

If you have to leave home in a hurry, use this checklist to help you think about what you need to do:

- Try to arrange a place to stay before you leave.

- Take with you :
 - ✓ passport and birth certificate
 - ✓ national insurance number
 - ✓ driving licence, if you have one
 - ✓ medication or any personal items such as glasses or inhalers
 - ✓ phone
 - ✓ bank and credit cards
 - ✓ change of clothes/warm coat
 - ✓ toiletries
 - ✓ benefits book.

- Claim benefits as soon as possible. The sooner you apply, the sooner you'll get your money. Many benefits are claimed through Jobcentre Plus. Find your nearest Jobcentre Plus on [Gov.uk](https://www.gov.uk).

- If you are homeless or staying somewhere unsuitable, contact your [local council](#). You don't have to be sleeping on the streets to get help from the council.

If you are 16 or 17:

The council's housing department and social services should work together to help you. In most cases, they should give you advice and support and offer you emergency accommodation whilst they are deciding what other help to give. They may try and help

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you go back home, but they should not force you to if it is unsafe or unsuitable. If the council tries to make you do something you do not want, sends you back and forth between the departments or refuses to help, ring Shelter Cymru.

If you are 18, 19 or 20 :

The council's housing department will have to help you if you have been in care, you are at risk in some way (such as because of abuse or exploitation), or have physical or mental health problems or a learning disability. They may also have to help you in other situations so make sure you contact them straight away.

- Keep these numbers & web links with you and don't be afraid to use them:

[Childline](tel:08001111) : 0800 1111 (free, 24 hours)

[Shelter Cymru](tel:03450755005) : 0345 075 5005 (9.30am-4.30pm Mon-Fri)

[The Mix](tel:08088084994) : 0808 808 4994 (free, 11am-11pm every day)

[Samaritans](tel:116123) : 116 123 (free, 24 hours)

[Runaway helpline](tel:116000) : call or text 116 000 (free, 24 hours)

[Message home](https://sheltercymru.org.uk/message-home) : send a message home call or txt 116 000 (free, 24/7)

Further advice

Email : <https://sheltercymru.org.uk/email-advice/>

Call : 0345 075 5005

Visit : sheltercymru.org.uk/getadvice

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Information contained in this factsheet is correct at the time of publication. Please check details before use.

Shelter Cymru is a registered charity No. 515902