

A NUMBER OF YOUNG PEOPLE USING OUR SERVICES REQUIRE ON-GOING, IN-DEPTH ADVOCACY AND SUPPORT. THROUGH OUR ADVICE AND ADVOCACY WORK WE ARE ABLE TO OFFER THIS. WHILE THE EMPHASIS OF THIS WORK IS ON HOUSING, WELFARE BENEFITS AND SOCIAL ISSUES, WE RECOGNISE LIFE IS NOT NEATLY PACKAGED AND OFTEN A DIFFICULTY IN ONE AREA CONTRIBUTES TO, OR IS CAUSED BY, DIFFICULTIES IN ANOTHER. WITHIN THE LIMITS OF OUR RESOURCES WE ATTEMPT TO ADDRESS THESE OTHER NEEDS.

Drop In will do everything possible to ensure that our work is of a consistently high standard. If you have any questions about our work, or any of our leaflets then please ask.

### FREQUENTLY ASKED QUESTIONS

#### What should I do if I can't make my appointment?

It would be helpful if you could call us on our 020 8680 0404 number and let us know. If we do not hear from you we will assume you have decided you do not want A&A right now. You will always be welcome to approach us again later if you want to.

#### What should I do if my situation has changed?

It would be helpful to be told of this if A&A have set up appointments or arranged a referral so that these can be rescheduled or cancelled.

#### What should I do if I arrive late?

Depending how late you arrive the A&A worker will endeavour to meet with you but may need to cut your appointment short if they have another meeting planned.

#### What should I do if I am not happy with the service I am getting?

If you are not happy with any aspect of Drop In please talk to the A&A Adviser first. If you are still dissatisfied you can then talk to the Director.

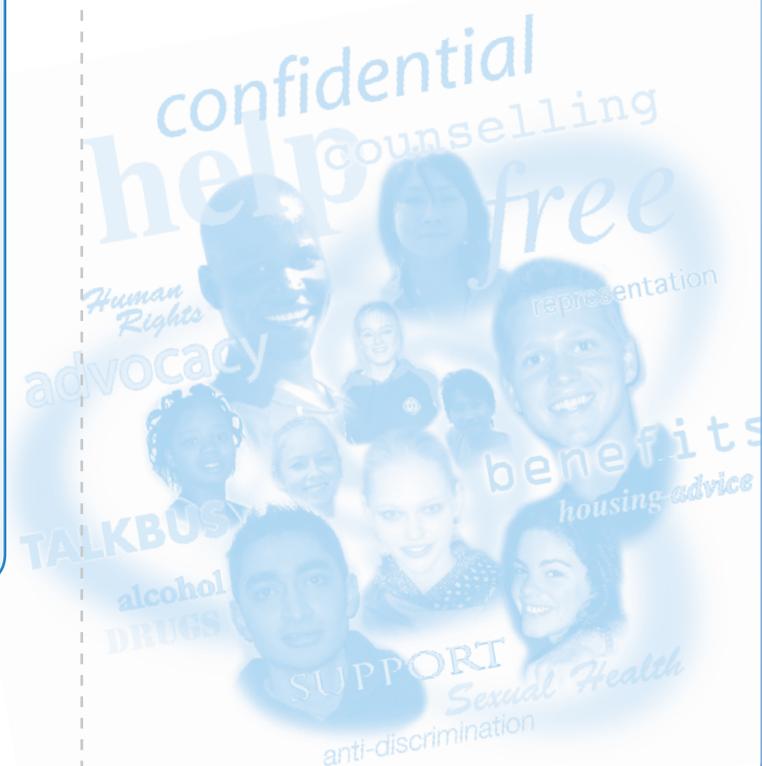


REGISTERED CHARITY NO. 1049307  
COMPANY LIMITED BY GUARANTEE REGISTRATION NO. 3092355

ADVICE & ADVOCACY AT CROYDON DROP IN IS ACCESSIBLE, CONFIDENTIAL, INDEPENDENT, SAFE AND FLEXIBLE TO YOUNG PEOPLE SEEKING OUR SUPPORT.

## CROYDON DROP IN

### ADVICE & ADVOCACY



## Thank you for deciding to come to Drop In for Advice and Advocacy (A&A) support.

We believe that all young people have the right to make up their own minds and be responsible for their own decisions. You will be treated with warmth and accepted in a non-judgemental way.

We inclusively welcome all young people aged between 11 and 25, who live, work or study in Croydon. Whatever your background, we aim for our staff to continue to reflect the ethnic and cultural diversity of the community in the borough. We have an equality and diversity policy which we will be happy to show you if you wish.

We use a 'Human Rights' based approach in all our work. We understand that seeking help is not always easy and we hope that this leaflet will explain the A&A options here at Drop In and help you decide if we can provide you with the right kind of support for you.

### WHAT IS ADVICE?

Advice is an mixture of guidance, help, recommendations, suggestions, tips, etc. and with this we identify what your 'wants and needs' are in your particular situation.

### WHAT IS ADVOCACY?

Advocacy is a form of support, which allows us to speak on your behalf, and support you if you need help. We help you understand your rights, ensure your rights are respected, and provide information so that you can make informed choices.

Through Human Rights A&A work we are able to help you access the information you need to solve your issues or problems. If assistance is not enough, we can also support you by advocating on your behalf.

### WHAT DOES A&A INVOLVE?

- **Research**
- **Providing accurate information**
- **Information on housing and benefits**
- **Self-help** We have opening times when our staff can assist you to find information you are looking for
- **Signposting** Staff will find details of agencies that are best suited to deal with any issues or problems
- **Diagnostic interviewing** Staff will carry out an in-depth interview, draw up a plan with you and then discuss how you can carry it out
- **Referral** Staff will identify what you need help with and contact relevant agencies on your behalf
- **Casework** Staff will carry out an in-depth interview and draw up a personal plan.

### WE ARE FREE

There is no charge for the A&A support we provide. However, donations towards our services are most welcome!

### WE ARE CONFIDENTIAL

We have a confidentiality policy and statement which is on display throughout Drop In. Further details on this can be obtained whenever requested.

The confidentiality given at Drop In means that any information you provide when using any part of this service will be treated as strictly confidential to the agency, unless you have given us permission to act otherwise.

The only exception to this may occur when the agency believes there is a serious risk of physical, mental or emotional harm to self or others. In this situation we may consider taking action without prior consent, although this situation is very rare. Such a decision would only be made after careful consideration and whenever practical, we would seek to inform you of any action we were planning to take.

Our confidentiality is such that we will not confirm to any outside person that you are coming here unless you ask us to.

Advice & Advocacy at Croydon Drop In is accessible, confidential, independent, safe and flexible for any young person seeking our support.

A number of young people using our services require on-going, in-depth advocacy and support. Through A&A work we are able to offer this. While the emphasis of this work is on housing, welfare benefits and social issues, we recognise life is not neatly packaged and often a difficulty in one area contributes to, or is caused by, difficulties in another. We do our best to address these other needs as much as we can.

### ABOUT US

We're a voluntary organisation. This means that we are independent and not linked into formal structures.

We do not keep formal records on people. However we do keep statistics on the people who use the service, such as their age, gender, ethnicity and the range of issues covered. The statistical forms are only used for this purpose. The information is entered into our database and used in our annual reports to inform our funders.

A&A workers may keep confidential notes on their sessions with you which cover the facts and issues being worked with and any outcomes of the support.



Call us on

020 8680 0404

Email us at

[enquiries@croydondropin.org.uk](mailto:enquiries@croydondropin.org.uk)