



Emergency help

for young people leaving
home in a hurry

www.sheltercymru.org.uk

Registered charity no. 515902

Shelter
Cymru

What should I do?

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

1. Speak to someone you trust.

2. Try to arrange a safe place to stay before you leave.

3. Take with you:

- Money
- Passport and birth certificate
- National insurance number
- Driving licence
- Medication
- Glasses / contact lenses
- Mobile phone and charger
- Bank and credit cards
- Change of clothes/warm coat
- Toiletries
- Food and drink

Getting help from the council

You don't have to be sleeping on the streets to get help from the council. If you are homeless or staying somewhere unsuitable, contact your local council's homelessness department: [gov.uk/find-local-council](https://www.gov.uk/find-local-council)

If you are 16 or over

The council's housing department and social services should work together to help you. They should give you advice and support and find you somewhere suitable to stay whilst they are deciding what other help to give. They may try and help you go back home, but they should not force you to if it is unsafe or unsuitable.

If you are 18 or over

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.



If you are in immediate danger, call 999



Contact Jobcentre Plus to apply for benefits and emergency money: [gov.uk/contact-jobcentre-plus](https://www.gov.uk/contact-jobcentre-plus)

Useful numbers

Keep these numbers and links with you, Don't be afraid to use them.

Shelter Cymru provide independent specialist advice, advocacy and legal representation for anyone with housing problems. They also have Specialist Debt and Money Advisers available by phone, online or face to face.

Helpline: 08000 495 495 (free, 9.30am-4pm Mon-Fri)

Website: sheltercymru.org.uk/get-advice

Childline provide free, confidential and impartial advice. They can help with a number of issues including money, benefits, housing or employment problems.

Helpline: 0800 1111 (free, 24/7)

Website: childline.org.uk/

LLamau support young people and women, providing individual support to help people gain the skills necessary to live independent and purposeful lives in their communities.

Helpline: 0800 328 0292 (free 5pm-9am Mon-Thurs & weekends)

Website: llamau.org.uk/pages/FAQs/category/i-am-a-young-person-and-need-help

Samaritans are a free, confidential telephone service which is available 24/7 to anyone who needs to talk about what is happening, how they're feeling and help them to find their own way forward.

Helpline: 116 123 (free, 24/7)

Cymraeg: 0808 164 0123 (from 7pm to 11pm only, 7 days a week)

Website: samaritans.org/wales/samaritans-cymru

Runaway helpline are there to listen and offer support to anyone thinking about running away, already run away, or have been away and come back.

Helpline: call or text 116 000 (free, 24/7)

Website: runawayhelpline.org.uk

Message home provide a free, confidential helpline to those who are not ready or are unable to return home, but would like to send a message home or to a loved one.

Helpline: call or text 116 000 (free, 24/7)

Website: missingpeople.org.uk/how-we-can-help/missing-adults/what-we-can-do-to-help-you/830-send-a-message-home-with-freepost-royal-mail.html

National Domestic Abuse helpline can help you find a refuge vacancy for you and your children. They can also support you in finding other specialist services, whether or not you have left your abuser.

Helpline: 0808 2000 247 (free, 24/7)

Website: nationaldahelpline.org.uk/