

**SECOND CHANCE PROTOCOL**

**YOUNG PERSON'S GUIDE**



## Introduction

The Setting up Home Guide gives you all the information as to how Rochdale will support you need to make sure that your move to your first home is successful. However, there may be circumstances where things go wrong and you may need additional help 'second time around'.

The Government says that young people should be given the opportunities they need, and that this may include offering more than one chance as you become independent.

You will be supported with home insurance when you first move into your own home, and it is important that this continues to cover you in the event of something happening. Examples of things that could happen are that you have a fire or flood, or your home is burgled. You will need to evidence what has happened, for example provide a Police Reference Number, or show your allocated worker the damage caused.

If you were cared for by Rochdale and are deemed 'relevant' (previously cared for, for a period of at least 13 weeks since the age of 14 years, some of which was after your 16<sup>th</sup> or 17<sup>th</sup> birthday) or 'former relevant' (you have reached the age of 18 years but not 21 and were cared for, for a period of at least 13 weeks since the age of 14 years, some of which was after your 16<sup>th</sup> or 17<sup>th</sup> birthday), then you may be able to receive additional support if something happens to your belongings, which is not your fault.

If you have not received all of your Setting Up Home Allowance, you will be able to access the remaining amount to replace the items needed.

You will be able to claim for items lost from the Insurance Company, however this can take time. Depending on the items lost, the Local Authority may be able to help you replace items lost quickly but you will need to repay this when you receive the Insurance money.

Your PA will check your insurance policy and help you make a claim for any items lost.

Your Personal Advisor (PA) will talk to you about what happened and complete a report, which they will discuss with their manager. Depending on your circumstances, a

decision will be made by the Head of Service as to whether you are entitled to additional support.

If you are entitled to additional support, this will relate to lost items only against the Setting Up Home List. Second hand or reconditioned items will be considered and you will be supported in purchasing items for your home.

If the Head of Service decides you are not eligible for support, you can appeal in writing within 10 working days. Your PA can help you write the letter based on the information you think needs to be considered. The PA cannot write the letter of appeal for you. Your letter will be reviewed by the Assistant Director, alongside all the other information available and they will write to you to let you know their decision.

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