



# F4YP Service User Access Policy

## 1. Purpose

To set clear expectations for access and engagement with F4YP services, including the conditions under which pastoral support and multi-agency involvement are provided, and the criteria for accessing therapy delivered or arranged by F4YP.

## 2. Scope

This policy applies to all Young People (YP) referred to or enrolled with F4YP, their parents/carers, and referring partners. It covers pastoral support, multi-agency activity, therapy, and interim programmes such as REACH. YP access F4YP via after school clubs, holiday clubs, or REACH.

## 3. Definitions

- **YP (Young Person):** A child or young person engaging with F4YP services.
- **Pastoral support:** Non-clinical support to help YP feel safe, engaged and included (see Section 7).
- **Access/engage:** The YP attends planned sessions/appointments or has verified contact in line with an agreed plan.
- **Access routes:** After school clubs, holiday clubs, or REACH.
- **Term:** One full UK school term (typically 10–14 weeks; length varies by local authority).
- **REACH programme:** An early intervention and prevention programme designed by F4YP to support YP experiencing mild to moderate mental health challenges.
- **Multi-agency meetings:** Meetings such as TAF/CiN/CP/Core Group, SEND reviews, EHCP reviews or school-led meetings.

## 4. Principles

- Engagement with F4YP is on a voluntary basis. Effective support depends on regular access and engagement.
- We prioritise safety, safeguarding and the best interests of the YP.
- Support is tailored, proportionate and time-bound, with clear goals and review points.
- Equality, diversity and inclusion are upheld throughout (see Section 11).

## 5. Engagement Expectations

- **Access routes:** YP access F4YP through after school clubs, holiday clubs, or REACH.
- **Bookings and attendance:** If a YP is booked onto an activity/session, we expect them to attend. If attendance is not possible, parents/carers must cancel as early as practicable (ideally 24 hours in advance) and state the reason; emergency exceptions will be noted. Repeated non-attendance or late cancellations may trigger a review and, if necessary, temporary suspension of bookings until an engagement plan is agreed.
- **Reasonable adjustments:** We will consider and record adjustments (e.g., transport advice, sensory accommodations, flexible arrival/exit).



- **Communication:** Parents/carers must inform F4YP of cancellations or barriers before the session start time wherever possible and respond to follow-up contact.

## 5A. Non-attendance & Cancellations

**Purpose:** To set clear expectations for cancellations, no-shows and late arrivals across after school clubs, holiday clubs and REACH, and to outline a simple escalation path.

### 5A.1 Notice periods

- **1 Session/1 day After school clubs (ASC) & Holiday Clubs (HC):** Please cancel at least 24 hours before the session (previous working day where applicable). Cancellations after a session has started are treated as no-shows.
- **Full Course:** Please cancel at least 7 days before the course start date as this allows us to reallocate the funded space. Late cancellations or repeated no-shows may affect future bookings, particularly on high-demand courses with limited spaces.

### 5A.2 Examples and responses

- **Illness (short-term):** Let us know as soon as possible, where relevant we may suggest the appropriate exclusion period (e.g. 48 hours after a sickness bug). We'll aim to see you at the next booked session.
- **Ongoing illness (all week/whole course):** Tell us the expected duration so we can update the team and your bookings appropriately.
- **Transport difficulties:** Inform us early; if this becomes a pattern, we will explore practical options and signposting to help reduce barriers.
- **School/essential appointments (one-off, unavoidable):** Let us know in advance; attend surrounding sessions where possible (e.g., late drop-off/early pick-up for HC if feasible).
- **Appointments that could be scheduled outside club times:** Please avoid booking during sessions as missed places impact delivery and funding.
- **Behaviour at home used as a reason to withdraw attendance:** We ask parents/carers not to withhold attendance at F4YP clubs as a consequence for behaviour or events outside of club. Clubs can be a really positive outlet for young people. If behaviour is challenging, please speak to the team so we can problem-solve and consider additional support.
- **Unexplained no-show:** We will contact you during/after the session to understand the reason and confirm next attendance. Repeated no-shows or late cancellations will trigger the escalation path below.

### 5A.3 Escalation path (ASC, HC and REACH)

1. **Stage 1 – Reminder & support:** We highlight the attendance expectation for booked places and offer help with barriers/agree reasonable adjustments.
2. **Stage 2 – Attendance review:** If low attendance continues (e.g., multiple late cancellations/no-shows within a half-term for ASC or within a HC block), with sufficient adjustments in place; we may pause new bookings and/or rescind spaces.
3. **Stage 3 – Pause/closure:** If there is no access for three consecutive months (see Section 6), we will pause pastoral support and multi-agency involvement until the YP re-engages via ASC/HC or REACH. Safeguarding procedures apply at all times.

Operational note: Standard message templates for cancellations/no-shows (ASC and HC) should be used when contacting parents/carers and are available to staff (including CHIPS email/text templates). These include guidance on when repeated non-attendance may affect future bookings.

## 6. Lapse of Access (3-Month Rule)

- If a YP does not access F4YP for three (3) consecutive calendar months, F4YP will not be able to continue providing pastoral care or supporting/attending multi-agency meetings for that YP. For the purposes of this policy, access means attendance at booked after school club or holiday club sessions or active engagement in REACH.
- Prior to withdrawal, F4YP will make reasonable attempts to re-engage (e.g., two contact attempts via preferred channels, and a written notice).
- A summary note will be shared with the referrer (where appropriate) advising that F4YP involvement is paused/closed due to non-engagement.
- Safeguarding concerns, if any, will be escalated in line with Section 10.

## 7. What Pastoral Support Looks Like at F4YP

Where the YP is actively accessing services, pastoral support may include:

- Participation in multi-agency meetings (e.g., TAF/CiN/CP/EHCP reviews) to share observations and progress.
- School liaison and visits, including attending meetings on site, observing in class (with consent) and co-creating support strategies.
- Goal-focused 1:1 or group check-ins linked to broader F4YP activities (clubs, projects).
- Practical advocacy, signposting and support to access education, health and community services.
- Attendance monitoring and solution-focused planning with the YP and parent/carer.
- Progress reviews at agreed intervals, with written updates to the YP/parent and referrer where appropriate.

Note: Pastoral support is contingent on active engagement. It is paused if the 3-month rule in Section 6 applies.

## 8. Therapy Access (Internal Referral Only)

- **Eligibility:** Therapy delivered or arranged by F4YP is by internal referral only. External referrals will be signposted to appropriate services.
- **Prerequisites to start therapy:**
  - The YP must have accessed F4YP for at least one full school term, demonstrating reliable engagement.
  - The YP must continue to access the wider F4YP service (e.g., clubs/activities or structured support) throughout therapy.
  - Parents/carers are recommended to attend an F4YP Support Group prior to the YP commencing therapy (or as soon as available thereafter) to build readiness and shared understanding.
- **Allocation:** Therapy places are limited and prioritised based on need, readiness and capacity. A therapeutic triage will confirm suitability, goals and timescales.
- **Attendance:** Two consecutive missed therapy sessions without notice may result in review and potential discharge back to wider support pending re-engagement.
- **Review:** Therapy goals and duration are reviewed regularly, with planned endings and signposting.

### 8a. Interim Engagement – REACH Programme

- Where therapy readiness is not yet established, or while waiting for internal referral triage/capacity, F4YP may offer the REACH programme as an interim pathway to support routine, confidence and engagement.



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- Participation in REACH does not guarantee therapy allocation but can help demonstrate readiness and meet immediate needs.

## 9. Safeguarding and Risk

- Safeguarding takes precedence over engagement thresholds. Any new or escalating concerns are managed under F4YP's Safeguarding Policy, regardless of attendance status.
- If we pause/close involvement due to non-engagement, and risk indicators are present, we will share information with statutory partners in line with our safeguarding and data-sharing procedures.

## 10. Equality, Diversity and Inclusion

- F4YP provides equitable access and will consider reasonable adjustments to reduce barriers.
- Decisions about support, therapy allocation or withdrawal are based on engagement, need and safety.

## 11. Data Protection and Information Sharing

- F4YP processes personal data in line with GDPR, the Data Protection Act 2018 and our Privacy Notice.
- We will share information with partners where there is consent, another lawful basis, or a safeguarding duty.

## 12. Re-engagement After Closure

- A YP may be re-referred following a lapse in access. Readiness and capacity will be considered.
- Where appropriate, REACH or wider service engagement may be offered prior to any new therapy referral.

## 13. Compliments and Complaints

- F4YP welcomes feedback. Concerns should be raised through the F4YP Complaints Procedure available on request.

## 14. Responsibilities

- **YP & Parents/Carers:** Attend as planned; communicate barriers promptly; participate in reviews and support group (recommended prior to therapy).
- **F4YP Staff:** Agree clear plans; record engagement; provide pastoral support while YP is accessing; assess therapy readiness; offer REACH where appropriate; act on safeguarding concerns.
- **Partners/Referrers:** Share relevant information; support attendance; attend reviews and multi-agency meetings where applicable.