

## Referral Policy

### Statement of Intent

Energize is committed to building strong and successful working relationships with all referring agencies and workers, as a means to best supporting clients placed at Energize. The referral process is intended to facilitate the appropriate support being offered to individual young people.

Energize recognises that the referral process is the first point of contact with referrers/agencies and is therefore the most important stage in working to support Energize clients.

Energize aims to provide clear and full information to referring agencies/workers regarding the requirements for a young person to be offered a placement at Energize. Following an initial enquiry Energize will send the following to a referring agency/worker:

- Energize referral form
- Medical and Activity Consent form
- Mentoring information leaflet
- Energize ground rules and expectations
- Behaviour management rights and responsibilities
- An indication of mentoring/activity sessions available at the current time.
- Referrer feedback form

Once a completed referral has been received, the Youth and Family Services Manager will review the referral information and take note of any specific points of concern or query e.g. identified risk factors, behavioural issues. Should any particular concerns arise, the Youth and Family Services Manager will contact the referring agency/worker to discuss these concerns.

Within the referral process the Youth and Family Services Manager will also review the staff availability, current dynamics of client group, risk factors and Health and Safety considerations. If these points are able to be confirmed, the Youth and Family Services Manager will notify the referring worker and seek to begin the admission process.

Should the referral be denied for any reason, the Youth and Family Services Manager will notify the referring worker to explain the reasons for the refusal. A written explanation of the referral decision can be given upon request.

In some instances an offer of a client placement may be deferred for a suggested period of time. This will be to take account of specific circumstance either related to Energize or the young person concerned, e.g. availability of Energize staff, development of additional support for the young person, dramatic or sudden life change for the young person. In such a situation Energize will endeavor to provide clear information regarding expected start dates for the placement or agree a specific action plan with the referring worker.

## **Admissions policy**

### **Statement of Intent**

Energize is committed to providing services to clients in a open and equal manner, and seeks to apply the same Equal Opportunities principles to working with clients as that of working with employees.

This basic value is central to our Equal Opportunities Policy in ensuring that the charity does not create an internal environment in which young people are oppressed or overlooked for admission for invalid reasons.

Energize will only refuse to offer a young person a placement due to the following reasons:

- The young person is unable or unwilling to participate/engage/attend within Energize sessions.
- The young person refuses to accept or work to Energize Ground Rules and Expectations, Behaviour Rights and Responsibilities when discussed with them within the initial meeting/induction or at any subsequent time.
- Identified behavioural issues that would cause disruption to other Energize clients.
- Identified behavioural issues that would unreasonably increase risk or harm to Energize staff or clients.
- Identified behavioural issues that prevent adherence to Health and Safety Policy and practice.
- Referring services/workers or parents/carers cannot provide appropriate information at the point of referral, e.g. completed referral form, Medical and Activity Consent form.
- Referring services/worker cannot confirm funding for the placement being requested.

Energize reserves the right to conclude a client's placement at any time should any of the above concerns arise. If this should occur, Energize will communicate fully the reason for the termination/suspension of the placement to the client, client's parent/carer and the referring agency/worker.

# **Client Induction Policy**

## **Statement of Intent**

Energize seeks to build a strong and successful working relationship with all clients and recognises that a positive and welcoming induction is significant in achieving such a working relationship.

Energize is committed to supporting all clients by helping them understand what is expected of them while attending Energize, beginning a process of joint working and answering any questions which arise at the earliest opportunity. The process of client induction is the means by which this support is made available to clients.

## **Induction Process**

After receiving a referral form from the appropriate referrer, and a client is offered a placement at Energize, the Youth and Family Services Manager will offer the client an opportunity to come and visit Energize informally with either their referring worker or a parent/carer. This informal meeting will last between 30 minutes to one hour and provide the start to the client induction process. The client can be shown around the building and introduced to other staff members.

Where possible, the Youth and Family Services Manager will arrange for the new client's planned mentor to be available during this first informal visit, providing opportunity for them to be introduced before they start working together during a full mentoring session.

Due to the need for flexibility in meeting the needs of the Energize client group, the initial informal client meeting can take place as an isolated visit or prior to the start of the first mentoring session. Referrer, client and Energize should agree this in advance.

As part of this initial informal visit/meeting the client and Energize staff will confirm the session times and dates that the mentoring is next due to take place. Any outstanding documents from the referral process should be requested as part of this informal meeting, specifically the Medical and Activity Consent form.

The client induction is then continued within the mentoring session proper, with the mentor taking the role as the main worker engaging with the client. It is the mentor's responsibility to complete the remaining parts of the client induction, with oversight and support available as appropriate from the Youth and Family Services Manager.

During the first meeting between Energize and client, the Client Induction Checklist should be used by staff and updated as parts of the induction process are completed with the client. This will be an ongoing document which will be added to and updated over the first 2/3 sessions with a client. But the Client Induction Checklist should be completed fully with a client by the end of the client's third session at Energize. The assigned mentor is responsible for ensuring the completion of the Client Induction Checklist, with the Youth and Family Services Manager offering support and oversight as appropriate.

The Youth and Family Services Manager will review new Client Induction and sign it off when completed, following up any concerns or issues with clients, mentors or referrers as appropriate.

## **Induction Checklist**

The Client Induction Checklist is a guide for Energize staff and should not itself be given to clients. There are however key pieces of information, which should be given to clients as part of the induction process. The Induction Checklist is a means to ensuring this information is passed over to all new clients. The checklist is as follows: (a copy of the Client Induction Checklist is included at the end of this section.)

**Energize Ground Rules and Expectations-** A copy of these should be given to the client and read through, providing the client opportunity to clarify any aspect that they do not understand. Energize staff will seek to do this in supportive, joint working and in a respectful manner. However, Energize recognises the importance of being absolutely clear about what is and isn't acceptable behaviour while attending Energize. In reviewing the Ground Rules and Expectations with a client, Energize staff will stress the importance of the client's own choice/willingness to participate. The client should be informed that a copy of the Ground Rules and Expectations will also be made available to their parents/carers.

If the client refuses to accept or work within the Ground Rules and Expectations, Energize reserves the right to discontinue the placement.

**Behaviour rights and responsibilities-** A copy of the Behaviour Management Rights and Responsibilities should be given to the client, and discussed as appropriate with the mentor/ Energize staff member.

If the client refuses to accept or work to the Behaviour Rights and Responsibilities, Energize reserves the right to discontinue the placement.

**Medical and Activity Consent form-** Ideally this will already have been received as part of the referral process. If this isn't the case, Energize staff should stress that the Medical and Activity Consent form needs to be returned prior to the mentoring sessions beginning with a client. Energize staff will provide another Medical and Activity Consent form as appropriate to aid its completion and return. The form should be signed by the client's parent or carer and will not be accepted as complete unless such a signature is on it.

If the client or parent/carers refuses to return the Medical and Activity Consent form, Energize reserves the right to discontinue the placement.

**Referral form-** The referral form will normally have been received prior to the initial contact/meeting with the client. However, the initial meeting can provide important opportunity to confirm or clarify any points from the referral form. If a referral form has not been received, the initial informal client meeting will be an opportunity to request its return. Energize staff will provide a referrer with an additional referral form should one be required. Mentoring sessions will not begin unless the appropriate referral form is returned.

**Mentoring Induction sheet-** The mentor and client should work through the Mentoring Induction Sheet, taking time to discuss the three sections- hobbies, places to visit/activities and new skills. This discussion will begin to provide the mentor and

client with a framework/plan that they both work towards within the mentoring sessions. The aim is for the client to open up and give information about what they are interested in and might like to achieve while attending Energize.

**Youth Achievement Award-** Following the discussion of the Mentoring Induction Sheet, it may be possible to directly link some of the client's planned activities with the Youth Achievement Award Scheme (YAA). Mentors should ensure that they give a short explanation of the YAA and provide printed information as relevant/appropriate. Clients need to understand the way the YAA operates and what they would need to do in undertaking the YAA. It may prove beneficial for mentors to have some examples of previous YAA work/records/timetables to hand.

**Risk Assessment-** The first contact with a client is a crucial time in making a fuller risk assessment, taking account of behavioral attitudes, medical issues, level of fitness and social interaction/skill. All of these may be factors to take into account when engaged in a mentoring session with a particular client. Risk assessment is an ongoing and dynamic aspect of working with such a client ongoing group, and mentors should maintain this approach. Any new concerns or questions, which arise in relation to Risk Assessment, should be raised with the Youth and Family Services Manager as soon as reasonably possible.

**Health and Safety-** fire procedures should be explained to the client, noting exits and assembly points in the event of a fire. Any specific concerns may also be discussed as appropriate, e.g. specific issues regarding a client's health which might impact upon activities undertaken within mentoring sessions.

**Contact details-** Contact details for the client, parents/carers and referrers should be confirmed within the induction process. It is also important to make certain that the client has contact details for the Energize office in the event that they should need to contact Energize for any reason. Staff should not presume that clients will have Energize contact details.

## Energize Client Induction Checklist

This Client Induction Checklist is a guide for Energize staff and should not itself be given to clients. The Induction Checklist is a means of ensuring this information is passed to all new clients. Please complete this checklist as you work through induction with a new Energize client.

Client Name:	Mentor Name:
Date Placement began:	Referrers Name:
Date Induction started:	Date Induction completed:

Induction Information	Date completed, confirmed or discussed with Client
Ground Rules and Expectations	
Behaviour Rights and Responsibilities	
Medical and Activity Consent Form	
Referral form	
Mentoring Induction Sheet	
Youth Achievement Award Scheme	
Risk Assessment	
Health and Safety	
Contact details	
Additional information:	
Staff signature:	Date:
Line Manager Signature:	Date: