

Script or Prompts for making contact with parents and young people

Oxygen: *Hello there, my name is I'm a youth worker from Oxygen.*

Recipient: Hi

Oxygen: *I am ringing because we provide support to a number of young people who attended our projects, or have been referred to us by schools and are just phoning around to see how they are doing.*

Can I just check who I am speaking to please?

Recipient: Yes .. or Its

Oxygen: *Oh great, thanks for that. (make a note of the name they give) You should have received a text message from Oxygen letting you know that someone might call. Did you get one?*

Recipient: Ok.. / Yes.. Don't know....

Oxygen: *Oh. I should mention that all Oxygen is a charity and all our staff and volunteers have been DBS checked and have undertaken safeguarding training. Some of us have also undertaken mental health first aid training for young people.*

It really has been such a crazy year with the impact of Covid, and we know that many young people, and families, have struggled in various ways,.... we just want to let you know that we can still offer support.

So would you be OK with us offering a little extra support for young person? Would that be helpful? It could simply be a phone call or text to see how they are doing. Of course we would only do it with your permission.

Recipient: Do you want to speak to (yp)?

→ Yes if you are happy with that. go to **Y.P**

no thanks we are OK /

→ Ok no problem. If you do need any support in the future or would like to talk at a more convenient time, then you can always get in touch by responding to the text that was sent or via our website. Thank you for your time.

Ok that sounds great



Oxygen: *Ok, fantastic. I will just need to send a second text with a link to a very brief form just so that we have got a record of you giving us permission. Is that ok?*

Recipient: yes that is fine..

Oxygen: *So how is doing? Or How have things been for you guys over the last few months?*

Recipient: Oh it has been a real struggle.....

Oxygen: *It has affected people in in such different ways.*

For us, it has limited what we can do, but we are keen to try and stay in touch during the lockdown and recognise that Christmas and the new year might be challenging times for many.



We are always exploring ways to support young people and in time there will be other Interventions that will be available like

- ***Mentoring 1-2-1***
- ***Upcycling project- transforming something old into something brand new***
- ***Local youth projects and youth clubs***
- ***Zoom catch ups with a member of the team if you are worried about in person contact***

If the conversation goes well and you know the young person from the youth club or school visit...

Oxygen: Well it has been good to talk with you and we / I enjoy having ... (Young person).. attend the club / meeting with them at school. We really hope that we can return to normal in the near future.

Recipient: Yes me too / Thank you, (young person) enjoys coming

To finish

Oxygen: Thanks again for your time and Do look out for a text from Oxygen and you can always contact us via our website or Facebook or by replying to the text. I hope you have a good rest of the year and that 2021 is an improvement on 2020!

Y.P.: If you get through to the young person then the following might help:

Oxygen: Hi there! its (your name) from Oxygen. / youth club. (we met) how have you been? are you looking forward to Christmas/new year/2021? have you been in touch with any of your friends? We are just ringing round to see how people are doing. it has been a bit of a challenging time with the lockdown and stuff... Just want to let you know that we are here if you need anything. and although we can't open the club, we can stay in touch. So we are planning to just call or text once a week to check everyone is ok. we are even allowed to support by meeting up if needed. also if you are concerned about anything or anyone then you can always get in touch with us and we will do our best to help. Is that OK?

Y. p.: Yeah that's ok...

Oxygen: Great, well it has been good to talk and look out for a message from us in about a week or so (or agree a frequency of contact). Have a good week

Follow up with a text to the parent with the consent link <https://forms.gle/UuUhotExvzafxaNj8>

Follow up with the young person with a text "hi (y.p. name), It was good to talk with you earlier. if you need help or support you can contact me or the oxygen team by texting back to this number. Look forward to catching up again soon. cheers (your name)". Remember to use the text service

