

Getting Started with Momentum

A guide to the first conversation

SUPPORT. STABILITY. MOMENTUM. OPPORTUNITY.

Contacting Horizons does not mean that you have committed to receiving support.

The first conversation is an opportunity for you and Horizons to explore whether Momentum may be suitable, useful and within the project's remit.

It is intended to be calm, informal and unpressured.

You do not need to prepare a detailed account of everything that has happened. We will ask only for enough information to understand what may be preventing you from moving forward and whether Horizons may be able to help.

What is the first conversation for?

The first conversation helps us understand:

- what is happening for you at the moment;
- what seems to be preventing you from moving forward;
- what you are hoping to begin, continue or maintain;
- what support, appointments or services are already involved;
- whether confidence, motivation, organisation or overwhelm may be getting in the way;
- whether practical encouragement or continuity between appointments may be useful;
- whether other services or sources of support might also help.

The conversation is not intended to explore every detail of your personal history. The focus is on what is affecting your progress now and what may help you take or maintain the next step.

What might I be asked?

You may be invited to talk about:

- what prompted you to contact Horizons;
- what you would like to change, begin or continue;
- what has been difficult to maintain;
- what support you have received previously;
- what support is currently involved;
- what has already helped;
- what tends to interrupt your progress;
- what kind of encouragement or practical contact may be useful;
- any important boundaries or preferences you would like us to understand;
- whether there are other services you may benefit from speaking with.

You will not be expected to provide information that is unnecessary for deciding whether Momentum may be suitable. You can ask questions at any point.

The kinds of goals Momentum may support

Momentum may be helpful where someone is trying to build on support, advice or progress that has already begun. Examples may include:

- maintaining progress following counselling or motivational support;
- following through with advice from a dietitian or another health professional;
- preparing to begin college, training or adult learning;
- building confidence around volunteering or returning to work;
- staying engaged with appointments or existing services;
- organising manageable steps during a difficult period;
- maintaining routines, plans or personal goals;
- finding a way forward when anxiety, uncertainty or overwhelm keeps interrupting progress.

These are examples rather than a checklist. Everyone's circumstances are different, and the first conversation helps us consider whether the type of support Horizons offers matches what you need.

What the first conversation is not

The first conversation is not:

- counselling or therapy;
- a clinical assessment;
- a diagnosis;
- an interrogation;
- a detailed investigation of your personal history;
- a guarantee that Momentum support will begin;
- pressure to disclose more information than is reasonably needed;
- a replacement for professional or specialist services.

Horizons provides non-clinical, practical and relational support. We will be honest about what we can and cannot safely provide.

How suitability is considered

During the conversation, Horizons will gather only the information reasonably needed to consider whether Momentum may be appropriate. We will consider:

- whether your goals fit the purpose of Momentum;
- whether the support you are seeking falls within the Horizons remit;
- whether Momentum can work safely alongside the services already involved;
- whether the type of contact Horizons provides is likely to be useful;
- whether another organisation or professional may be better placed to help.

Where appropriate, Horizons may seek professional consultation before deciding whether the proposed support falls safely within its remit. This consultation is about the suitability of the support Horizons may provide. It is not a clinical assessment or diagnosis of you.

What happens after the conversation?

You will not usually be expected to make an immediate decision during the first conversation. Afterwards, Horizons will consider the information you have shared and contact you by email or telephone to explain the suggested next step. This may include:

- inviting you to discuss Momentum support further;
- asking for a small amount of additional information;
- explaining that Momentum does not appear to be the right form of support;
- suggesting another service or source of assistance;
- offering signposting, where you would find this helpful.

Horizons will not continue into ongoing support where we do not reasonably believe that Momentum is appropriate, useful or within our remit. Where possible, we will explain that decision clearly and respectfully. With your agreement, we may also suggest other places that could be more suitable.

If Momentum appears suitable

If both you and Horizons believe that Momentum may be useful, we will then discuss the practical arrangements. These may include:

- the purpose of the support;
- the progress you would like to maintain;
- how and when contact may take place;
- appropriate boundaries;
- consent and confidentiality;
- information sharing;
- contact with existing services, where relevant and agreed;
- how the support will be reviewed;
- how support may reduce or end.

These arrangements are normally discussed after the initial conversation rather than taking time away from understanding what is happening for you. Nothing will begin without the relevant arrangements and consent being explained.

Working alongside existing support

Momentum is designed to complement professional and community services rather than replace them. Where appropriate, and with your consent, Horizons may work alongside the people or organisations already supporting you. This might include helping you:

- prepare for an appointment;
- remember or organise an agreed next step;
- maintain progress between appointments;
- reflect on what has helped;
- remain connected to support during a difficult period.

Any limits around confidentiality, consent and information sharing will be explained clearly before ongoing support begins.

You remain in control

You can decide not to continue after the first conversation. You can also ask questions, correct information or explain that something does not feel right for you. The purpose of the conversation is not to persuade you to accept support. It is to establish whether there is a safe, useful and appropriate basis for working together.

Getting in touch

You can contact The Horizons Project by email or telephone using the details provided on the Horizons leaflet or website. You only need to provide a brief indication of why you are getting in touch. The first conversation will give you space to explain more.

Email: hello@horizonsproject.uk

Website: www.horizonsproject.uk

Important note

The Horizons Project provides non-clinical, practical and relational support. It is not an emergency or crisis service.

If you or someone else is in immediate danger, contact the emergency services or an appropriate crisis service.

The Horizons Project

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