



**PEERMENT LTD * TAMESIDE LOCAL
AUTHORITY**

YOUNG PEOPLE • FAMILIES • PROFESSIONALS

Step Forward

Support for young people, at your
pace, on the things that matter to
you.

Delivered by Peerment Limited

in collaboration with Tameside Local Authority



1 November 2026 – 31 March 2027

Trust

Plan

Progress

Move on



WHO WE ARE

Hello, we're Peerment.

Peerment Limited is a support company based in the North West. We support young adults with somewhere to live, money, everyday life and getting on in life. Our support workers have lived experience, so they understand what you might be going through.

We deliver **StepForward** in collaboration with **Tameside Local Authority**. It is for young people who have found that services haven't worked for them in the past. Someone who knows you, like a social worker or Personal Adviser, has asked us to get in touch.

Your next step starts here

StepForward is free, and it's all about you. You choose what to work on, and we'll be right there with you, one step at a time. Small steps add up to big changes. Give it a go and see what you can do.

HOW WE WORK

Four promises to you.

1

One worker for you

You get one named worker who sticks with you all the way through. If they're ever off, we'll tell you who is covering.

2

We come to you

At home, at a café, at college, wherever suits you. You don't have to come to an office.

3

We don't give up

Missed a meeting? That's OK. We'll keep trying in different ways. You won't be dropped.

4

Your goals, not ours

You choose what to work on, in your own words, like "I want to sort my gas debt". We break it into small steps together.

WHAT HAPPENS

Trust first, then steps.

**WITHIN 2 WORKING
DAYS**



We get in touch

Once you've been accepted onto StepForward, we'll call, text or pop round to say hello. If we can't reach you, we'll keep trying.

**WITHIN 10
WORKING DAYS**



First meeting

Somewhere you choose. Just a chat, no forms to fill in on the spot.

BY WEEK 4



Your plan

A goal you pick, broken into small steps you can manage.

EVERY WEEK



Regular contact

We see or speak to you every week, and more if things get hard. Every 4 weeks we look at how it's going together.

LOOKING AHEAD



Planning what's next

We plan ahead with you and make sure the right support is in place, so you always know who to turn to next.

WHAT WE CAN HELP WITH

Pretty much anything that's getting in the way.

- Money, budgeting & debt
- Benefits & Universal Credit
- ID, bank account & documents
- Finding somewhere to live
- Keeping your home & paying bills
- Setting up a home
- Food, cooking & food banks
- GP, dentist & health appointments
- Mental health & feeling OK
- Drink, drugs, vaping & gambling
- College, courses & training
- CVs, jobs & interviews
- Travel & bus passes
- Phones, data & getting online
- Letters, forms & phone calls
- Police, court & probation
- Staying safe & exploitation
- Relationships & family
- Making friends & feeling less alone
- Hobbies, sport & things to do
- Confidence & motivation
- Getting to appointments

We also have online courses and apps that can help alongside your support.
Your worker can show you if you'd like.

For families, carers and professionals.

How you can help

- Encourage them to give it a go. One meeting is a good start.
- Let us know the best way to reach them, if they're happy for you to.
- Tell us if you're worried about their safety.

Young people make their own choices about their support. We'll only talk to family or other services about their support if they agree, unless we're worried about someone's safety.

Your information

We keep notes about the help we give, and keep them safe. We'll ask before we share anything with other services. The only time we may share without asking is if we think someone is at risk of harm. You can ask to see what we hold about you at any time.

GET IN TOUCH

Talk to the StepForward team.

Keely Altimas

Programme Manager

07727 691030

Email us

StepForward team

stepforward@peerment.co.uk

We're not an emergency service. If you need to talk to someone right now, you can call **Samaritans on 116 123** (free, any time) or **NHS 111**.



In danger right now? Call 999.