

2020

encounter

move, play, connect, thrive



Service Guide for Children

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What is Encounter?

Encounter is somewhere people, and especially young people, can come to get help when they have experienced difficult situations or find some things difficult to cope with.

You may be very aware that things have been difficult, or you might not have any memories of things that happened. That is okay, as we help you cope with how things are for you now, and what you find difficult to cope with now.

What do we do?

We will work with you, to help you to do well and achieve your best at home, at school and in everything you do.

We are here to help you overcome any struggles you may be having in any area. Nothing is too big or too small.

While you are seeing us, your parent or caregiver will stay in the building, and they will sometimes be included in your session.

What will I do if I come to see you?

We will talk to you and ask you some questions, but we will mainly do activities.

We might use gym-style equipment to do some movements or play games.

Sometimes we do arty stuff like drawing, painting, printmaking or crafts.

At the sessions we will help you understand how your body and mind work together.

This is our large room where you will most likely have your sessions.



Your first few sessions

We will ask you to do some activities that involve simple movements, like bouncing on a gym ball or jumping on the small trampoline. We'll probably talk to you about sensory experiences, things like does anything irritate you, such as certain fabrics, sounds, smells, tastes etc.



We will also ask you some questions about the things you like and don't like, such as different types of activities and the subjects you enjoy or dislike at school. This will help us to create activities that suit you.

We will play some games and let you decide which ones to play during some of the sessions. It is important that you get to decide some of the activities.

We might also ask you to do some drawing or writing but it's not a test! It's to see if there are any activities that we can help you with.

What else?

We will listen to any worries or fears you may have, and will start to help you manage your feelings. We will help you feel good about yourself.

How long do I come for?

The sessions are around 50 minutes long, with some time to chat and catch up.

We always make sure there is time for you to ask any questions about the work we are doing, and we will spend time explaining things like how your brain and body may respond to the activities. We think it is very important that you understand why we are doing the activities and how they can help you.

Why do we do work this way?

Whatever kind of start you have in life, a part of your body called your nervous system can become sensitive to things - such as different sounds, smells, tastes, textures etc.

We are here to help you with anything that you find difficult in daily life, such as being around lots of people, being in noisy places, meeting new people and going to new places, or you might find very quiet places difficult. Anything from bright lights

to loud noises, and anything that you want to avoid but can't very easily.

We have found that the best way to help with these difficulties is using play, movement and sensory games to help your system get stronger and cope better.

We will play and move around during the sessions so it is important that you wear clothes you can jump around in.

Children have rights

It is important that you know how to ask for help, or say you are not happy about something.

If you feel you are not being listened to and you want to talk to somebody about how you are feeling, or if you can't talk to your parents, your teacher or your therapist.

You can ask National Youth Advocacy Service NYAS to help you:

Web	http://www.nyas.net/helpline
Email	help@nyas.net
Phone Number	0808 808 1001

If I don't like what happens, who can I talk to?

If you are unhappy about anything that has been said to you or has happened to you when you have been at Encounter, you have the right to complain.

You can complain by talking to or writing to any of the following people:

- Your parents/carers
- Your social worker
- Your therapist at Encounter
- Your Children's Advocate (if you are still on a care order to a local authority)

Then what happens next?

Whoever you contact will try and sort out the problem with you and the person concerned, as quickly and fairly as possible.

If you are still not happy, then you should tell the person you originally complained to, and they will do more to investigate your complaint – or you can contact someone else on the list.

You can also contact Ofsted (they are there to protect you).

This is how:

Address	Piccadilly Gate, Store Street, Manchester M1 2WD
Email	enquiries@ofsted.gov.uk
Phone	0300 123 1231

Or you can contact The Children’s Commissioner for England:

Email	info.request@childrenscommissioner.gsi.gov.uk
Phone	020 7783 8330

Social Worker - You can put their name and number here to find it easily:

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This is Andrea, who you will see for your sessions:

