



# Service User Guide for Parents and Carers

[kidsinspire.org.uk](http://kidsinspire.org.uk)




# Dear Parent / Carer


We'd like to welcome you to Kids Inspire. We appreciate it must have been a journey for your child and your family that brought you here for support. We will do our best to listen to you and your child and to understand how we can best offer you a mental health and emotional wellbeing service. We invite you to take a moment to read the introductory information below; our team will be available to discuss any questions you may have. **Kids Inspire**


## About Kids Inspire


Kids Inspire provides mental health and trauma recovery support for children, young people and their families. Through a range of therapeutic and community activities we promote resilience, self-awareness, and relationship building to empower more positive life choices.

## Our approach

 **Your child at the centre:** With each child we meet, we look and listen to how their past affects their present, reviewing closely the whole system revolving around them – school, family, peers.

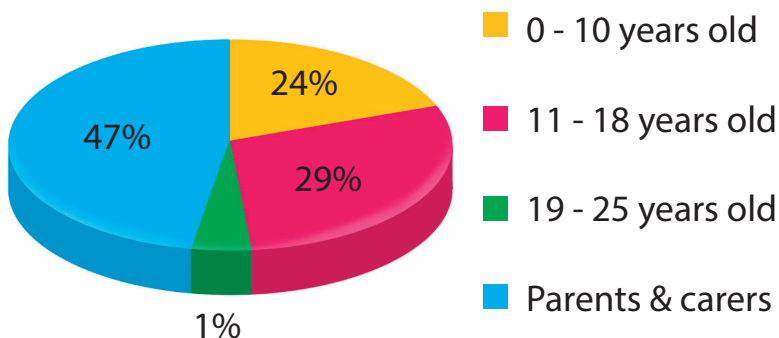
 **We are trauma informed:** Alongside this approach, we are passionate about brain development and the latest neuroscience research. We look at negative childhood experiences to make our practice trauma informed, addressing the causes rather than the symptoms.


 **Our diverse therapeutic approach:** Our qualified, experienced therapists have been trained in a broad range of orientations (psychodynamic, CBT, integrative, attachment focused, expressive arts and systemic) and work creatively to encourage body-mind reconnection, focusing on the strengths of the child and the family in order to build and nurture resilience.

 **One size of therapy does not fit all:** Information from you and your child is gathered during a detailed assessment to create a bespoke package of therapy (individual, couples, family), coaching, mentoring or group work befitting your child's needs – one size does not fit all.



Therapy Beneficiaries



 **Our ethos of equality, diversity and inclusion:**

We want Kids Inspire to be a welcoming place where each individual feels valued and included regardless of their background, race, gender, age, sexual orientation or beliefs. We are here to listen and improve how we can deliver our best services to the greatest range of people.





## Our services








**Working together to nurture resilience:** After an assessment period of one to three sessions with an experienced member of our clinical team, we may offer you a bespoke treatment package. Depending on what suits your child and your family best, this will either be at our headquarters in Essex, onsite at school, in community centres or online. We have a range of different services that may meet the needs of your request:

-  **Talking therapies**
-  **Creative therapies**
-  **Trauma therapies**
-  **Family & dyadic (child-parent) therapies**

-  **Groups**
-  **Mentoring**
-  **Coaching**
-  **Community activities**
-  **Lunch clubs**

We provide an overview of our projects on our website where you can also find resources and self-help tips. Please visit: [www.kidsinspire.org.uk](http://www.kidsinspire.org.uk)

## Our process

-  **Initial telephone contact:** Our Clinical Admin team will listen to you, gathering the information needed to decide if we have a funded project with criteria that match your needs.
-  **Referral or signposting:** If we are in a position to offer you a service, Clinical Admin will help you complete the referral paperwork. If we do not have a funded project that meets your needs, then we will give you details of other services or organisations that might be more appropriate for you and your family.
-  **Screening and allocation:** A team of senior clinicians will consider the initial information gathered on your request for support and will allocate a practitioner with the expertise to support you further.
-  **Initial assessment:** The allocated practitioner will organise with you mutually convenient meetings, face to face or online, where you will be offered the space to talk about what's concerning your child and your family. These meetings may include your child and yourself (parents/caregivers) individually or jointly.
-  **Treatment plan:** The initial assessment sessions will then help the clinical team to offer you a bespoke treatment plan of support with the therapeutic approach that matches your child's strengths and interests as well as the desired outcomes. Treatment plans are time limited, and your allocated practitioner will propose to you tangible therapeutic targets in a mutually agreed 'contract'.
-  **Reviews:** The allocated practitioner will review the plan with you regularly, within your sessions and within their case management at Kids Inspire. As a parent/carer, you will be offered review meetings with the therapist supporting your child, as and when appropriate. We use a range of outcome measurement tools that encourage your participation and involvement in evaluating your own journey of support. Your feedback is very important to us, and service user surveys are also regular within Kids Inspire.
-  **Exiting the service:** Once your treatment plan is complete and you have reviewed your child's or your journey with the allocated practitioner, you may be given details of other services and activities at Kids Inspire or in your local community. You can discuss any suggestions before your last scheduled session and get support with organising next steps.



# Consent and data

We are a voluntary service, which means we will ask for your consent to work with you and your child. We ask you to sign a consent form to confirm that you are happy for us to offer you a service and for this reason we will also need to record your data.

If you wish to know more about our policies, please contact our Head of Operations at [admin@kidsinspire.org.uk](mailto:admin@kidsinspire.org.uk).

We have policies in place to protect your data, your privacy and confidentiality, as well as safeguarding policies that explain exceptions.

## What's next

**Our Clinical Admin team** is here for you to contact and discuss your query for support. They will guide you through the process steps.









[clinicaladmin@kidsinspire.org.uk](mailto:clinicaladmin@kidsinspire.org.uk)

01245 348707

## Emergency or in crisis?

Please note that Kids Inspire is not a crisis or emergency service. If you or your child is at immediate risk, please contact the crisis service related to your concern:

-  Call 999
-  Your GP or your nearest A&E
-  Emotional Wellbeing Mental Health Service Crisis Team (Essex) – 0300 555 1201
-  Family Operations Hub: 0345 603 7627 (priority line) – 0345 606 1212
-  Childline: 0800 1111
-  Samaritans: 116 123

Thank you for taking the time to read this guide about Kids Inspire.