FAQ

# What are the aims of the programme?

The programme aims to provide tailored one-to-one support for young people (YP) across East London focusing on supporting mental health, wellbeing, reduction in negative/violent behavior, understanding their vulnerabilities, future aspirations and goals, and physical health improvement.

# How can I get involved in the project?

Initially a PCN (Primary Care Network) Group will sign up for the service, then offering this out to the GP Practices in the network.

West Ham United Foundation (WHUF) hopes that, once signed up to the service, the GP Practice, and the GP’s will feel empowered to share the service with their patient body. When a GP/Practice Staff Member identifies a young person (YP) who may be suitable for the service, this can be discussed with the YP and their family, and then a referral form will be completed on behalf of the GP, then sent over to WHUF.

# What is the eligibly / criteria for targeted YP?

The project can support YP who may be experiencing any of the following:

* Vulnerable/affiliated to violence knife crime and exploitation
* Victim/perpetrator of crime
* Bullying
* Family/friend within the criminal justice system
* Experiencing/impacted by domestic abuse
* Autism, ADHD, SEMH, SLCN diagnosis/need
* Disengaging from school/risk of exclusion/NEET
* Anxiety/Mental Health need
* Key moments of transition

We can support young people aged between 11-18 years old.

# What is the referral process?

The referrer completes the referral form which includes necessary information to contact the YP and their parent/guardian and referral reasons.

Please send the referral form to [nelondonicb.whureferrals@nhs.net](mailto:nelondonicb.whureferrals@nhs.net). If the referrer is unsure on any information, that’s okay, but it is useful to let us know what you don’t know, as much as you do know!

The mentor will then contact the family and introduce the service, including sharing referral information and the structure of the programme.

If the YP and their family consent to the service, together with the mentor, they will arrange the first session.

# Where will the sessions take place?

Sessions can take place in the GP Practice, school, WHUF locations or in the community. Often the first session will take place at the GP Practice or school. The mentor will organise the logistics of the sessions with the necessary partners.

# How long are the sessions? How long is a YP involved in the programme?

Sessions are normally one hour long, taking place once a week. WHUF advises that a YP is involved in the programme for a six-nine months. Throughout the mentoring, the mentor and YP will assess the length of the planned engagement and when to begin the process for a positive ending.

# What do the sessions consist of?

During the initial sessions the YP and mentor will begin to complete the Personalised Support Plan. The sessions are led by the YP, with the mentor aiming to make these sessions as comfortable and accessible as possible. Sometimes sessions will include listening to music, playing card games or discussing the past week. By focusing on relationship building and creating a safe space, the sessions can become more open to more personal development and supporting the referral reasons.

# What happens if the YP’s disengage?

If the YP begins to disengage, the mentor will inform the GP practice and the referring partner. Together they will decide the best process to try and reengage. If this is not successful, the GP Practice will be informed and YP will be discharged from the service. The service is completely voluntary.

The mentor will also inform the YP and their family that they can return to the service if needed.

# What are the monitoring and evaluation processes?

WHUF will report back to the GP Practices monthly, with updates on the numbers of referrals, outcomes, and any other relevant progress updates. As per the referral form, WHUF requires demographics, age, gender, postcode, and other necessary information to report back to funders. WHUF records all session notes and safeguarding concerns on a secure database.