coat        |
| <input type="checkbox"/> driving licence, if you have one                             | <input type="checkbox"/> toiletries                         |
| <input type="checkbox"/> medication or any personal items such as glasses or inhalers | <input type="checkbox"/> address book/mobile phone          |
|   | <input type="checkbox"/> benefits book                      |

## Keep these numbers with you at all times and don't be afraid to use them:

Childline (free, 24-hour)

**0800 1111**

Shelter's free housing advice helpline  
(8am-midnight)

**0808 800 4444**

NSPCC child protection helpline  
(free, 24-hour)

**0808 800 5000**

Samaritans (free, 24-hour)

**08457 90 90 90**

Runaway helpline (free, 24-hour)

For people aged 17 and under

**0808 800 70 70**

Message home helpline (free, 24-hour)

For people aged 18 and over

**0808 700 740**

These numbers may not be free from a mobile phone, so you may want to try a landline first.

## Help from the council's housing department and social services

- If you are aged **16 or 17 and homeless**, the housing department of your local council is nearly always obliged to help you. If the council tries to fob you off or refuses to help you, get help immediately by ringing Shelter on the number above.
- If you are aged **16 or 17, homeless and have been in care** (for 13 weeks or more since the age of 14 and for some time since your 16th birthday), you are more likely to get help from social services than the housing department. Social services will have to find somewhere for you to live and can also provide financial support.
- If you are aged **18 or over and homeless, or are likely to become homeless within 28 days**, the housing department of your local council has to accept a homelessness application from you. If they won't let you make an application, you should ask for written reasons why and get help immediately by ringing Shelter on the number above.
- If you are aged **18 to 21, homeless and have been in care for at least one night while you were aged 16 to 17**, you can get help from social services and the housing department. Both departments have to work together to provide whatever help you need. If the departments send you back and forth, ring Shelter on **0808 800 4444**.

## **REMEMBER: you don't have to be sleeping on the streets to be considered homeless.**

You may also be entitled to help in other circumstances, such as if you have been kicked out or you are staying with friends, living in a hostel, or are at risk of violence at home.

If you need help, don't be afraid to call one of the above numbers. After calling, you will often be directed towards someone you can meet face-to-face, who can help you sort things out.

**Good luck!**

Shelter