



Genell Support

Our Young People & Care Leaver's Pledge

Our Pledge

Genell Support's Young People & Care Leaver's Pledge has been developed in response to your feedback which points out clearly what support you believe young people and care leavers can and should expect from us.

There are six groups of pledges based on the lives of the young people we support, and that we hope acknowledge and address the many other issues that affect care leavers.

They are:

- Where you live
- Who will support you
- Advice and support
- Health and happiness
- Education and training
- Growing up and moving on



Where you live

As your supporters we pledge to:

- Make sure we take your views, wishes and feelings in to account before making a decision about where you live, and involving you in this process.
- Ensure that information is available to you about where you are going to live before you move in, to help you to feel more comfortable with the move.
- Provide training to the people who support you to make sure you are being supported in the right way.
- Ask for your feedback on the quality of support we are giving you, to help us identify good quality support practices, and to improve the support we provide to you and other young people in the future.
- Help you to stay in touch with people who are important to you, including friends, family, foster siblings etc.
- Aim to 'get it right the first time' to minimise the number of times you move from where you live.

You said:

We need to be encouraged to be involved in decisions about where we live, and who we live with, and we need the people supporting us to make sure the support provided is of a high quality.

Supporters

The team members at Genell who will be supporting you.

- We will continue to support the voice of young people and care leavers to have a say in the service you receive from your us by listening to you and responding to you in meaningful ways.
- We will work with you as your supporters and do everything we can to help keep you safe and also to help keep you from being exploited in any way.
- We will make sure that the supporters in your life encourage and empower you to have a say in the decisions that affect your life no matter what your age or personal circumstances.
- We will make sure there's suitable training available for the staff who support you, to help them understand what it's like to be a young person and care leaver.

You said:

“ We need to feel that the people in our lives who support us, treat us as they would their own family. We need our supporters and those who are responsible for us to listen with their hearts as well as their ears. ”



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.

Your health and happiness

- We will make sure that young people and care leavers being supported by Genell Support are suitably supported by promoting better working relationships with services in other areas.
- We will make sure we are available to listen to your feedback about health services that are available to you, and we will act to improve areas that need to be developed.
- Our Education, Employment & Training Advisor will support you in accessing any courses, apprenticeships, or activities that you are interested in and want to pursue.
- We will hold events and provide information sharing opportunities to help young people and care leavers to understand more about their own health and wellbeing as well as the services that are available to them.
- We will promote individual's own hobbies and interests as we understand this has an impact on individual health, happiness and overall wellbeing.
- We will support you during any difficulties you might face by constantly trying to understand more about how we can improve 'being there for you.'

You said:

We need good relationships with the people supporting us so they know when we need emotional support as well as practical and physical support, this is part of thinking about our lives as a whole.

Education and training

- We will continue to form partnerships with schools and colleges, and to support you in the best way, to suit your own individual educational needs, dreams and aspirations.
- Our Education, Employment and Training Advisor will work with you to provide a wide range of opportunities which will include you, involve you, empower you, and build your confidence and self esteem, because we know your hobbies and interests are important, as well as the views you have about the service you receive.
- We will continue to promote the importance of your involvement in your own support planning, which includes your personal education plan (PEP) because we understand that your views matter.
- We will help you to celebrate your achievements and recognise when you make significant achievements!

You said:

“ We want to have the same opportunities as young people who aren't in care and we don't want people to give up on us. We need help accessing training and education because it's hard to switch off from the problems that affect us due to being in care. ”



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.