

#Focus5 Charter

What we expect from you (Participant)

- Be respectful and remember that this is a professional relationship.
- To attend appointments on time and tell us in advance if you cannot attend.
- To engage with all activities and tasks with your Key Worker.
- To switch off/put away your mobile phone while you are meeting with your Key Worker.
- Demand for the project is high so if you miss three appointments in a row or do not respond to our contact attempts, we will close your place on the project. However, you will be able to re-engage in the project in the future if you would like to.



What Participants can expect from us

- We will always treat you with respect.
- We will only share information about you with your consent unless we have significant concerns about your safety or the safety of others.
- We will create an action plan based around your own goals and barriers to employment, education and training which we will support you to achieve and overcome.
- We will meet with you on a regular basis.
- We will regularly review your progress and update your action plan as you achieve your goals.





What we expect from referrers

#Focus5 is a voluntary project funded by the European Social Fund and the National Lottery Community Fund and a referral does not guarantee that the young person will be accepted onto the project.

- Referrers need to ensure the young person is aware of the project and aware that a referral is being made on their behalf.
- Young people need to want to engage in the project/with a Key Worker and be ready and capable of doing so.
- Contact details for the young person or their parent / carer / support worker must be on the referral form – not only the referral agency contact details.
- The expected duration for a young person to be engaged on the project is approximately six months. Therefore, young people being referred must be in a position to take positive steps towards education, employment or training within this period at the time of referral.



What referrers can expect from us



- Once we receive your referral, we will acknowledge receipt and log the details on our system within 2 working days.
- We will aim to allocate the referral to a key worker and for the key worker to make initial contact within two weeks of us receiving your referral.
- We will make up to 3 attempts to contact the young person. If we are unable to contact them after 3 attempts, we will conclude that they do not wish to join the project.
- We will inform the referrer of the outcome of their referral.