

# SUPPORT COMMITMENTS

## Young Person's Commitments

As a young person at Centrepoint you...

- Commit to meeting with your keyworker for keywork sessions and to contribute to planning your own personal development.
- Agree to pay your rent on time and sort out any benefits applications promptly by providing the requested information. Agree to inform Centrepoint staff if your circumstances change.
- Commit to engaging in activities jointly agreed in your Action Plan such as learning or health opportunities.
- Agree to treat people with respect and fairly at all times (according to Centrepoint's equality & diversity statement).
- Agree to abide by the house rules and responsibilities for the services you are living in and to contribute to them. This includes not being anti-social in your behavior.
- Agree to ask for support if you are struggling with something.
- Understand that if Centrepoint does not deliver their service promise and you are not satisfied you are receiving the agreed support, you can contact your keyworker or their manager and make a comment, suggestion or complaint.

## Centrepoint's Commitments

- 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 want to work with you but may at times need to set boundaries and limits on your behaviour. We will always explain and discuss the reasons for these with you.
- Centrepoint promises to respect your choices and allow you to make your own decisions, as long as they do not harm others.

