

THE TRUST TIMES

18+ Care Leavers' Newsletter

February 2024

OPPORTUNITIES SPRING-ING UP IN 2024

Hi everyone,

As you may be aware, the West Midlands Combined Authority (WMCA) is looking at updating the current Care Leaver offer.

Care leavers across the region have said that they would like a minimum offer proposed for all local authorities in their region. This is to ensure that the offer is fair and accessible for ALL care leavers, no matter where they live in the region.

Young people have identified three top priorities for the offer, namely discounted utility bills, discounted public transport and better access to mental health support.

As a West Midlands-based care leaver, by taking this survey you can help to decide on a minimum offer that is fair and reasonable for all.

Scan the QR code to go to the survey. There is no current deadline, so please spare a rew minutes to give your thoughts today.





This month we have a wide range of fantastic opportunities and offers that you can apply for, so make sure you read every page.

We love your good news

If you have anything you would like to be considered for next month's edition please email it to Juliette Walton.

Juliette.Walton@birminghamchildrenstrust.co.uk

If you can't get hold of your PA, please call: 0121 464 1229.

NEED HELP ? CALL OUR DUTY LINE ON 0121 464 1229

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Unite

Foundation

Education is for everyone.

The Unite Foundation supports estranged and care experienced students with rent-free accommodation for up to 3 years through a nationwide scholarship scheme.

Deadline to apply

If you know someone who is thinking of going to university this year, or has already started their degree but could benefit from the scholarship, applications are now open until **14 June 2024**.

How to apply

All of the information, including eligibility and how to apply, can be found by reading the Unite Foundation adverts on pages **14** and **15** of this newsletter, or scan the QR code below on your phone.

Any questions, drop us a line at info@unitefoundation.org.uk



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 @thisisusatuni
 @thisisunitefdn

thisisusatuni.org

thisisusatuni.org/unite-foundation-scholarship



The Money House is an

award-winning workshop that helps young people, 16-25, prepare for independent living and adult life through a three or five-day workshop in our flat-style space in Digbeth.

You get vouchers once you finish the course (£30 or £50), AND you can also apply to the **MyBnk** grant scheme for £100. Since December 2023 we've awarded almost £3,000!

We reimburse you for your travel each day, there's breakfast and hot lunch, Wi-Fi, free hygiene and period products, a mental health first-aider on site, chill out spaces, signposting board, gender-neutral toilets and a fully stocked kitchen!

It's much more than money management though – young people tell us that they like going to a new place, the routine is good for them, they never thought they'd like something like this, sometimes they make new friends, and they feel safe and respected. The money bit is often secondary to the overall experience for them!

Find out more and sign up

Speak to your PA, or contact us on **TMHMidlands@mybnk.org** or **07562 665234** and ask for **Danielle**.

USEFUL APPS AND WEBSITES

Here are three wellbeing apps that you may find useful.



Move Mood

 The free Move Mood app helps teenagers manage low mood and depression by using effective Behavioural Activation Therapy techniques.

www.movemood.co.uk



Clear Fear

• The fear of threat, or anxiety, is like a strong gust of wind. It drags you in and makes you want to fight it or run away.

Instead, you can face your fear with the Clear Fear app and reduce the physical responses to threat by learning to breathe, relax and be mindful, changing your thoughts and behaviours and releasing your emotions.

www.clearfear.co.uk



Feeling Good

 The Feeling Good app contains the audio programme Feeling Good for Life which has been used in the NHS for over 12 years and is scientifically proven to help recovery from stress, anxiety and depression.

It works through a process of firstly learning to let go of your negative self-talk, which happens when you relax your body and mind, and then connecting to positive feelings.

• Where can I get it?

You can access the Feeling Good app for free (it usually costs £24.99). Use the referral code below or scan the QR code to automatically download the app:

Username: metrofeel Password: positive







SPOTLIGHT ON LOCAL CHARITIES

Birmimngham LGBT



https://blgbt.org

Stonewall - West Midlands



www.stonewall.org.uk/location/west-midlands

OUR OFFICE BASE FOR THE 18+ DUTY SERVICE

Below is some important information for young people about access to our 18+ duty service for care-experienced young people. We are here to help, either by phone or in person.

From this month we are going to feature a couple of local charities, that you may or may

For February 2024 we are highighting two LGBTQIA+ charities that can offer you support.

not have heard about.

To contact the 18+ duty service, please continue to call our duty line, 0121 464 1229. There is always a Personal Adviser and 18+ Manager available to give advice or help.

Our office base

We are open:

- Monday Thursday 8.45 to 5.15
- Friday 8.45 to 4.15

You can call in at our new office, **One Avenue Road, Aston, Birmingham, B6 4DU** between these hours.

Ask the friendly reception staff as you go in, to let the 18+ duty team know you would like to see a Personal Adviser. Reception will call us and a team member will come to reception to see you. We have access to a quiet space where you can speak in confidence.

Buses to use: The main bus route is the Number 65 and 67, both go from the city centre. These buses will drop you right outside One Avenue Road, and the Number 8 route crosses nearby. The 65 and 67 buses go from outside the large B&M store in the city centre.



Walking here

From Birmingham New Street Station There are a number of pedestrian routes you can take from New Street Station to get to 1 Avenue Road. This is the most direct route that follows a designated pedestrian path from the station, all the way through to the office and is well lit.



THE SKILLS CENTRE

Construction Pre-Employability Programme

The full details of The Skills Centre's Construction Pre-Employability programme can be found below:

4-week programmes

Our 4-week pre-employability programme arm candidates with Level 1 certifications covering the health and safety, construction and sustainability knowledge needed to get started on a career path within the industry. This programme is in place for people looking to get started with a career in construction.

On this course, successful candidates will achieve:

- Green Labourers CSCS Card.
- Level 1 Award in Health and Safety in a Construction Environment.
- Level 1 Award in Basic Construction Skills.
- Entry 3 Award in Introducing Environmental Awareness and Sustainability.
- Mental Health in Construction.
- Working at Heights and Harness Awareness.
- Asbestos Awareness.
- NOCN Accredited Cut off Saw and Abrasive Wheels.
- Fire Marshall.
- Safe Use of Spill Kit.
- Manual Handling.
- Sharps Handling.
- GUARANTEED JOB INTERVIEW.

Programmes are completely **FREE**. Spaces fill up fast so be sure to get signed up quick!

Candidates must attend the enrolment date.

Individual course flyers are available upon request.

Upcoming 2024 Birmingham Skills Centre 4-week programmes

Mon 26 Feb – Fri 22 March (8.30am-4.00pm) **Apply** by Thursday 22 February – 9.00am

Mon 11 March – Fri 5 April (8.30am-4.00pm) **Apply** by Thursday 7 March – 9.00am

Mon 25 March – Fri 19 April (8.30am-4.00pm) **Apply** by Thursday 21 March – 9.00am

Eligibility Criteria

- Aged 19+ (as of 31 Aug 2023).
- West Midlands home postcode.
- Living in the UK for min. 3 years (Refugees exempt).
- Must be able to attain Entry Level 2 Maths & English BKSB – at the enrolment day.

Candidates will need:

- Valid Photo ID (Passport, Driving/Provisional License, Citizens Card).
- National Insurance number.
- Proof of universal credit or earnings below £30,000 per annum.
- Proof of address.

For any referrals, please send the following info to **referrals@theskillscentre.co.uk** and we will give you a call, explain the opportunities, and get you signed up.





Give Kooth a try



Kooth offers free, safe and anonymous online counselling and support, with many different features and sections to offer you support such as:

- **Magazine** helpful articles, personal experiences and tips from young people and our Kooth team.
- **Discussion Boards** start or join a conversation with our friendly Kooth community. Lots of topics to choose from!
- Chat with the team chat to our helpful team about anything that's on your mind. Message us or have a live chat.
- **Daily Journal** write in your own daily journal to track your feelings or emotions and reflect on how you're doing.

Visit the **Kooth** website to see the features listed above and much more!

www.kooth.com

THE TRUST TIMES

Back issues of the 18+ newsletter

You can find the last two years worth of 18+ newsletters on the Birmingham Children's Trust website. Many of the feature articles, including those providing information and guidance are still valid.

Visit: https://bit.ly/3yliug3

REES FOUNDATION February 2024 UPDATE

Rees Foundation run a number of groups called '**Let's Connect**', which allow you to connect with other members of the care experienced community. Rees find that these networks can lead to lifelong and empowering friendships.

Website: www.reesfoundation.org

The groups are facilitated using a team whose members may be care experienced or individuals who are experienced by profession, with the ultimate aim of creating a safe place where care experienced people like you can meet to discuss matters of personal interest.

Courses in February 2024

Careers Drop-In with Lucy



Date: 28 February 2024 **Time:** 2.00pm - 3.00pm

Book a 15 minute slot with Lucy, our Careers Mentor, who will be on hand to offer help and advice to care experienced people looking for a new job, training or to get into higher education!

Please note, booking slots will be provided on a first come, first serve basis.

Energy Awarenes Workshop



Date: 28 February 2024 **Time:** 7.00pm - 8.00pm

Workshop covering energy saving tips from home, including draughtproofing, meters and bills.

To sign up to any of the groups, please complete the form in the link below: https://form.jotform.com/203141499622353

Cash transfer scheme

Kings College London are doing a research project which involves making cash transfers to care experienced young people.

The purpose of the research is to see if the cash (which doesn't have to be declared to DWP because it is a 'gift') makes a positive difference to wellbeing.

To be part of the research you will need to complete an online survey.

Scan the QR code below to go to the survey:





The Trust has signed us up to a scheme with TFWM (Travel For West Midlands). The scheme is aiming to get more people using the buses by offering **free bus travel** to different groups of people. Care experienced young people fit into the 'excluded access' group and are eligible for this scheme.

Important – please read:

- There will be a question asking if you have a Swift Card – say No.
- There will be a question asking how often you use the bus **say once or twice a month, less than once a month, or never**.

(This scheme is to get more people to get on the buses – so if you say you already have a Swift card and you use the bus every day, you won't be chosen.)

Once you are on the scheme you will get a monthly code to renew your bus pass – as long as you have used it in that month.

Suicide and self-harm prevention

If you, or anyone you know, is feeling suicidal, or wanting to harm themselves, there is always help available.

However bad you are feeling right now, there is help that you can get.

Lots of people have felt like this and - with help – managed to get through it.

Here are some numbers and links to supportive professionals and organisations who offer help to those feeling suicidal.

These links will be included in all future newsletters so they will always be here for you to access



• Papyrus has a lot of useful advice and also a suicide prevention helpline.

https://papyrus-uk.org/

- Samaritans helpline 116 123
- SANE helpline 0300 304 7000
- Campaign Against Living Miserably (CALM) (for men) **0800 58 58 58**
- Help Guide suicide prevention

www.helpguide.org/home-pages/suicide-prevention.htmt

Also please see the TESS offer on **page 13**.

Scan this QR Code to apply:



ADVOCACY SERVICE

The aim of **Rights and Participation (RAP)**

Advocacy service is to ensure that Birmingham children in care, care leavers and children on child protection plans (wherever they may live), are provided an advocacy service. You are entitled to have the support of an advocate and access to children's rights.

RAP Advocacy is the representation of your wishes and feelings, your views, and your voice, to professionals and services. This could be at meetings, through the complaints process, or wherever you wish us to do so.

RAP Advocacy is **ALWAYS** led by you the young person - our **BOSS**. Your advocate will work on your instructions alone.

RAP Advocacy is issue based, so it is provided for a particular purpose, and is there until there is an outcome for the complaint, or concern.

Advocacy referrals are normally allocated to an advocate within three working days of receipt. The advocate will then contact you and support you with your issue/s.

You can make a referral for yourself or anyone else can make a referral on your behalf.

To make a referral or if you have any questions about RAP Advocacy service please email **advocacy@birminghamchildrenstrust.co.uk**

Testimonials about the RAP Advocacy service

"Thanks so much my advocate - everything went the way I wanted."

"Thank you for helping me learn and grow as a young mum you stood up for me and believed in me. It's all paid off, you're truly amazing and I hope we can always stay in contact."

"My advocate helped me to have housing officials listen to my housing needs. Without her they would not have listened to me and fobbed me off."

Care Leavers' Forum

We are a group of care leavers who work together to use our experiences to make things better for other children in care and care leavers.

We feel that the group:

- Stops us feeling alone and isolated
- Makes us feel like we are making a difference
- Builds up our confidence
- Builds up skills, such as speaking in front of other people

What we do:

- Interview new Trust staff
- Use our experience in producing and delivering training
- Discuss issues what works and what needs to change, and make changes happen

We tell people what we need and get people to work in a different way. We don't share anything that is painful or private and have lots of support for you. Some of this work is paid (in vouchers). We also organise days out – like a trip to Drayton Manor.

How we do this:

- We meet every month, sometimes face-to-face and sometimes online
- When we meet face to face we have food together
- We get help with transport to the meetings if we need it

Over the next few months we are particularly going to look at **HOUSING** (including the state of housing, repairs and semi-supported) and **HEALTH** (including mental health, in-patients, autism and neurodiversity). We have work to do for the city council and NHS on these topics, so if you have experience please get in touch.

Contact us today

Try Julia Balston, Children's Rights Officer Julia.balston@birminghamchildrenstrust.co.uk or Emily Blythe by text or call 07704 539 011 Emily.Blythe@birminghamchildrenstrust.co.uk

Emily is our Transformation & Improvement Apprentice!

Child Trust Funds



If you were born in the UK and turned 18 after 1 September 2020 and don't have details of your Child Trust Fund (CTF), please use the online form below to find your details and take control of your CTF (usually worth £250 or more): https://findctf.sharefound.org

Junior Individual Savings Accounts

If you turned 18 before 1 September 2020 (born since 3rd January 1994) you may have a Junior Individual Savings Account (JISA) set up with £200. To be eligible you must have been in care in the UK, continuously for 12 months or more, since 2 January 2012. Please use the online form below to find your details so you can take control of your JISA:

https://myjisa.sharefound.org

If you need to contact the Share Foundation regarding the online forms please email:

info@sharefound.org

Or call

01296 310400

For further enquiries please contact: Tracey.Britton@birminghamchildrenstrust.co.uk



SIGN UP TO OUR NEWSLETTER ONLINE

We are looking to provide future newsletters in a different way for care-experienced young people like yourselves.

The plan is to move to using an emailer platform called Mailjet to send you updates direct to your inbox.

To do this we will need your permission to send direct emails from this platform, so we kindly need you to complete a short online form on our website. **Scan the QR code below** to go to the form. There are just eight quick questions.







Once you click 'Sign up' at the bottom of the form you will be sent an email to verify that you wish to sign up to future newsletters. Please make sure you accept this invite, and your name and email will then be added to our database.

You can of course opt out of receiveing these newsletters at any time, using the 'unsubscribe' link, but we hope you will stay with us for future newsletters and bulletins.

Sign up for our care-experienced news and information Please add your details below. First name	N A	14 × -4	A	Å . 4
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YOUR GOOD NEWS FEB '24

We are continuing to celebrate your good news in this newsletter.

Congratulations to every one of you on your achievements in February 2024.



• The very talented **Zobia** who is in her final year at university studying photography and activism got a 2:1 in her thesis.

Comments from the tutor: "Your thesis clearly shows your engagement with an extensive range of literature and the representation of conflict."



- CSLA got her first flat after several short hold tenancies (moving in, and out of temporary accommodations).
- YSR also got her first flat after spending two years in temporary accommodation.

• Samuel passed his driving test and bought his first car!



NHS Birmingham and Solihull

Care Leavers Prescription Form



NHS Birmingham and Solihull have published a form for you to apply for free prescriptions.

This is for you if you are a Care Leaver, aged 16-25, entitled to support from Birmingham or Solihull local authorities, and not otherwise eligible for free prescriptions.

Simply scan the QR code below, complete the form, save it and send it to:

nhsbsolicb.childrenincare@nhs.net



You can get a copy of this form from your Personal Advisor or by sending an email to:

nhsbsolicb.childrenincare@nhs.net

BECOME.

THE CHARITY FOR CHILDREN IN CARE AND YOUNG CARE LEAVERS

There are lots of different ways **Become** can help you.

From ongoing coaching, helping you in stressful situations, to providing a friendly space to meet other care-experienced young people. It's up to you.

Care Advice Line

We know the care system can be complicated, and it can be hard to know exactly what you are entitled to.

If you are feeling confused, concerned, or need some support, we're here for you.

Our friendly Care Advice Line team are care system experts.

Open Monday to Friday 10.00am-5.00pm Call us: 0800 023 2033 WhatsApp: 0786 003 4982 Email: advice@becomecharity.org.uk

Coaching

Every young person in the care system deserves the opportunity to achieve their goals in life. We want to help you get there.

Our coaching programme helps you to unlock your potential for positive change, giving you the tools to move forward positively in your life. We can help you identify your strengths, plan for the future, and grow in confidence.

Find out more: https://bit.ly/3GausSz

APPRENTICESHIP OPPORTUNITIES WITH



BIRMINGHAM CHILDREN'S TRUST

Birmingham Childen's Trust has four amazing apprenticeship opportunities on offer. Please see below the variety of roles and the direct link to each job. Some have more than one post available. Apply to all posts by **25 February**.` **Also turn to the next page to get advice on job applications.**

ICT Apprentice

Scan the QR code to apply



Business Support Assistant Apprentice

Scan the QR code to apply





Digital Marketing and Social Media Apprentice

Scan the QR code to apply



Rights and Participation Apprentice

Scan the QR code to apply



Forr more information about the roles email: Dawn.Crooks@birminghamchildrenstrust.co.uk

Successful job applications !



I always write about whatever is going on at work and this week I've been helping young people to write Expressions of Interest for jobs in the Department for Work and Pensions (DWP) ring-fenced for care leavers, meaning only care leavers can apply.

You should have been sent details by email earlier this month.

Employers looking at applications go straight to the **Expression of Interest**, **Personal Statement** or **Supporting Information** – they are all the same thing. They shortlist people for interview based on these.

In this section of the job application the employer can see if you have read and understood the job description and have the relevant experience to do the job. Follow **these steps** to do it right and get shortlisted for interview:

- Read the job description at least twice.
- Check anything you are not sure about - look up words, google things or even phone the employer.
- If there is a Person Specification or Essential Criteria document – read that as well - at least twice.
- List the things in the job description and person specification that you will be required to do in the job.
- Think of examples from your life, education and work experience that show you have that experience.
- Write those examples in order in paragraphs not bullet points.
- Spell and grammar check thoroughly before you submit it.
- If you don't have experience of something, say that you understand the importance of it and are keen to learn.

If you want help with an EOI (Expression of interest), Supporting Information or Personal Statement, ask your PA – they all had to write these to get their jobs.

Or ask your work coach, your careers adviser at college or university or contact Julette Walton at the Trust.

I'm always happy to help:

Juliette.walton@birminghamchildrenstrust.co.uk 07825 117 381.

Therapeutic Emotional Support Service (TESS)

Come along and join the Trust's monthly TESS afternoon drop-in sessions for Birmingham's 18+ care-experienced young people, aimed at enhancing your emotional wellbeing.

Where will sessions take place:

TESS 67 Bournbrook Road Selly Oak B29 7BX **Phone to book:** 0121 675 1781

Dates: These will take place on the first Wednesday of every month. The next session will be on 6 March 2024.

Time: 12.00pm – 4.00pm.

What can I expect:

- A relaxing and welcoming environment with an outside garden and indoor area.
- Connection with the TESS 18+ team, which will give you the opportunity to talk and engage in activities and learn coping skills and strategies, that will help you to improve your emotional wellbeing.

Staff available on the day:

- Davinia Burrell
- Paul Campbell
- Vibha Jivan
- Sally Burgess
- Emily Kigonya
- Rachel Quinn

Understanding Anxiety

Anxiety is what we feel when we're worried, nervous, or feel a general sense of unease – particularly about things that are about to happen, or which we think could happen in the future.

When we face new challenges or begin a new chapter in our lives such as moving home, starting a college course or going to university, it is normal to experience some worry and anxiety. Anxiety is manageable, and there are plenty of ways you can manage it such as:

Practice breathing exercises: Breathe in and out for the count of three. Repeat. There are some videos and websites to help you with guided breathing exercises to calm your body and feelings of anxiety. **https://bit.ly/3Z9efG8**

Taking care of your sleep: Sleep is important and can help you reduce any feelings of anxiety you may be experiencing. For further information on how to improve sleep please visit The Sleep Charity website: https://thesleepcharity.org.uk/ **Staying active:** Exercise is good for our mental health and helps control feelings of anxiety. For information and advice on this please visit this website: **https://bit.ly/3slfwrs**

Talk about it: Talking to other people about your anxiety is really important. Sharing your feelings can help them understand what you're going through and how to support you. This could be with a friend. Alternatively, if you are at college or university you can access support from pastoral support or student wellbeing services. Many young people experience anxiety and worry and student wellbeing services are there to support the unique needs of university students.

When anxiety and worry is having a significant impact on you and your ability to do everyday tasks and meet your responsibilities it is important to seek professional help for instance by speaking to your GP.

The NHS website provides helpful information and advice on this as does the Mind website: https://www.mind.org.uk



great cook + yogi + loves transport availability + hates the weather + bisexual + beach lover + allergic to dairy + keen shopper + likes to read + care experienced + studying social work with a rent free #HomeAtUniversity

Education is for everyone.

The Unite Foundation supports estranged and care experienced students with a rent-free #HomeAtUniversity for up to 3 years through a nationwide scholarship scheme. Apply at thisisusatuni.org by midnight on 14th June 2024.



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 @thisisusatuni
 @thisisunitefdn

thisisusatuni.org

thisisusatuni.org/unite-foundation-scholarship

To apply, you must be 1. Aged 25 or under 2. A statutory care leaver, care experienced (Scotland), or estranged from your family 3. Starting or studying your first undergraduate degree 4. Eligible for UK home fee status 5. Applying to one of the Unite Foundation's partner universities.

Unite

Foundation

The Unite Foundation supports estranged and care experienced students with a rent-free #HomeAtUniversity for up to 3 years through a nationwide scholarship scheme.

You can go to any one of the Unite Foundation's 29 partner universities in Aberdeen, Bath, Birmingham, Bournemouth, Bristol, Canterbury, Edinburgh, Glasgow, Leeds, Leicester, Liverpool, London, Manchester, Newcastle, Portsmouth, Sheffield and Winchester.

You can apply for the scholarship if you're:

- 25 or under
- A statutory care leaver, care experienced (Scotland), or estranged from your family
- Starting or studying your first undergraduate degree
- Eligible for UK home fee status
- Applying to one of the Unite Foundation's partner universities

To find out more and to apply head to thisisusatuni.org/unite-foundation-scholarship

Application deadline is midnight on 14th June 2024

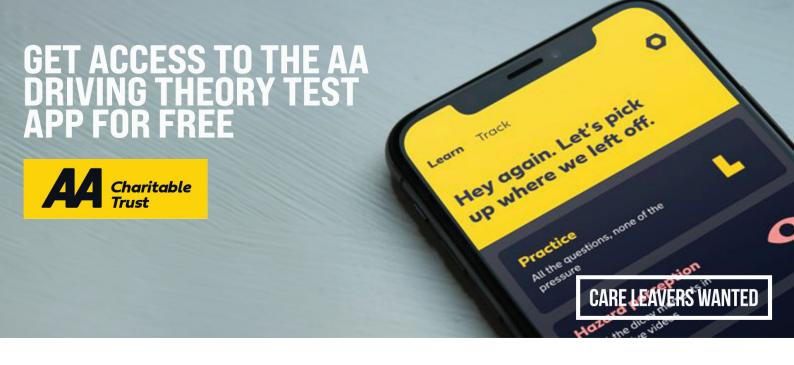


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@thisisusatuni @thisisunitefdn

thisisusatuni.org

thisisusatuni.org/unite-foundation-scholarship



We've got exciting news. The AA has just joined on board with the Care Leavers' Covenant. They've committed to supporting care leavers to become safe and competent drivers on the roads.

Their full offer can be found here:

https://mycovenant.org.uk/opportunities/aa-charitable-trust-theory-test-app/

Found in the app store, the AA's Driving Theory Test App, originally priced at £4.99, is now available exclusively for care leavers to download and access for FREE.

A great discount initiative to encourage young people to take the first steps to obtaining their driver's licence.

Providing a super user-friendly interface, easy to navigate and a database of information covering essential topics to guide them successfully through the DVLA Theory Test.

Information on how to access this offer can be found below:

You will need to confirm that you are a care leaver by signing up to Connects and selecting 'I'm interested in FREE access to the AA Driving Theory Test app.'

Connects Sign-up – Care Leaver Covenant (mycovenant.org.uk)

Once verification is completed, an individual access code will be issued.

Care Leavers will need access to a smartphone or device, either on IoS or Google.



CLEANSING OUR DATABASE

We are cleansing the newsletter mail-out group. Young people who are 26 or older will be taken off the group unless you tell us you want to stay on it. If you are aged 26 or older and would like to stay on the email group, please let us know by emailing:

garry.james@birminghamchildrenstrust.co.uk



This is our support offer to you, so you know what to expect as you leave our care and beyond. Our website contains information you need about our support offer to you. Scan the QR code below to go to the offer page.



Care Leavers' opportunities

The Trust care leavers' opportunities page contains opportunities for you to get your hands on!

It is regularly updated, so be sure to favourite the page to keep an eye out for updated opportunities.

https://www.birminghamchildrenstrust.co.uk/opportunitiesCL

DO YOU WANT FREE BT BROADBAND?



We want to give you an update on the BT care leavers' broadband project where you can apply for a 24 month broadband contract with BT. Birmingham Children's Trust will pay for using funding from an HSF grant.

We have the finance to pay for 1,000 young people to have broadband fitted by August 2026.

Since August 2023 we have had 66 young people referred to BT for a broadband connection, and 40 now have an internet connection.

The average wait from sending BT the order to the order being completed was four weeks plus when we started the project in August 2023. For the majority of young people, the wait is now just 2-4 weeks

How do I find out more?

To find out more about this terrific offer, please contact your PA (personal advisor), and ask them to support you in applying for A BT Broadband line where you live.



KEEP IN TOUCH AND STAY SAFE