



Mental Health Support Team Charter

November 2020

SUMMARY

This document captures the responsibilities and expectations of the Mental Health Support Team and its service users.

OWNER

Kayleigh Henry and Claire Thomas

VERSION

v1

DATE

November 2020

REVIEW DATE

November 2021

© Brighter Futures for Children

Brighter Futures for Children
Civic Offices, Bridge Street,
Reading RG1 2LU

Company number 11293709


Our Values

As employees of Brighter Futures for Children (BFfC), in every aspect of our work, we will be:

- Honest – transparent and open about how we work
- Creative – not bound by convention
- Caring – every decision will be made in the best interest of the child or young person
- Quality-driven – efficient, effective and professional
- Respectful – we will value diversity
- Responsible – a prudent organisation and a good partner, using limited resources wisely.

The following table summarises what service users can expect from MHST staff and what we expect from service users.

Our Values	What you can expect from us...	What we expect from you...
Honest	...to involve you in decisions. ..to communicate with you clearly, both verbally and in writing.	... to share information with us about the child/young person's strengths, needs and family context. ... to share information that will help us to help you.
Creative	... to work flexibly to deliver evidence-based interventions to support children and young people's mild to moderate mental health concerns.	... to attend agreed sessions with MHST staff on time.
Caring	... to listen. ... to make decisions in the best interests of your child/young person/family.	... to talk to your child/young person about our work.
Quality driven	...to complete an assessment of mental health needs. ... to deliver guided self-help and psychoeducation-based interventions, usually over 8-10 sessions.	... to complete agreed activities between the sessions. This will help to make sustainable change.
Respectable	...to be curious and respectful of the cultures of the families that we work with.	... to communicate with us respectfully. ...to respect the timeframe of the session (up to 1 hour).
Responsible	... to attend sessions on time. ... to let you know as soon as possible, if we need to move, change or cancel a session. ... to support children, young people, families and/or schools in a timely way. If we don't hear from you after we have tried to contact you three times, we will assume you no longer wish to receive a service from us and we will close your sessions. However, you are welcome to make a re-referral at any time for your child, young person or family. ... to make you aware of other services that might be helpful.	... to attend sessions on time. ... to let us know, as soon as possible, if you're unable to attend a planned session. ... to provide us with honest, constructive feedback about your experiences of using our service. ... have a safe space either at school or at home (if working remotely via teams or phone) ... to gain access to Microsoft Teams prior to starting online sessions



... to invite you to provide feedback on the service.
... to use service user feedback to inform our service improvement and development plan.
.... follow BfC safeguarding policy
... manage data securely and sensitively, in ways that you have agreed to.