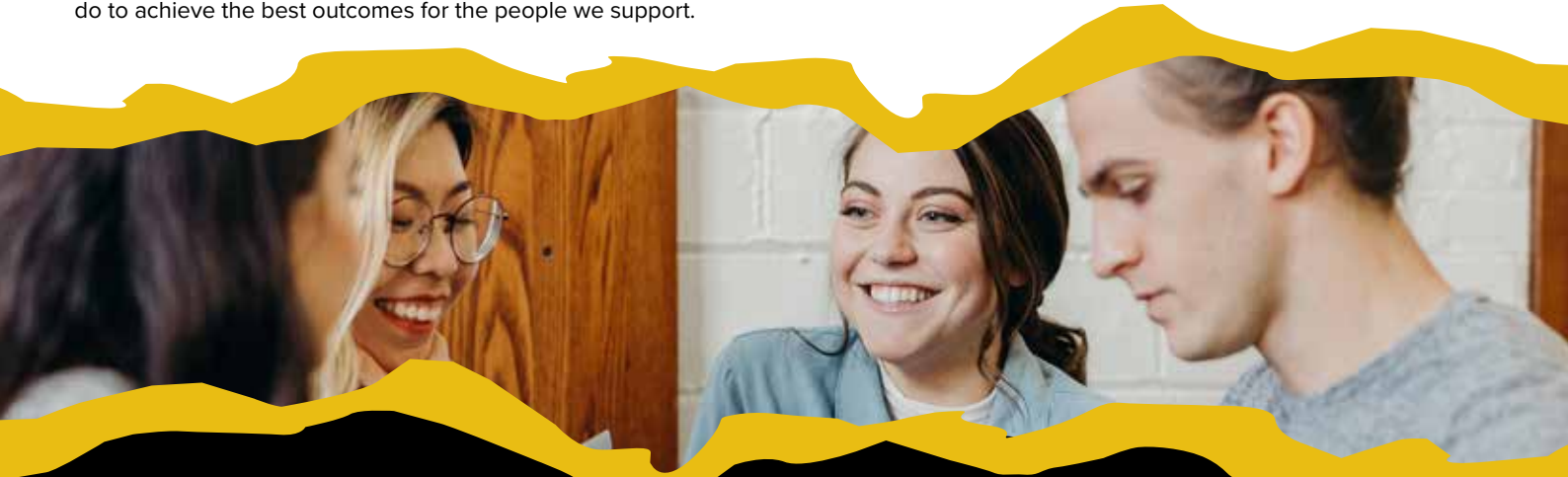


# CONTRACT OF EXPECTATIONS

# YOU MATTER

You Matter is an accredited learning programme for people aged 16 – 35. Learners will be supported by a You Matter Coach to engage in this life skills course which supports the development of knowledge and confidence in Money, Housing, Life and Future matters and results in them taking their next steps – getting and sustaining a tenancy, a safe place to live and thrive for them and their families. We have created this contract of expectations so that you know what you can expect from us and how you can support the work that we do to achieve the best outcomes for the people we support.



## WHAT YOU CAN EXPECT FROM US:

We will offer all learners 14 sessions. This will comprise two 121 Outcome Star readings plus 12 weeks of You Matter group work. These sessions will be planned, delivered, and shared with our Quality Assurance Lead and Designated Safeguarding Lead as appropriate to ensure best practice.

We will provide the organisation providing the delivery venue with a profile of the You Matter Coach who will be working in your setting. This will include their enhanced DBS number, photograph, training record and seam of GOLD.

We use a Trauma Informed: strengths-based approach which seeks to understand and respond to the impact of trauma on people's lives. The approach emphasises physical, psychological, and emotional safety for everyone and aims to empower individuals to re-establish control of their own lives.

<https://www.youtube.com/watch?v=zg8ahtHIRxU>

If a You Matter Coach is unable to attend a session, we will provide an alternative You Matter Coach for that week. Our experienced You Matter Coaches have all undertaken Level 3 Tutor Training.

### Safeguarding

We will work with learners with a contextual response to enable them to access the support they need in a way that is right for them. This may include and is not exclusive to Hampshire Constabulary, Children's Services and Adult Services. All safeguarding incidents are recorded and reviewed by our DSL.

<https://yellowbrickroadprojects.com/data-for-professionals>

We will work with the delivery venue to ensure that each learner has access to a PC/ laptop and internet access for use on the You Matter course. This will enable learners to complete their You Matter workbook using the Virtual Learning Environment (VLE) that we use.

You Matter Coaches will provide engaging sessions and ensure that individual learning needs are met through flexible teaching and support. You Matter Coaches can offer additional support outside of group work sessions – examples include 121 support to complete learning outcomes, support to access other local organisations.

We register learners for You Matter with the accrediting body Laser Learning Awards. At the end of the You Matter programme each learner will receive a certificate of attendance which highlights the strengths we have noticed. Their certificate from Laser for the accredited outcomes will be sent out individually to them after their work has been assessed and verified. For this reason, it is important to have an accurate postal address for the learner.

## WHAT WE EXPECT FROM YOU:

You can fill in the online nomination form here:

<https://yellowbrickroadprojects.com/nominations>

Completing this with the person you are nominating will increase chances of engagement and is an opportunity for you to highlight their strengths and challenges.

If you are booked as a guest speaker, please come along with a non-judgemental approach and an interactive activity to illustrate the issues your organisation addresses and support your service can offer.

If you are aware of a reason that the session should be rescheduled or if you are booked as a guest speaker and are unable to attend, please let us know by 9.30am on the day of delivery.

Please support learners to make the most of You Matter by:

- Reminding them before the day and on the day that the group is running.
- Providing a trauma informed space with room for movement, comfortable temperature, and furniture.
- Encouraging and acknowledging learning and progress – for some this is the first time they have had a positive experience of learning.

Thank you for being one of our valued partners, we know how much difference we all make when we work together. We would like to hear from you and your experience as a partner if you have a minute, please talk to us through this survey:

<https://rb.gy/c88wp>

