



FIND YOUR WAY FAQ'S

How does it work?

This will vary between individuals but more than likely you will be welcomed and asked if you would like to talk to someone. If this is the case the worker will take you in to a private space and explain a bit about the kinds of support you can get from Find Your Way, along with our record keeping, Confidentiality Policy and the limits of this, so you can decide how much you would like to tell us.

If you call us, we will check that it is ok for you to talk, for example if you were in a public place and people might overhear your private information. We can call you back to save your credit or if you're currently not able to talk privately. We would then explain the service and offer advice the same as we would if you came in to see us.

What subjects do you give information, advice and guidance (IAG) on?

We offer information, advice and guidance on a range of topics including:

- Consumer Rights
- Youth Projects & Activities
- Sexual Health
- Legal Rights and the Law
- Education
- Training and Jobs
- Money and Benefits
- Housing & Homelessness
- Personal Support

As well as referring you to more specialist services like Counselling and Mental Health Services to meet your needs.

How do I access the service?

You can call us on 01872 613001 or drop-in to see us throughout the week. If you don't want to call us yourself we're happy to talk to someone calling on your behalf.

Do I need to be referred?

There's no need for a referral. You can call up or drop in to see us.

When are you available to talk?

Our days and times can vary, so it would be best to call ahead (01872 613001). If no one is available you should leave your name and number and someone will get back to you as soon as possible.

What happens if I don't want to talk face to face?

We are happy to give you advice over the phone or you can access [Kooth.com](https://www.kooth.com). With Kooth you can create a login without a referral and chat online to a counsellor as well as accessing a range of information and resources.

What happens to the information I give you?

Find Your Way is a confidential service which means we won't talk to anyone else about what you tell us unless you want us to.

The only time we might have to pass on information is if you tell us something that might put you or someone else at risk of serious harm. Then we follow procedures on keeping young people safe but it would be made clear if this was going to happen.

Are records kept on what we talk about?

We keep a written record of the advice we give you for our use only. This is stored safely on our recording system under the Data Protection Act 1998. If you wanted to see the information we keep on you, we're happy to provide this. You can also request us to not store information on you.

Can I access more than one service?

Yes and we are happy to point you in the direction of our other services.

What if I'm 20+ and need support?

We support young people aged 11-19 (day before 20th birthday) but we'd never send you away without pointing you in the direction of another service or resource that could support you.