

How We Support You at PTIUK

At PTIUK we work with all young people to help them understand their strengths and needs, and together we look at what support you need to help you to feel safe and happy, and to **support you on your path towards living on your own** when you leave Pathways.

Role of the Keyworker

Every young person has a **dedicated keyworker**, who takes the lead on helping and supporting them. If your keyworker is away or unavailable, you can also talk to any of the other staff in your area. Your keyworker will meet you every week and support you to **help you to make decisions** about what you want to do now and in the future – working towards **positive outcomes**.

There is more detail about the role of the keyworker in the document What is a Keyworker in our Young Person's Guide on our website (<https://www.pathwaystoindependence.org.uk/young-person-guide>)

Support Planning and Outcome Star

At PTIUK we believe that every young person has the right to decide what future they want to work towards. We will work with you to think about this and to make plans to work towards what you want to achieve – your personal outcomes.

We use a system called **Outcomes Star™** to help you and your keyworker talk about the different areas of your life, including what is going well and what areas you need to work on or need more support with in your journey of change. The areas covered include:

- Where You Live (accommodation)
- Physical Health and How You Feel
- Education, Activities and Work
- People and Support Network (building community links and support networks)
- Money
- Understanding Life in the UK and the Immigration Process, supporting the needs of young people from asylum-seeking and refugee backgrounds

The Outcomes Star™ has been made to use simple language as much as possible, but we have also worked with young people to produce **versions in a number of different languages**.

After talking about each area, you will work together to create an **Action Plan**. You will also look at this plan regularly to think about how things are going and if the plan needs to change.

We also work with you and your Personal Advisor or Social Worker to develop more detailed plans for different areas of your life, including your Pathway Plan about next steps after your time with us and Personal Education Plans (PEPs) to explore and plan for education choices.

Groupwork

As well as having one-to-one sessions with your keyworker, Pathways provides group sessions where you can do **activities with other young people** in your house and across the service. These sessions can include different kinds of activities – learning about life as an adult in the UK, practising life skills, or just having fun! We believe that building relationships and sharing experiences can be really helpful when you to deal with challenges and to prepare for the future.

Independent Living Skills

Our support will also make sure that you have the **knowledge and skills that you need for when you are living independently**, including language skills, looking after yourself and your home, understanding your rights and entitlements, and being ready to take on a tenancy in your own home when you leave Pathways. After talking about what you already know and what you are confident doing, we will have individual and group sessions to develop the extra knowledge and skills that you need to live on your own and keep yourself safe.

Meeting your individual and cultural needs

We understand that many of the young people that we work with may need help because of their personal situation and background, including help to build links to members of their religious or cultural community.

For young people who are seeking asylum, we have developed our Triple Planning approach to help you think about and be ready for the different possible outcomes from going through the asylum process. The Planning Star™ also helps young people to talk about how to go through the asylum system and adapt to life in the UK.

We will also listen to young people and we do what we can to help them to meet their religious and cultural needs. For example, we have joined other organisations in Sussex to provide a shared space for young people at the Global Social Club, and have worked hard to become a City of Sanctuary Supporting Organisation. We talk to young people about how we can change their homes to help them to be themselves and meet their needs, including creating spaces for prayer, and providing opportunities for sharing food. We want young people to feel at home and welcome, and it is important for us to celebrate religious and cultural festivals, and to give opportunities for our young people to share stories and experiences.

What support you can expect from others

As well as the support that you will receive from PTIUK, we believe that it is important that you understand what support you should get from other people and organisations - **your rights and entitlements**.

Your Social Worker or Personal Adviser will make sure that you are clear about the **Local Authority support for you as a young person in care or care leaver**, and we will work closely with them to deliver that support. As you grow older, we will also support you to understand and apply for what

you are entitled to in **government benefits** to help you with living costs, housing, studying, and so on.

Each Local Authority also has a **Local Offer**, which is detailed on their website. This will give you helpful information and details about support services in your area. Your keyworker will help you to find out about your Local Offer and understand what is available.

Our Policies

We have policy documents that explain what we do and why in detail. There is a Support Policy (available on our website) that gives more detail about the different types of work that we do to support you. If you find the policy difficult to understand, talk to your keyworker who can work with you to understand this fully.

You can find all our key policies on the PTIUK website

(<https://www.pathwaystoindependence.org.uk/policies>)