



Frequently Asked Questions

Q: Who is [eligible](#) for Motiv8?

A: Participants need to be over 25, not in employment or training, live in the Greater Manchester Area and have the right to live and work, or right to remain in the UK beyond Jun 2020. Additionally, have at least [2 barriers](#) that are not being managed. These might include:

- Mental Health issues
- Drug or Alcohol misuse
- Homelessness or risk of homelessness
- Criminal behaviour / risk of re-offending
- Physical health issues/Disabilities
- Domestic Violence or Abuse

Q: How long does it take to get on programme?

A: We aim to attach within three weeks of the referral being received and verified. This can be minimised by having eligibility criteria in place.

Q: Why does it take so long?

A: We have strict [eligibility criteria](#) specified by our funders. This criteria needs to be checked and then verified by our attachment team before a participant can be accepted on our programme for support.

Q: What can we do to help?

A: Discuss with your client the [eligibility criteria](#) and their barriers that need addressing with a personal support plan. Manage expectations by advising of the need to verify employment status and right to live and work in the UK. Ask them to prepare appropriate documents if possible, for example, a birth certificate or passport and proof of benefits letter.

Q: Do I need to complete a referral form?

A: Referrals can be completed at pre-arranged drop in sessions, by stakeholders or clients can self-refer by calling our Single Point of Access on 0161 331 2048. The referral form is a key part of demonstrating a participant's need for support and also assessing any associated risk. By completing all sections as fully as possible it enables us to process referrals efficiently and provide support in a timely manner.

Q: What happens if my client does not have a birth certificate, passport or proof of benefit information?

A: We can support them by obtaining a birth certificate. We can also help them obtain a proof of benefits letter, however, this adds to the time it takes to be attached to the programme.

Q: Can you support clients with a language barrier?

A: We make best endeavour to support those whose first language is not English. We have the [Wai Yin Society](#) as a specialist partner, for example, who provide ESOL courses.

Q: My client has previously been on Motiv8 and now wants further support. Are they eligible?

A: If a person has been with Motiv8 previously and they have left us with a result, for example entered training or employment, then they are not eligible to return. If a person was not ready and they failed to engage for whatever reason, they can be re-referred on to the programme.

Q: Do you have any case studies that we can look at?

A: Yes, our website has a number of [success stories](#).

Q: Who can I call if I have a question or query?

A: We have a single point of access team. They can be contacted on 0161 331 2048 or by email: info@manchesterbbo.co.uk

Q: I have a safeguarding concern for my client, can you help?

A: Yes we can still provide support to your client, although please complete a safeguarding referral following your own internal procedures **prior** to referring to Motiv8, to ensure your concern is addressed more quickly.

Motiv8 contact details:

Telephone: 0161 331 2048

Email: info@manchesterbbo.co.uk

Website: <http://www.motiv8mcr.org/>

Twitter: [@Motiv8GM](https://twitter.com/Motiv8GM)

Please let us know by phone/email if you would like to receive regular updates