

Our Confidentiality Policy

The service we provide is confidential and we will respect your privacy. We will ask for your consent before we share information about you with other agencies.

However, if we feel that you, or someone else may be at risk, we may need to contact someone else.

We would inform you of this first.

Your rights— You have the right to:

- Choose whether or not you use our service; it's voluntary
- Choose how and when you use the service
- Be treated with respect at all times
- Not to be discriminated against for any reason
- Have your cultural or religious beliefs respected
- To see any information that is kept about you
- You will be listened to and taken seriously
- Participate fully in any decisions made about you
- To decide which services are most suitable and appropriate for you
- Know who you can turn to for help in a crisis
- Complain about any aspect of the service which you are unhappy about
- Receive advice about how to make a complaint
- To decide at any time that you no longer wish to work with us.



Drop - In Times & Days

Age: 11 - 16
Monday
4:30pm-6:30pm

Age: 16-25
Monday-Friday
1:00pm-3:00pm

If you would like more information, you can contact the Young Persons Advisory Service on:

0151 707 1025

Or at the address below.



Young Person's Advisory Service

36 Bolton Street, Liverpool L3 5LX

Tel: **0151 707 1025** Fax: **0151 707 1252**

Web: **ypas.org.uk**

Email: **support@ypas.org.uk**

Registered Charity No. 1002706
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DROP-IN

11-16
&
16-25



**Promoting positive changes
in young people's lives.**



Young Person's Advisory Service

About the Drop-In at YPAS

The Young Person's Advisory Service is an organisation which supports young people from the ages of 16-25 years across a range of issues. The support services at YPAS include advice, support and group-work.

Support Team at YPAS

Works alongside CAMHS and other agencies that work with young people aged 16 to 25 years.

All young people have to deal with issues which may affect their lives and how they feel about themselves.

These issues may include:

- Depression
- Anxiety
- Debt
- Relationship worries
- Family issues
- Problems at school/college
- Low confidence or self esteem
- Sexuality
- Bullying
- Mental wellbeing, self harm/self injury
- Welfare benefits advice
- Housing issues
- Isolation
- Education & training
- Health
- Drug and alcohol issues

YPAS can offer you support with all these issues.

What can the Drop-In team offer?

Some times in life things happen. We know we need some help and support, but we don't know where to start, who can help and what help we actually need. If you ever feel like this then YPAS can help.

The drop-in team provides support, advice and guidance to young people aged 16-25 years old. YPAS offers a safe space, relaxed atmosphere with approachable and friendly staff.

If we are not the right people to help you, we can support you getting the right help.

Drop-in offers many different opportunities for you to join in. Activities and new experiences are offered throughout the year.

The support services offered:

- Drop-in
- Drug and alcohol advice (help to reduce or stop)
- Benefits advice
- Life skills
- Housing and accommodation advice
- Debt management and budgeting
- Group for lesbian, gay, bisexual or young people questioning their sexuality
- Support into education and training
- Internet access
- Laundry and shower facilities
- Group work

Support we can offer:

- Relaxed and friendly space
- 1 to 1 support
- Listening
- Advice
- Advocacy
- The chance to meet with other young people
- Putting you in touch with other agencies
- Working with other agencies with your consent
- Friendly and approachable staff
- Warm, safe and comfortable environment
- A service that can reach out to meet your needs
- Encourage better understanding of mental health issues
- 5 ways to well-being:
 - Connect
 - Be active
 - Take notice
 - Learn
 - Give