



# HELPLINE FOR CARE EXPERIENCED PEOPLE

Monday to Friday, 12 noon - 4pm

0330 107 7540



Who Cares? Scotland is excited to announce our new lifelong offer, funded by Scottish Government.

Our Helpline is open to all Care Experienced people across Scotland, of any age.

The line is open Monday to Friday from 12-4pm, and **people can also email us on [help@whocaresscotland.org](mailto:help@whocaresscotland.org)** if they prefer that method of contact.

We are led by the needs of our callers and can provide the following:

- **Connection with Who Cares? Scotland**
- **Support and signposting around finances, benefits, housing, health, employment, education and rights**
- **Lifelong advocacy**
- **A listening ear**
- **Referral route into local advocacy if the caller is a young person**

*I was struggling with my mental health and being passed from pillar to post, around different services. I felt like I was being judged because of the fact I grew up in care. I just wanted some support so I can be the best parent I can be for my kid, but nobody was listening to me.*

*I called the Helpline and a really nice person answered, who didn't judge me. We spoke for a long time and I told them all about how I was feeling. They really listened, and I felt better after that conversation. In the end, we even had a bit of a laugh over the phone. They checked in with me the week after, to see how I was doing.*

- Care Experienced person aged 36

*I called the Helpline because I was confused about the Care Experienced bursary, how I could access it, and how it might affect my other finances. The Who Cares? Scotland worker was friendly and got me the information I needed. They supported me with my application too. Through talking with them, I realised I could also use some help from a local advocate, about another part of my life. So the worker referred me for advocacy in my area.*

- Care Experienced person aged 22

*I called the Helpline because I was experiencing homelessness. I don't have any contact with social work anymore, and I didn't know what to do. I wasn't safe where I was. The worker supported me a lot over a few weeks, advocating on my behalf until we secured a better, more permanent place to stay. With them alongside me I felt less afraid, as I was not left on my own to communicate with my local authority. I am still in touch with the worker from the Helpline, and together we are exploring different goals I have in my life.*

- Care Experienced person aged 29

## THE PROMISE

*'Advocacy must be available for all Care Experienced individuals for as long as they need it.'* The Promise, p.115

*We must consider how to 'increase opportunity for Care Experienced people to access employment, training, stable housing, and support.'* The Promise, p.93



For more information contact Ruby Lawrence (Lifelong Opportunities Manager) on [rlawrence@whocaresscotland.org](mailto:rlawrence@whocaresscotland.org) or speak to your local Advocacy and Participation Manager from Who Cares? Scotland.