Scope and Purpose

This policy aims to set out procedures for ISVA Service (the Bedfordshire ISVA Service) when interacting with parents, guardians, carers and family members – as well as any relevant professionals – to assist any clients who are unable to fully engage with the service and to enable those supporting them to gain relevant information and advice.

Clients unable to fully engage in support:

ISVA Service will provide information and advice to carers, family members and other relevant professionals in order to assist in the support of anyone who is either unable to, or chooses not to, engage with direct support from the service. This could be advice by telephone or providing information on what the service can offer and any onward referrals required. This support will generally be provided by telephone, however face to face appointments will be offered where requested. For clients with additional needs ISVA Service will periodically check, as support progresses, that the agreed arrangements regarding sharing of information are still in line with their wishes. Where ISVA are supporting via third parties information shared will be relevant, proportionate and agreed with the client prior to work commencing. These reviews will be form part of the Safety and Support plan reviews.

Where clients are being supported/assisted by a third party to access ISVA Service support we offer a number of different options depending on clients needs and wishes, such as:

- The offer of a joint initial introduction meeting – at which we will establish whether the client requires the assistance of the third part to continue to engage with the ISVA; and
- Ongoing joint meetings will be offered if the client feels unable meetings alone.

Engaging with parents and carers of children and young people:

ISVA Service will initially contact the parent or carer of any client under the age of 18 years old.

Children under 5 years old: for children in this age group the ISVA will have an initial meeting with the child, however, support is delivered to the parent/carer.

Children aged 6 – 12 years old: for children in this age group the majority of support is directly with the child whilst also supporting the parent/carer with information and advice.

Young people aged 13 – 17 years old: for young people in this age category initial contact is made with parent/guardian to explain the support available and gain consent for direct contact to be made with the young person. Information and advice is also provided to the parent/carer and any referrals to parental support services will be discussed with them. Any concerns arising from our work with the young person would raised with the parent or carer in line with our safeguarding policies.

Where young person has made it clear that they do not want the parent/carer to know an assessment will be completed on whether the young person has the capacity to make that decision. We use the Fraser Competence Guidelines and case is discussed with Support Lead in addition to adhering to our safeguarding policies. See form on next page.

CHILDREN AND YOUNG PEOPLE: FRASER COMPETENCE FORM

At YMCA we recognise that we need to balance the need to listen to children and young people's wishes with the responsibility to keep them safe from harm. We use the Fraser Competency Form to work out whether a child or young person is mature enough to make decisions on the things that affect them. We have based the form on the Fraser guidelines and Gillick competency assessments.

The guidelines should be used when a young person aged 13 years and over wants to seek support without their parent's consent. At we will always try to encourage parental involvement if we can but we also recognise that a young person may request our support without their parent's knowledge or consent. When this happens we use the form below to establish whether the young person has the maturity to make their own decision and understand the implications of doing so. We complete this form at initial assessment stage wherever possible **or** following the initial assessment where it becomes clear that it may be an issue or the young person changes their mind.

KEY FACTORS TO CONSIDER:

QUESTION	YES / NO
1) Has the young person requested that you do not tell their parents/carers about their circumstances and any interventions they may receive?	
2) Have you done what you can to encourage the young person to involve their parent(s)/carer(s)?	
3) Can the young person understand the advice/information they have been given? Do they have the maturity to understand what is involved and what the implications are?	

4) Can the young person comprehend and retain information relating to the interventions being offered? Particularly the consequences of having or not having the support/an assessment/interventions in question?	
5) Can the young person communicate their decision and reasons for it?	
6) Are you confident that the young person is making the decision for themselves and not being coerced or influenced by another person?	
7) Are you confident that you are safeguarding and promoting the welfare of the young person?	

[INSERT CLIENT NAME] has specifically requested support without the consent of a parent / carer.

Signed: _____ Date: _____

Case discussed with _____ on _____ and it was agreed that the young person is Fraser Competent. It was agreed that they can received support without parent/carer consent.

Signed: _____ Date: _____
Signed: _____ _____ Date: _____