

SUPPORT AGREEMENT

Young Person	
I, <input type="text"/>	understand that by signing the occupancy agreement and living in a Centrepoint service, I have certain rights and certain responsibilities.
<ul style="list-style-type: none"> I would prefer to meet with my keyworker (Where?): <input type="text"/> I commit to meeting with my keyworker for keywork sessions and to contribute to planning my own personal development at least every: <input type="text"/> 	
<ul style="list-style-type: none"> I commit to work with staff and volunteers to grow my skills, take part in activities and engage in education, employment and training? I agree to pay my rent on time and sort out any benefit applications promptly by providing the requested information. I agree to inform Centrepoint staff if my circumstances change. I agree to treat people with respect and fairly at all times (according to the equality & diversity statement in the Welcome Handbook). I agree to follow the house rules for the service I am living in and to contribute to them. I agree to engage with the re-housing, housing allocation and resettlement process outlined in my support plan I agree to ask for help if I am struggling with something. I understand that if Centrepoint does not deliver their service promise (set out in the Welcome Handbook) and I am not satisfied I am receiving the agreed support, I can contact my keyworker or their manager and make a comment, suggestion or complaint. 	
Signed: (Young Person)	Date:

Centrepoint	
Centrepoint agrees to support you to build the skills you need to move on and live independently in your own home. We agree to work in partnership with you, not doing things for you, but guiding and supporting you to gain control of your own life.	
<ul style="list-style-type: none"> Your keyworker agrees to contact you by (delete as appropriate) Your keyworker agrees to usually meet with you (When?) 	<input type="text"/> Phone / text / letter / email <input type="text"/>
<ul style="list-style-type: none"> Centrepoint promises to give you access to a range of services that will be tailored to help you as an individual, meet your immediate needs and develop the skills you need to realise your potential. Centrepoint promises to give you clear and up-to-date information about how the service works, what it can offer you and what is expected of you. Centrepoint promises that you will have a say about what happens in your service and how it can be improved. We will take note of your views and give you feedback. Centrepoint will challenge you as well as providing support, encouraging you to have ambitious but realistic aspirations. We have expectations of you and will set boundaries and limits on behaviour. Centrepoint promises to respect your choices and allow you to make your own decisions, as long as they do not harm others. Centrepoint promises that your room and the service you live in will be safe, welcoming, clean, comfortable, well maintained and repairs will be carried out within agreed timescales. Our Privacy Notice can be found here. 	
Signed: (Keyworker)	Date: