



# Genell Support

*Our Young People & Care Leaver's Pledge*







# Advice and Support

- We will provide trained peer advisors and mentors to support you during your time in care and through difficult times in your life, such as when you first move in with us.
- We will make sure the support staff working with you are aware of your rights, and practical, emotional and financial support that you are entitled to as a young person and care leaver.
- We will work on the understanding that you don't always need to ask for advice and support; that we just need to ensure it's available to you in different forms and different ways if and when you do need it.
- To show the commitment we have to you in supporting your needs and future outcomes we will provide opportunities for young people and care leavers to become involved in deciding how we provide that support, because we know this makes a difference to you.
- We will make sure that you are aware of how to make comment or complaint to help resolve some of the issues you may face throughout your time with us.
- We will support your need to have access to an advocate and/or mentor to help you to express your views, wishes and feelings to ensure you are fully involved in the decisions that are about and affect your life.

You said:

We want to feel confident that the people who support young people and care leavers have the correct information and training to advise and support us in the best way.





## Growing up and moving on

- We will support you through the ups and the downs of life and will provide a listening ear when you need us most.
- We will support you to access your entitlements as a care leaver and continue to support you even after you leave our care. We will always be there for you and will continue developing our care leaver's support group to provide opportunities to meet with and be mentored by other care leavers.
- We will ensure that your supporters and others who are working with you provide support to improve your independence skills (including practical, social and emotional skills) so you are able to support and care for yourselves and become more independent individuals. This way we can make sure you are prepared before you move on, if this is what you want to do.
- We will support you and help you to recover from any mistakes you might make, because we understand that making mistakes is a part of growing up.

### You said:

We want to feel supported in a way that any good parent would support their child to have comfort, safety, and happiness by considering our needs on an individual basis no matter what age you re.