



Service User Guide for Young People

kidsinspire.org.uk



Hello you,


We'd like to welcome you to Kids Inspire. We appreciate it must have been a journey for you and your family that brought you here for support. We will do our best to listen to you and your parent / carer to understand how we can best support you right now in your life. We have prepared a short guide for you to read and then, if you have questions, we can discuss together.

Kids Inspire

About Kids Inspire


Kids Inspire supports children, young people and their families who have had difficult life experiences that made them have negative thoughts, emotions, feelings, sensations and behaviour. The support can be through therapy or activities that can make them feel emotionally stronger and hopeful again, and learn what to do with these negative thoughts, emotions, feelings, sensations and behaviour now and in the future.


Our approach


 **You are at the centre:** With each child / young person we meet, we look and listen to how your experiences at home (with your family), at school (with your peers or friends) or in the community where you live may be linked to the way you think, feel and behave. We want to understand how things are for you through your eyes.



We know that the child brain develops through different stages and we can support you to have a healthy development as a whole, not just by looking at symptoms that might be difficult for you. We do this by exploring and understanding together how your experiences may have caused you to feel 'stuck' in response to threat, such as fight / flight / freeze.

 **Therapy can be fun and creative:** We have therapists that are trained to work with children / young people and they all work creatively using **art**, **play**, **drama**, and **music** therapeutic activities that can make the therapy sessions feel fun, enjoyable and safe. You may learn how to use different ways to creatively express thoughts, feelings and sensations that feel difficult to express in words. Your therapist will work with you to give meaning to your experiences.

 **What's right for you:** We will meet with you and your parent / carer, together or separately, to listen and understand what the best plan of support for you is. Sometimes we offer **therapy**, **mentoring**, or **group** activities. We will discuss with you and your family what's right for you, your needs and your interests.

 **You are welcome:** We want Kids Inspire to be a welcoming place where you can feel valued and included, regardless of your background, race, gender, age, sexual orientation or belief. 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: We will work closely with you and your family to really understand how we can best support you. At the beginning, we may meet with your parent / carer to ask them their view. We may meet with you to get your views. We may also meet with all of you together to get everyone's opinion. These meetings will help us offer the support plan that is best for you and your family to move forward. The support may be at our offices, your school or online

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.

Our process

You, your parent / carer or your school can ask for support

This can happen with a phone call or email

We will listen and let you know if we can help

If we can't help then we will tell you, and we will advise your parent / carer or your school who or where to call next

If we can help, a therapist will arrange to meet with you

They may ask more questions to try and understand how to best support you. We will ask your parent / carer to give us permission (consent) to work with you

Your support plan will be discussed and agreed with you

You will know what kind of support you will be having and for how long. You will discuss with your therapist what you want to achieve and how in the time given

Your journey of change will be discussed with you

Your therapist will be checking with you week-by-week how things are for you within yourself, at home and at school. Your therapist may also arrange to meet with your parent / carer or with your school to see what else we can do to help you. Your therapist will discuss with you if these meetings are necessary

Finishing and saying 'goodbye'

Your therapist will prepare end of support with you; you will discuss together how to say 'goodbye' and what will happen next. Sometimes, we are able to offer a different activity or we may suggest that a different kind of support is needed elsewhere.

Consent and data

We will ask for your parent / carer to agree (give consent) for us to work with you and to keep a record of the work. Your therapy sessions are private and confidential, which means that your therapist will not discuss details of what you said or did in the sessions with anyone outside of your meeting. You can talk to anyone about your sessions if you want to: you do not have to. Your therapist may need to talk to someone else if you or someone close to you is harmed or at risk of harm. If you want to know more about this, ask your parent / carer to ask us about our Safeguarding and Data Protection policies and procedures. They can contact our Head of Operations by email here: admin@kidsinspire.org.uk.

Your therapist will also discuss confidentiality and exceptions with you.

What's next

Our Clinical Admin team is here for your parent / carer to contact and discuss your need for support.









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.