

# A Young's Person Guide To



**BACKUP  
NORTH WEST**



# About US

## BACKUP North West

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We provide an opportunity for young people who are homeless to be safe, stable and develop skills for independence.

BACKUP provide multiple services across Bolton to young people aged 16-25 years who are homeless, or at risk of homelessness. This includes young parents; pregnant or with a baby up to 18 months old.

Read here about all the supported accommodation, which includes emergency housing, temporary accommodation, short and medium stay supported housing. Also the non accommodation based support work that focusses on mental health, employment support and much more.

Young people can live in more than one BACKUP service as they make progress and develop more independence prior to moving on completely. The different services are designed to meet different levels and ranges of needs.

We do this for young people by working together in 9 different teams/projects. Through this, guide each team/project will be explained to give you more of an idea of what to expect whilst you are supported.





# The Chances Team

Base: Head Office



- 2 x Mentors
- 1 x Well-being Worker
- 2 x Mental Health Workers

The Chances Team work across all projects with any young person that needs their support.

They offer additional support with:

- Employment, training and education
- Opening bank accounts
- Court appearances inside and outside of the Bolton area.
- Care leavers living in care homes outside of BACKUP.
- Sexual exploitation/domestic abuse.
- Appointments inside and outside of the Bolton area.

The Chances Team also offer young people with a wide range of positive activities such as trips and weekly drop in.

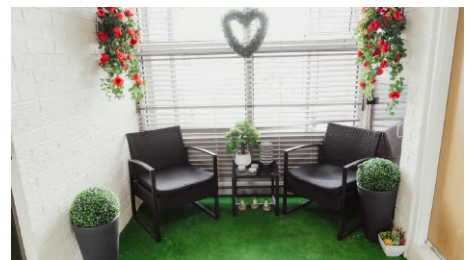




# Redds Place

Area: Halliwell

-  12 fully furnished bedsit rooms
  -  2 young people per flat with your own bedroom
  -  Shared bathroom
  -  Shared kitchen
  -  Weekly support sessions offering advice on all aspects of life. Support to arrange appointments.
  -  24/7 Security
  -  2 Staff members are available 24 hours a day.
- Total of 8 staff rotate between shifts.



## CURFEW TIME

 **SUN - THU: 11PM FRI - SAT: 12AM**



# Project Front Door

Area: Farnworth



12 fully furnished self-contained bedsits



1 authorised visitor allowed (Friend/family member 18+)

Any professionals working with the young person can also visit



Weekly support sessions. Support to attend meetings and appointments, arranging of appointments.



Regular communal activities and referrals to other activities



24/7 Security



2 Staff members are available 24 hours a day.

Total of 8 staff rotate between shifts.



## CURFEW TIME

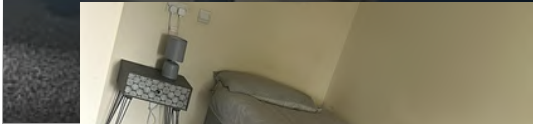


MON - SUN: 11PM











# Lucas Project



## Area: Farnworth



-  28 fully furnished properties
-  Mixture of bedsits, 1 bedroom flats and shared accommodation
-  Weekly support sessions. Support to attend meetings and appointments, arranging of appointments.
-  You are responsible for your own electric, water and food costs.
-  24/7 Security
-  Staff are available 7am - 11pm and they are available for emergencies 11am - 7am.



### CURFEW TIME





# Loft House

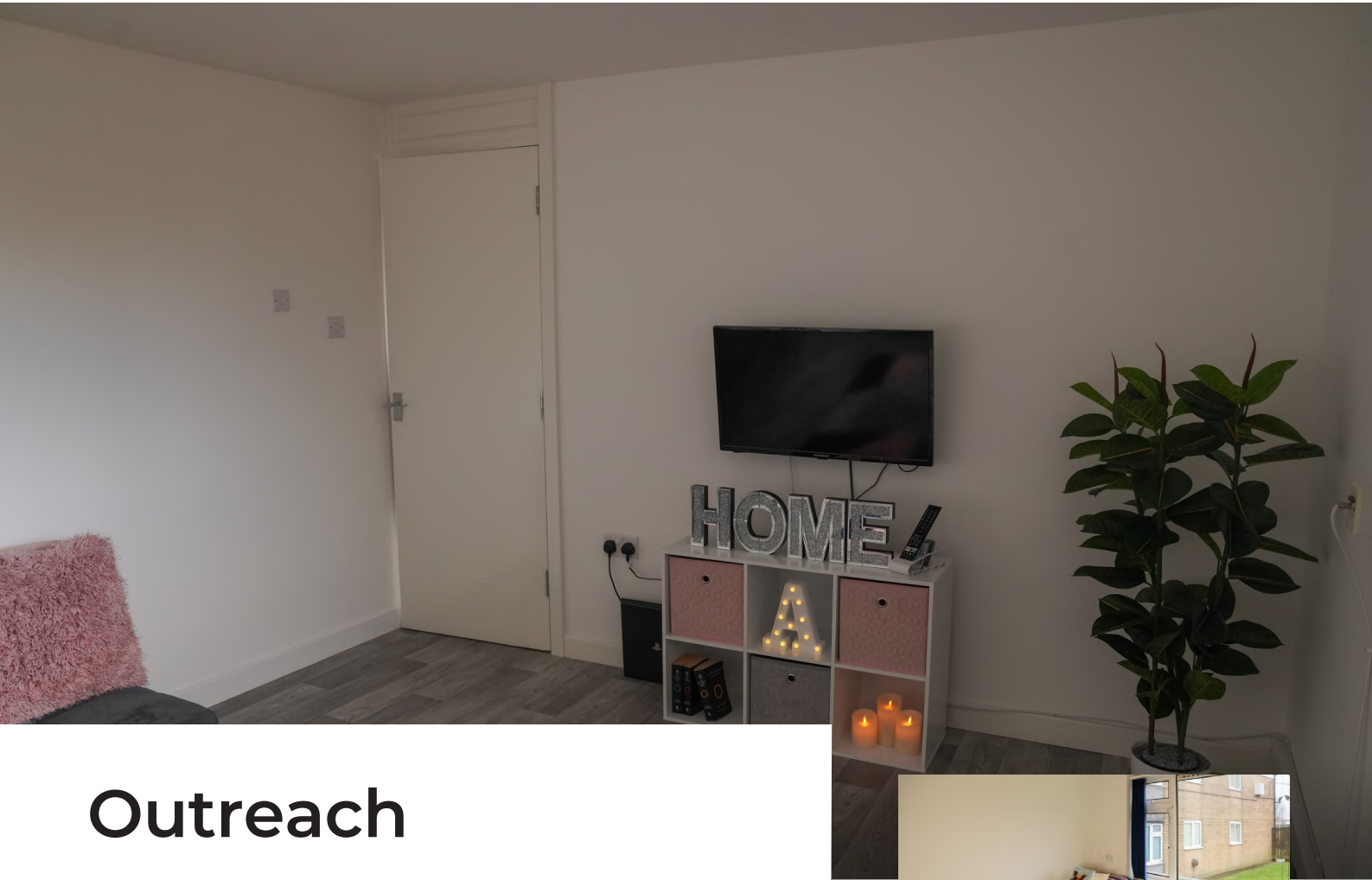
Area: Halliwell



-  10 x one bedroom flats
-  1 authorised visitor allowed (Friend/family member 18+)
- Any professionals working with the young person can also visit
-  Weekly support sessions. Support to attend meetings and appointments, arranging of appointments.
-  Regular cooking sessions in our communal meeting lead by residents.
-  24/7 Security
-  Staff are available 8am - 12am but they are available for emergencies 12am - 8am.






## CURFEW TIME

 **SUN - THU: 11PM FRI - SAT: 12AM**



# Outreach

## Area: Bolton

-  39 self-contained fully furnished properties
-  You are responsible for your own electric, water and food costs.
-  You will be allocated your own support worker, who will be available 9-5 Monday to Friday.  
 Weekly support sessions. Support to attend meetings and appointments, arranging of appointments.
-  You are able to text or email them with any issues, any time and be given relevant numbers in case of an emergency.
-  You are allowed a maximum of 2 visitors at a time.












# Supported Lodgings

## Areas: Bolton



-  4 kind house holders, who open their homes with an extra room to BACKUP young people in Bolton.
-  Young people have a choice, they can pay £20 a week and this will cover their food or they can pay nothing and buy their own food.
-  Shared bathroom
-  Shared kitchen
-  You will be allocated your own support worker, who will be available Monday to Friday.



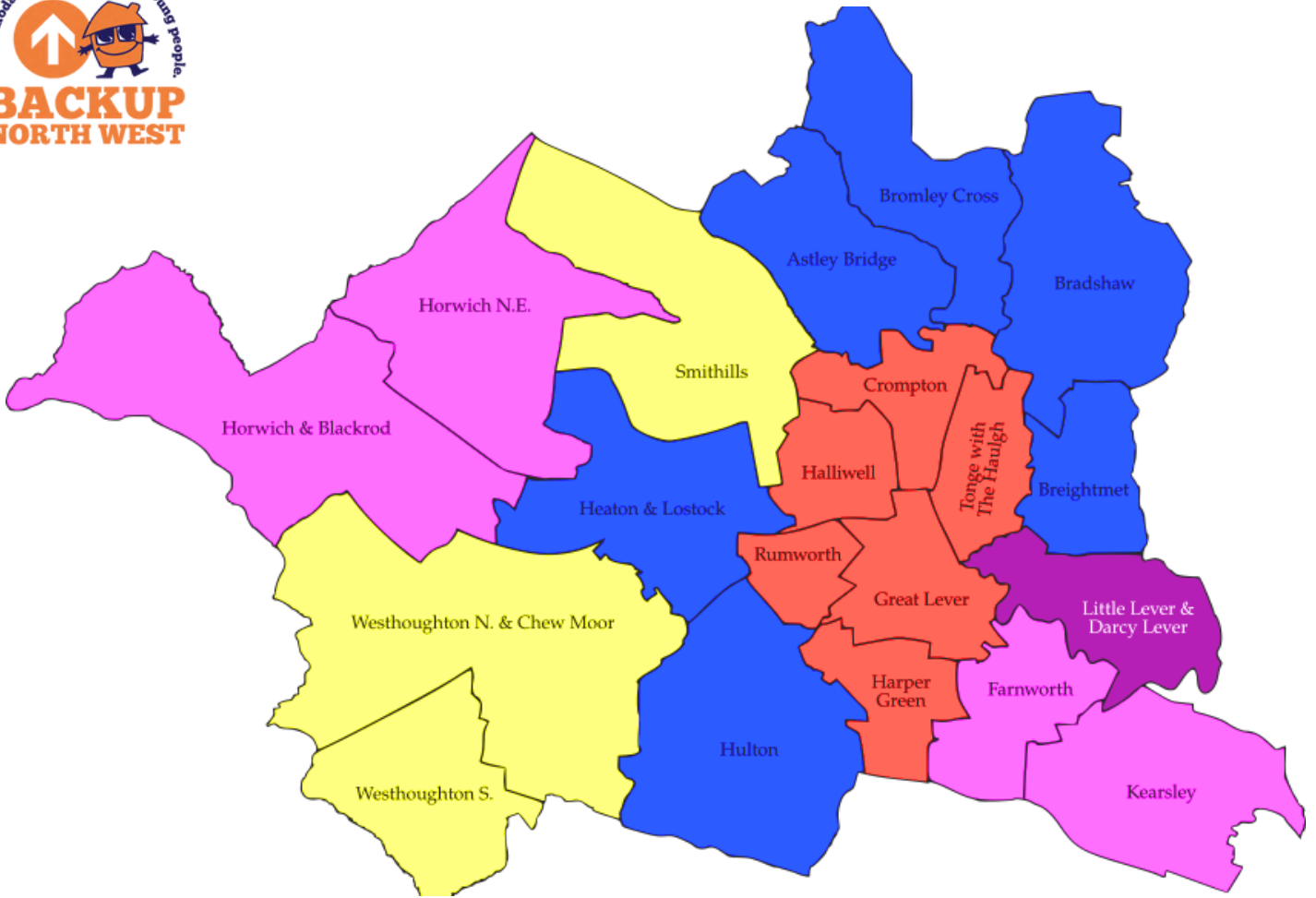
Weekly support sessions. Support to attend meetings and appointments, arranging of appointments.

### CURFEW TIME



**AGREED BETWEEN YOUNG PERSON,  
HOUSEHOLDER AND BACKUP  
SUPPORT WORKER**





# Moving On

## Areas: Anywhere in Bolton

A young person can be accommodated by BACKUP, through one or more projects with support.

Once a young person and support worker agree the young person has demonstrated, they can live independently. The support worker can apply for priority through Bolton council and support them to move into their forever home.

Every young person moving on from BACKUP is offered up to 6 weeks of resettlement support.





# Business Admin

Base: Head Office

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The Business Support Team are the brains behind BACKUP!

If you call the main office on 01204 520183 or email [businesssupport@backup-charity.org.uk](mailto:businesssupport@backup-charity.org.uk) you will get through to a lovely member of Business Support and they will be able to answer your question, or at the very least point you in the right direction!

You will probably already have spoken to them to book in your accommodation discussion and they can answer questions about your application, references, how to contact your support worker or anything else you can think of.





# The Van

## Areas: Anywhere in the North West

The Van is managed by Becky, Becky is located at Bridgeman House.

The Van is a mobile coffee and cake service established as a social enterprise. It is not just about money though, the way it operates it offers volunteering opportunities to young people living in the BACKUP services to develop skills for future employment.

Becky and The van (Charlie) travel around the North West and are always looking for help.



# Frequently Asked Questions

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## What do I do if I'm not happy about something within BACKUP?

At the first instance, speak to a support worker about your issue. If it is something that you're not comfortable talking to a support worker about, then ask to speak to the project manager or contact head office on 01204 520183. Alternatively, you can email [mail@backup-charity.org.uk](mailto:mail@backup-charity.org.uk)

## What Does my Support Worker Do?

- Offer guidance on everything tailored to your needs
- Support with arranging and attending appointments
- Support you to develop the skills to live independently (e.g., cooking, washing, cleaning etc.)
- Support with budgeting (applying for benefits, paying bills, food shopping)
- Help in emergencies (Food parcels, sexual health advice, advance payment)
- Doesn't judge you or who you are
- Makes sure where you live is safe (Health and safety checks)
- Monitors your wellbeing
- Listens to you

## What is a Support Plan?

A document where you and your support worker agree on which goals you would like to focus on. (For example; Physical/Mental Health, Relationships, Responsibility). These goals are reviewed monthly and if you don't agree with anything, you can discuss it with your support.

## What if it doesn't work out?

There could be different reasons why it might not work out for you at BACKUP. Everyone makes mistakes and depending on the reason, why it might not work out at BACKUP, staff will give you information about other options available to you at the time. It could be that you can come back to BACKUP in the future.

**Overall, if you have any emergencies do not hesitate - go to your support worker. Even if you are hungry, worried or need a chat, they are there to support you.**



# Useful Contacts

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## Housing Support

**Housing Options (Over 18's Homeless Support)**  
01204 331500

**Integrated Front Door (Under 18's Homeless Support)**  
01204 335900

**Shout (Free, confidential, anonymous text support for mental health and wellbeing)**  
Text 'Shout' to 85258

**Kooth (Free, safe and anonymous support for mental health and wellbeing)**  
<https://www.kooth.com>

## Food Banks

**Bolton Homeless Aid**  
0800 1244641

**Crescent Food**  
0333 7726299

**Bolton NICE**  
07900 535403

**Hope Centre**  
01204 599902

**The Trussel Trust**  
01204 861671

## Drugs and Alcohol Support

**360 (Under 18's)**  
01204 462444

**Achieve (Over 18's)**  
01204 483090

## Asylum Seekers and Refugee Support

**BRASS (Bolton) – Befriending Refugees and Asylum Seekers**  
01204 397152

## Youth Centre

**Bolton Lads & Girls Club (If you're aged between 8-18 or even up to 21 if you have an additional support)**  
01204 540100

This welcome guide was written by The SHED

### Who are The SHED

The SHED is a group of current and ex residents that have formed to give all BACKUP residents a voice.

The SHED stands for **Strength, Hope, Encourage** and **Direction**.

The SHED meet monthly to discuss issues and ideas to help BACKUP thrive.

If you want to join the SHED, speak to your support worker.

